



CITY OF PRINCE RUPERT

EMPLOYMENT POSTING

Posting Title: Clerk III – Customer Service Representative at City Hall
Department: Operations Department
Closing Date: January 15, 2020
Union/Exempt: Unionized position in accordance with the CUPE Local 105 Collective Agreement.
Hours: 35 hours per week (Permanent full time – Monday to Friday between 8:30 am to 5:00 pm with a 1 hour unpaid meal break)
Rate of Pay: Starting wage is \$30.11. Upon successful completion of a three (3) month probationary period the rate of pay will be \$32.38

NATURE OF POSITION:

Reporting to Management the successful candidate will perform a variety of clerical work, cashiering, office tasks and other duties as required. Duties include, but are not limited to, handling customer inquiries, processing incoming and outgoing mail, answering phones and directing customers to the appropriate department, cashiering duties, maintaining filing systems, assist with the Council Agenda, handling all aspects of processing Permits, Licences and Applications, letter writing, reconciliations, spreadsheets and other duties as assigned. This position involves a high level of confidentiality which must be maintained at all times. The successful candidate will be highly motivated to ensure the timely and efficient completion of assigned tasks while dealing with multiple priorities, the public, and staff. This is a challenging and versatile office environment that requires a resourceful person who enjoys working in a fast paced environment and has the ability to ensure that operational requirements are being met. The incumbent works with minimal supervision and is required to make sound decisions based on the knowledge of City Policies, Bylaws and Regulations.

QUALIFICATIONS:

Required:

- Grade 12 or GED;
- Good working knowledge of Microsoft Office Software (Word, Excel & Outlook);
- A minimum of a Business Administration diploma or working towards a Business Degree or a combination of courses along with sound work experience; and
- Must be able to obtain a RCMP Criminal Record & Vulnerable Sector Check. Results of which will be reviewed by the City for employment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

- Complete understanding of clerical duties and office tasks including typing, filing, calculating, reconciling, word processing, statistics and spreadsheets;
- Must have the ability to intake, process and complete all applications correctly, including but not limited to, Building Permits, Business Licences, Engineering Permits, Pet Licences, Cemetery, Work Orders, Development Permits, Zoning Particulars, Tax and Utility Searches;

- Accurate typing speed of 60 wpm, numerical proficiency and data processing;
- Must have a minimum of one year cash handling and balancing experience, preferably in a municipal environment or a banking/financial institution;
- Must be able to reconcile subsidiary ledger to general ledger;
- Experience with computerized accounting systems. (Vadim ICity an asset);
- Ability to work with minimal supervision and prioritize workloads;
- Previous records management experience is preferred;
- Superior organizational skills and time management with exceptional attention to detail;
- Demonstrated ability to communicate effectively – both orally and in writing;
- Able to handle counter and telephone inquiries in an accurate, timely and professional manner;
- Efficient and accurate calculator skills;
- Must be able to follow all written work and safety procedures;
- Ability to deal effectively with co-workers and the public in a courteous and tactful manner;
- Good interpersonal skills;
- Provide positive and empathetic public relations with customers during stressful circumstances;
- Ability to work independently and to accomplish tasks and assignments in a timely manner; and
- Other duties as required.

FITNESS REQUIREMENT:

- Good physical condition; and
- This position requires long periods of sitting or standing and reaching.

Please submit your cover letter, resume, and copies of relevant certifications and/or diplomas required for this position to:

Human Resources – Operations Department
 424 3rd Avenue West, Prince Rupert, B.C. V8J 1L7,
Email: hrop@princerupert.ca

We thank all applicants for their interest; however, only those considered for an interview will be contacted.