

## Job Information

Job title	<b>Relief Clerk</b>	Job Code: CLKPWR	Pay Grade: F
Title of immediate supervisor	Administration Supervisor –Public Works		
Department/Division	Engineering/Support Services		
Prepared by	K. Kelly		
Date Created	Jan 15, 2015	Revised date	May 10, 2019

## Job Purpose

Performs administrative and clerical duties including relief assignments in Public Works for vacation, sick leave, and workload relief.

## Duties and Responsibilities

- Assumes duties of other clerical positions such as Public Works Clerk, Underground Services Clerk, Finance Clerk, Safety Clerk and PW Data Entry Clerk for relief purposes.
- 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.
- 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 (CFS), 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.
- Assists in the maintenance of divisional email boxes and responds to and forwards email inquiries as required.
- Prints, scans, reads/interprets GIS Maps and Service Plates
- Conducts safety related man-checks
- Sorts, collates, checks, enters and processes a variety of office records such as accounts payable/receivable, data processing information, time sheets, delivery slips, invoices and forms
- Costs out invoices by purchase order and confirms authorization. If necessary, contacts vendor to request or confirm pricing. Enters data and forwards invoices to Purchasing Services.
- Performs BC One and underground service checks prior to excavation. Maintains a list of checks and informs Supervisor of the results.
- 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 or equivalent plus a one year certificate in office practices.
- Occupational First Aid Certificate Level 2 as required
- One year experience in a business or municipal office environment, including experience dealing with the public.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 50 wpm.
- Valid Class 5 BC Driver's Licence.

**Physical Requirements**

Physical activity required when performing first aid however is mainly an office job.

**Working Conditions**

Works in an office environment and interacts with the general public. Personal protective equipment is provided to perform first aid tasks.