



DEPARTMENT CLERK RECEPTIONIST

MATERNITY LEAVE – TERM - MARCH 12, 2012 to APRIL 12, 2013

The Municipality will be accepting external applications for the position of:

TERM - DEPARTMENT CLERK RECEPTIONIST (Wage Band –191-220 - \$24.86/Hr)

The Department Clerk Receptionist provides reception and administrative support to the Finance Department and the Municipal Office by answering and directing incoming phone calls, greeting and directing visitors, and taking payments for a variety of municipal services and providing clerical support as required.

The successful applicant shall demonstrate proficiency in:

- Knowledge of the services delivered by the Municipality and the applicable policies and bylaws.
- Ability to operate a variety of office equipment and machines such as printers, scanners, debit machine, photocopiers, laminators, labellers, postage meters, calculators and multi-line telephone systems.
- Ability to handle and resolve customer enquiries and complaints.
- Ability to work with minimal supervision.
- Ability to keyboard rapidly and accurately.
- Skill in the use and application of office computers and software such as Microsoft Office (Outlook, Word, Excel), Diamond, and other related programs and software.
- Skill in meeting and dealing effectively with the public.

QUALIFICATION REQUIREMENTS

A high school diploma supplemented with a two year diploma in Office Administration or a related discipline.

One year of related experience or an equivalent combination of experience and education.

Please submit cover letter and resume to the attention of Corporate Services by **4:00 pm, Wednesday, February 29, 2012.**

Send resumes via mail, fax or e-mail

Municipality of Crowsnest Pass
P.O. Box 600
BLAIRMORE, AB TOK OEO

Maternity Leave Term Position– Receptionist - Employment Competition

FAX: (403) 563-5474

EMAIL: execasst@crowsnestpass.com

POSITION TITLE: DEPARTMENT CLERK RECEPTIONIST – FINANCE
REPORTS TO: DIRECTOR OF FINANCE & CORPORATE SERVICES
REVISION DATE: NOVEMBER 2010

POSITION SUMMARY

The Department Clerk Receptionist – Finance provides reception and administrative support to the Finance Department and the Municipal Office by answering and directing incoming phone calls, greeting and directing visitors, and taking payments for a variety of municipal services.

DUTIES

1. Performs reception duties by answering telephone calls or greeting the public in person; handles the public's request or refers them to the appropriate person for action and/or follow-up.
2. Receives and processes payments received in person or by mail for utilities, taxes, invoices, dog tags, business licences and permits.
3. Sets up pre-authorized bank payments for customer tax and utility accounts when requested.
4. Assists the public with completing forms such as business licences and permits.
5. Maintains cash float, balances account daily and prepares deposit slips as required.
6. Opens, dates, and distributes mail to all staff; arranges and receives courier drop-offs.
7. Maintains office supply inventories and contacts vendors to achieve best prices before ordering; contacts office equipment service personnel when repairs are needed and records service calls.
8. Maintains central filing system and municipal agreements to ensure timely and orderly retrieval.
9. During tax time, batches post-dated cheques for deposit.
10. Books the Town Rounder three times per week.
11. Provides back up to the Public Works Department office by taking and logging calls for service.
12. Performs related duties.

EDUCATION

A high school diploma supplemented with a two year diploma in Office Administration or a related discipline.

EXPERIENCE

One year of related experience.

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of the services delivered by the Municipality and the applicable policies and bylaws.
- Ability to operate a variety of office equipment and machines such as printers, scanners, debit machine, photocopiers, laminators, labellers, postage meters, calculators and multi-line telephone systems.
- Ability to handle and resolve customer enquiries and complaints.
- Ability to work with minimal supervision.
- Ability to keyboard rapidly and accurately.
- Skill in the use and application of office computers and software such as Microsoft Office (Outlook, Word, Excel), Diamond, and other related programs and software.
- Skill in meeting and dealing effectively with the public.

INDEPENDENCE AND SCOPE OF IMPACT

The work is mostly unsupervised and requires the incumbent to handle customer enquiries and complaints either by applying experience on the job or referring to a manual or regulation. The incumbent is expected to attempt to resolve job-related matters without seeking guidance from a supervisor or refer other matters to the appropriate person. A supervisor is available for consultation if an unusual situation arises or where public enquiries may have legal consequences. The incumbent's decisions affect the image of the department and the municipality due to the considerable public contact.

CONTACTS

Internal - Regular contacts are maintained with Department Heads and co-workers to share information regarding a variety of matters such as road closures, power outages and meetings. External – Significant contacts are maintained with the public, involving the exchange of information and interpretation with respect to complaints, payments and information about the municipality.

SUPERVISION GIVEN

Not applicable.

WORKING CONDITIONS

The work is performed in a typical office environment. The incumbent is required to sit for several hours during the day and involves significant time performing data entry. The nature of the work demands that the incumbent be interrupted regularly by phone calls or customers requesting service at the counter. Due to the degree of public contact, occasional verbal abuse and/or use of profanity is present.