

Job Information

Job title	Customer Service/ File Clerk- Engineering	Job Code: CSFEN	Pay Grade: D
Title of immediate supervisor	Administrative Assistant		
Department/Division	Engineering		
Prepared by	M. Sheehan		
Date Created	Jan 8, 2015	Revised date	Oct 3, 2022

Job Purpose

Provides clerical support to the various sections of the Engineering department. Prepares word processing assignments, enters data, maintains the records management systems, issues permits, handles cash, issues receipts and provides customer service.

Duties and Responsibilities

- Answers telephone and counter enquiries, provides routine information and routes visitors and callers.
- Types routine correspondence, including letters, permits, memoranda, reports, and other material from rough draft copy and previously prepared data.
- Issues receipts for payment for a variety of municipal services.
- Sorts, logs, and distributes incoming mail.
- Originates and maintains technical files.
- Purges files and prepares for off-site record storage, including retrieval, sorting files, ordering file contents and searching for files.
- Orders all office supplies and magazine/periodical records for the department.
- Receives permit applications, creates and enters folder information, updates tracking information and issues a variety of permits using a computer database tracking system according to prescribed standard procedures.
- Processes permit fees according to prescribed policy and standard procedures.
- Accepts and processes payments through the Tempest Cashier system by cash, cheque or debit; maintains a float and balances batches daily.
- Produces and updates business cards for the staff of the Engineering Department.
- Performs general office administrative and clerical duties such as copying, faxing, filing and updating manuals.
- Attends and provides administrative support for various Open Houses as directed.
- Coordinates sign out and tracking of lockers and fleet vehicles. Ensures use agreements are completed, issues required safety equipment and makes calls for service.
- Performs other related duties as required.

Qualifications

- Grade 12 or equivalent, plus additional courses in common word processing and spreadsheet software products
- Six months of office/customer service experience and experience in record management systems and computers.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 40 wpm.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment and interacts with the general public.