

Date: Nov 5, 2010

Job Title: Clerk Typist

Reports to: Supervisor

Positions Supervised: N/A

Position Summary:

- Provide reception, administrative and clerical functions for various Municipal departments as required.

Key Job Duties

Program Development and Implementation:

- Reception
- Administrative / Clerical

Operations- Administration/Working Function:

- Provide reception functions for the District, answering and referring phone calls, responding to enquiries, taking messages, photocopying, document scanning, incoming and outgoing mail processing
- Files, processes and maintains simple records
- Operates standard office equipment such as computers, postage meter, calculator, cash register
- Performs related clerical and typing work
- Assists other municipal staff as required
- Ability to communicate effectively orally and in writing

Customer Service/Communications:

- Provide high levels of customer service, exercising courtesy and diplomacy as first contact to members of the public
- Respond to inquiries, and provide assistance and support in a variety of administrative functions

Risk Management Health and Safety:

- Practice effective risk management, health and safety practices and procedures
- Ensure problems and issues reported by residents are properly addressed and correctly referred

Leadership and Supervisory:

- Participate as a team member ensuring high performance and service

Financial:

- N/A

Qualifications:

Education/Certification:

- High School graduation

Experience:

- previous administrative experience or an equivalent combination of education, training and experience

Skills:

- Communicate effectively with the public to resolve routine inquiries
- Ability to do accurate and speedy typing at semi-skilled level
- Develop and maintain effective workplace relationships
- Demonstrate tact & diplomacy
- Plan and organize daily work
- Skill, ability, knowledge of all functions detailed in the job description

Job Provisions:

- Maintain up to date knowledge of the District's computerized systems, administrative systems and office technology
- Work in a busy administrative office
- May be required to perform additional duties as assigned by supervisor