

**CLERK**  
Public Works

**DEFINITION**

This is an administrative and clerical position of moderate complexity. This position is responsible for creating and maintaining a variety of filing systems, using a variety of software programs. The incumbent is expected to work independently on routine matters, and to deal with internal and external clients where courtesy and tact are required, with a focus on customer service. Work is completed in accordance with divisional goals; however, independence in establishing work methods is exercised.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:**

- Provides counter and telephone reception, and responds to enquiries from the public and staff on a variety of subjects pertaining to the day-to-day operations.
- Types articles, forms, letters, routine correspondence, form letters, memoranda, reports, tabulations and other material from rough draft copy and previously prepared data.
- Performs BC One and underground service checks prior to excavation. Maintains a list of checks and informs foremen of the results.
- Maintains full inventory of the Section's maintenance tools and equipment.
- Maintains filing systems, including absentee records, time records, site plans, profile drawings, current construction plans, work completion records, customer service request forms as well as enquiry and investigative records.
- Assists Manager and Foremen/Supervisor in budget documentation and the preparation of estimates. I.e. material, equipment and manpower costing as required.
- Assists Foremen in dispatching vehicles and crews as required.
- Receives, processes and records a variety of enquiries and complaints. Directs information to the appropriate authority for action.
- Process and enter requisitions, invoices, delivery slips, receipts and any other related documents.
- Prepare Repair Cost Sheets for internal and external work for others.
- Occasionally transfer vehicles or transport crew to job sites.
- Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:**

- Ability to perform duties with limited supervision and to meet specific deadlines.
- A good working knowledge of standard office practices, including the ability to set up and maintain accurate filing, inventory and record systems.
- Knowledge of municipal, department and section policies and procedures as well as methods, practices, tools and equipment used in electrical work.
- Ability to organize and prioritize workload.
- Ability to communicate effectively in writing and to compose routine letters and memoranda.
- Ability to effectively and efficiently operate a personal computer and use corporate software packages including in-house databases, corporate accounting software packages, desktop publishing and other standard computer applications such as spreadsheets, word processing, internet and email.
- Good knowledge of business English, spelling, punctuation and related business subjects.
- 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.

**REQUIREMENTS:**

- Completion of grade 12, or equivalent supplemented by a certificate in office practices.
- One year experience in a business or municipal office environment including customer service experience.
- Minimum keyboarding speed of 40 wpm.
- Considerable experience or training in standard computer applications including word processing, spreadsheets, financial software packages, databases, including tables, graphics and desktop publishing.
- Possession of a valid Class 5 BC Driver's Licence.
- Possession of a valid First Aid Level II is considered an asset.

**STANDARDS:**

- Support and uphold the established policies and objectives of the Municipality and the Division in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental 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 the 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.
- Uphold the Municipal Safety Policy; promote, monitor and ensure compliance with Workers' Compensation Board regulations within the workplace.