

## TOWNSHIP OF SPALLUMCHEEN

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### Job Description - Office Clerk III

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1. The Office Clerk III reports to the Deputy Corporate Officer.

#### 2. Nature and Scope of Work

The Office Clerk III is responsible for ensuring that the public are greeted in a friendly and helpful manner either in person, by telephone and email. The incumbent will answer inquiries regarding Township conducted business and services. The Office Clerk III is responsible for professional administrative and clerical duties, including providing support for the Township's corporate responsibilities. As required, the Office Clerk III provides clerical support to Township departments. This position will also be required to provide accounting assistance.

The functions of the Office Clerk positions may require some overlap of responsibilities and duties. In addition to the duties outlined herein, the Office Clerk III also performs the duties of the Office Clerk I and Office Clerk II as required. The Office Clerk III will also be required to provide coverage for the Accounting Clerk.

#### 3. Required Knowledge, Ability and Skill

The Office Clerk III is required to have the following knowledge, abilities and skills:

- Minimum typing skills of a minimum of (net) 50 wpm;
- Operate a computer using Microsoft Office and municipal accounting software;
- Operate and care of office equipment;
- Use tact, diplomacy and courtesy in communicating and dealing with the public, elected officials, and staff;
- Strong time management and coordination skills with ability to meet multiple deadlines;
- Strong attention to detail, neat and accurate;
- Prepare correspondence and meeting minutes quickly and accurately;
- Organize files and carry out precise record keeping;
- Knowledge of local government organizations and services provided;
- Knowledge of the principles of accounting and finance;
- Provide professional administration and clerical support for specific services, such as but not limited to cemetery, business license, dog licensing, property tax, accounts receivable, accounts payable, etc., as required; and,
- Knowledge of *Local Government Act, Community Charter, Freedom of Information and Protection of Privacy Act*, bylaws, policies and procedures.

#### 4. Required Education, Training and Experience

The preferred candidate in the Office Clerk III position will possess the following education, training and experience:

- Grade 12;
- Three years work experience in a general office or financial/accounting environment;

- Two years of work experience in a local government;
- Experience working with *Local Government Act, Community Charter, Freedom of Information and Protection of Privacy Act*, bylaws, policies and procedures;
- Knowledge of the principles of accounting and finance; and,
- Ability to carry out research, analyze information and prepare sound recommendations.

#### 5. Preferred Education, Training and Experience

The preferred candidate in the Office Clerk III position may possess the following education, training and experience:

- Completion of a diploma in Local Government, Business or Public Administration or equivalent;
- Six years work experience in a general office or financial/accounting environment;
- Four years of work experience in a local government;
- Experience in supervising employees; and
- Completion of two years towards a recognized accounting designation (CMA, CGA or CA) or equivalent.

#### 6. ILLUSTRATIVE EXAMPLES OF DUTIES

Without restricting the general nature and scope of the work, the following are illustrative examples of work, which may be expected of the Office Clerk III.

The main areas of responsibility include:

- Operate main telephone switchboard and greet visitors to the Township Hall, including providing general departmental information and redirecting inquiries to the appropriate department or individual as necessary;
- Ensure incoming applications, permits and forms include required information and conform to Township requirements, including applications for building permits, development applications, business licenses, homeowner grant applications, etc.;
- Provide clerical support to all departments including word processing, data input, spreadsheets, databases, photocopying, filing, transmitting of information by telephone, email, mail and fax;
- Maintain departmental files and correspondence, including the compilation and tabulation of statistics, monthly reports, inspection records, dog licenses, cemetery activities, tax searches, Land Title information, deferred property taxes, access permits, transit passes, photocopying, filing, data entry, updating of permit information and reports, etc.;
- Open and distribute incoming mail;
- Assist in the preparation and maintenance of records for accounts payable, utilities, licences, taxes, tolls and fees, accounts receivable and payroll;
- Provide professional administration and clerical support for specific services, such as but not limited to cemetery (including liaising with funeral home representatives, private individuals and the cemetery contractor regarding cemetery functions, including the issuing of permits and interment arrangements); business licenses (including preparing annual invoices, updating license amounts/costs as required, mailing invoices, mailing issued licenses, and maintaining business license roll); infirm relative dwelling unit letters (including preparing annual letters, reviewing

- submitted documentation for completeness, arranging witnessing of declaration), and dog licensing etc.;
- Assist in the preparation and maintenance of the tax prepayment plan;
  - Prepare and distribute letters about property tax reminder, permissive tax exemptions, grants in aid
  - Cash receipting, including property taxes, water bills, business licenses, dog licenses, cemetery permits, transit passes, commercial vehicle decals, accounts receivable, bank payments, electronic funds transfer and post-dated cheques;
  - Prepare and maintain records for accounts payable, utilities, licences, taxes, tolls and fees, accounts receivable and payroll;
  - Prepare Council and Committee meeting agendas, related agenda packages and meeting minutes for approval;
  - Prepare Council and Committee follow-up, including correspondence, bylaws, and permits for approval;
  - Ensure that follow-up, distribution and filing is completed timely and accurately;
  - Research and draft bylaws and permits for approval;
  - Maintain and ensure safe keeping of minutes, bylaws, permits and related documents;
  - Administer the day to day records management and filing program;
  - Research Freedom of Information and Protection of Privacy Act inquiries;
  - Research projects and prepare reports;
  - Responds to internal and external enquires in compliance with *Freedom of Information and Protection of Privacy Act* requirements;
  - Prepare and organize advertisements for statutory and information notices for approval;
  - Participate in municipal elections, by-elections and referenda;
  - Arrange Council and staff travel and accommodation;
  - Provide coverage for other Office Clerk I, Office Clerk II and Accounting Clerk positions as required; and,
  - Perform other related duties as requested.

**Other**

- Hours of work pursuant to the Collective Agreement; and,
- May be required to train and supervise Office Clerk I and Office Clerk II.

Date: JUNE 2<sup>nd</sup>, 2014

Deputy Corporate Officer: \_\_\_\_\_

Date: 2014 June 2

Chief Administrative Officer: \_\_\_\_\_

June 2, 2014