

Job Information

Job title	Customer Service / File Clerk- Inspections		Job Code: CSFPLN	Pay Grade: D
Title of immediate supervisor	Supervisor Inspections Administration			
Department/Division	Legislative & Protective Services/ Inspection Services			
Prepared by	N. Pallan			
Date Created	Feb 18, 2015	Revised date	Dec 5, 2017	

Job Purpose

Provides customer service and file management relating to documents and permits. Responsibilities include data entry, maintaining an electronic mail log, and filing, receiving applications, entering folders, records management skills following established procedures, handling cash and issuing receipts. Involves dealing with the public in explaining the content of exchanged data or information.

Duties and Responsibilities

- Answers telephone and counter enquiries, directs visitors and phone calls, answers routine enquiries regarding permits, property history and general inspection procedures.
- Maintains property file system including filing, sorting, ordering and retrieving of property files and plans, including off-site storage and searching for files.
- Accepts and processes payments through the Tempest Cashier system by cash, cheque or debit; maintains a float and balances batches daily.
- Processes permit fees according to prescribed policy and standard procedures.
- Receives permit applications, creates and enters folder information using a computer database tracking system according to prescribed standard procedures.
- Receives and processes plumbing permit applications submitted by fax, and prepares permit for issuance to client according to prescribed standard procedures.
- Purges commercial files and prepares for offsite storage,
- Updates permit tracking information and issues permits using a computer database tracking system according to prescribed standard procedures.
- Prints out reports or form letters using a computer database tracking system.
- Maintains mail and fax (including subscriptions) distribution system.
- Makes simple arithmetical computations accurately and with reasonable speed.
- Operates a photocopier, document scanner, microfilm copier, microfilm reader and other standard office equipment
- Prepares written communication of a routine nature for external and internal customers using proper business English, spelling and grammar.
- Performs other related duties as required.

Qualifications

- Grade 12 graduation or equivalent supplemented in training of standard office machines, such as a cash registers and calculators, office practices and techniques and courses in business English, spelling and grammar.
- Six months of experience in an office related position in a customer service capacity.
- An equivalent combination of education and experience may be considered.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.