

Job Information

Job title	Public Works Clerk		Job Code: CLPWKS	Pay Grade: F
Title of immediate supervisor	Administrative Supervisor – Public Works			
Department/Division	Engineering / Public Works			
Prepared by	Kristine Kelly			
Date Created	August 2017	Revised date	June 14, 2023	

Job Purpose

Performs administrative and clerical duties for Public Works. Creates and maintains a variety of filing systems and uses a variety of software programs. Deals with internal and external clients in a professional and courteous manner with a focus on customer service.

Duties and Responsibilities

- Provides in person/over the phone reception services for the division, including answering routine inquiries, providing general information to the public regarding divisional programs, policies and work activities, assessing calls to determine priority, triaging to the appropriate section and documenting service calls.
- Creates, updates and closes Tempest Calls For Service log, forwards complaints and service requests in a timely manner to the appropriate Section and initiates' related work orders. Runs reports on outstanding CFS for section review.
- Prints, scans, reads/interprets GIS Maps and Service Plates for internal/external customers.
- Assists in the maintenance of divisional e-mail boxes and responds to and forwards email inquiries as required.
- Contacts intergovernmental agencies, non-governmental agencies, other internal and external contacts.
- Performs clerical duties including: taking and transcribing minutes, data entry, typing articles, forms, letters, routine correspondence, memoranda, reports, tabulations and other material from rough draft copy and previously prepared data.
- Conducts research and compiles statistics, initiates and reconciles month end reports, organizes, maintains all divisional filing, records management and bring-forward systems.
- Researches, runs reports in enterprise software and collates information as requested including FOI requests or Risk Management requests.
- Provides Section specific clerical support including photocopying/scanning, correspondence distribution, absence tracking, syncing laptops, updating schedules, updating policy and procedure manuals, contacting crews, SCADA monitoring special program support, creating purchase orders, preparing transfer vouchers and ordering materials, supplies and technical services.
- Coordinates the assignment of contractors/hired equipment and Call-List employees on behalf of the Public Works sections in accordance with contract documents, operational practice and the collective agreement. Maintains related records.
- Conducts safety related man-checks.
- Processes and enters requisitions, invoices, delivery slips, receipts, payroll and any other related documents as required.
- Provides first aid coverage including providing first aid treatment and related record keeping of treatment. Maintains and/or assists in the upkeep of first aid rooms, supplies and equipment to the required standards.
- During emergency situations, provides sections with customer service and clerical support (including after-hours) as required.

- Performs other related duties as required.

Qualifications

- Grade 12 plus one year in a post-secondary program in office administration/ business administration or related discipline.
- One year experience in a business or municipal office environment including customer service experience.
- Occupational First Aid Level 2 as required.
- Considerable experience or training in standard computer applications including word processing, spreadsheets, financial software packages, databases, including tables.
- An equivalent combination of education and experience may be considered.

Physical Requirements

First Aid related physical activity as required.

Working Conditions

Works in an office environment.