BYLAW CLERK TYPIST II

DEFINITION

Under the direction of the Inspections Supervisor and working closely with Municipal Bylaw Enforcement Officers, this position provides a variety of clerical and secretarial support functions and other computer related duties including accurate data entry to an in-house database. This position involves dealing with the public where accuracy, patience, courtesy and tact are required when answering complaints and enquiries, receiving building/plumbing permit applications, handling of cash, and issuing permits and receipts for the same. The incumbent is expected to work independently on routine matters following established methods and procedures.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

-   Receives and processes complaints including interviewing complainants on the telephone and in person to gather information and explain general inspection and complaint procedures.
-   Working independently, the Bylaw Clerk prepares bylaw complaint forms, gathers file records and maintains inspection diary system.
-   Using computer database tracking system, the Bylaw Clerk is responsible for creating bylaw complaint cases and updating permit tracking information, issuing permits, and printing out reports or form letters.
-   Accurately produces a variety of letters, forms, memoranda, reports, court depositions and other material from copy, rough draft and other previously prepared data.
-   Performs clerical functions including handling bylaw enquiries, making appointments and composing routine correspondence as directed by the Bylaw Enforcement Officers.
-   Receives permit applications, creates and enters case information using a computer database tracking system according to prescribed standard procedures.
-   Answers telephone and counter enquiries, directs visitors and phone calls.
-   Receives permit fees according to prescribed policy and standard procedures.
-   Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES USED ON THE JOB

-   A working knowledge of Municipal Bylaws.
-   Ability to communicate effectively in writing.
-   Concentrated attention to detail.
-   A strong background in office practices and procedures.
-   Ability to function using a variety of office computer packages and filing systems.
-   Skill in operating a computer effectively and efficiently.
-   Ability to keyboard accurately and rapidly.

- Ability to compose and accurately produce routine letters and memoranda.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements)
    - Adaptability - willingness to be flexible in a changing work environment
    - Relationship Building - establishes and maintains respectful and cooperative working relationships.
    - Effective Communications - communicates effectively with others.
    - Problem Solving - recognizes and acts to resolve problems.
    - Customer Focus - provides excellent service to both internal and external customers.
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REQUIREMENTS

- Grade 12 or equivalent.
- Certificate in office practices and procedures, with 6 months work experience, or the equivalent of one year=s full-time experience in an office environment.
- Keyboarding speed of 60 wpm

STANDARDS

- Support and uphold the established policies and objectives of the Municipality and the department in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization of the department head or the Administrator.
- Adhere to all established division, department and municipal rules and regulations.
- Maintain the performance levels set by the division in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management, Council and the public.
- Maintain regular communication with supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.