



JOB DESCRIPTION

DEPARTMENT CLERK STENO

POSITION TITLE:	DEPARTMENT CLERK STENO
REPORTS TO:	DEPARTMENT SUPERVISOR
REVISION DATE:	MARCH, 2003

POSITION SUMMARY

The Department Clerk Steno is responsible for performing routine and repetitive clerical/typing work with minimal accounting/bookkeeping responsibilities with specific functions assigned in a Municipal Department.

Job Requirements

The requirements for the Department Clerk Steno may include all or some of the following, depending on the department:

1. Ability to receive oral or written instructions from Supervisor and perform tasks with a minimum of supervision.
2. Provide all clerical functions associated with the department.
3. Maintain the department filing system.
4. Prepare invoices and receipt all department revenues when required.
5. Coordinate and maintain a computerized booking system, as required, for the department.
6. Answer all department inquiries and refer any concerns/complaints to the appropriate supervisor.
7. Facilitate effective communication of appropriate information between the department office and department staff.
8. Assist in the maintenance of any agreements required in the department.
9. Coordinate and maintain submissions to the local newspapers as required by the Supervisor.
10. Assist the Supervisor with any program registration and special event requirements.

Job Requirements – cont'd

11. Attend all regular and special meetings of the Department, and record accurate minutes of said meetings for preparation and distribution as required.
12. Operate Office equipment such as calculators, postage machine, and photocopier.
13. Complete other duties that maybe assigned from time to time by the Department Supervisor.
14. Assist the front office staff with general office duties including but not limited to:
 - a. Answer telephone and front counter inquiries, and forward any concerns/complaints to the appropriate authority.
 - b. Provide service assistance at the front counter where/when required.
 - c. Greeting people entering the office, answering inquiries, or directing them to the appropriate department.
 - d. Processing Cash receipts
 - e. Opening, dating, and distributing mail and couriering to appropriate departments

Job Qualification Requirements

1. Must be able to maintain confidentiality on all matters of the Municipality.
2. Ability to receive oral or written instructions from Supervisor and perform tasks with a minimum of supervision.
3. Knowledge of computer applications in the Utilities, Taxation / Collection and accounting practices.
4. Must possess an adequate ability to recognize and correct relevant problems as required.
5. Must be able to deal with difficult or emotional customer situations
6. Successful completion of Grade 12, supplemented by a post-secondary education in secretarial courses or equivalent experience.
7. A willingness to complete successfully the Utilities and Property Taxation Level 1 module in Great Plains/Diamond Soft-ware application Version 5.5 or greater.
8. Generally one (1) year to three (3) years total related experience.

Job Qualification Requirements

9. At least four years administrative support experience in business or government.
10. A combination of education and experience may be considered.
11. Valid Alberta Class 5 driver's license.

Personal Attributes

1. The Department Clerk Steno shall demonstrate strong personal characteristics such as honesty, integrity and trustworthiness.
2. The Department Clerk Steno shall be able to work as a member of a team and must get along well with others, including those of different cultural, gender and nationalities.
3. The Department Clerk Steno shall possess good inter-personal skills and shall demonstrate acceptable public relations skills in dealing with the public.
4. The Department Clerk Steno must often work alone with a minimum of supervision. He/she shall demonstrate decision-making skills and must work well under pressure or tight time lines.
5. The Department Clerk Steno shall display an ability to follow instructions from his/her supervisors.

Typical Duties – PUBLIC WORKS DEPARTMENT CLERK

1. Provides tracking and record keeping capability for maintenance programs such as the compilation of data collected dealing with Public Works maintenance (mechanical, underground & surface utilities, roads, and signs, etc.).
 - a) notification to applicable responder of recurring maintenance requirements based on the needs established by the user, manufacturer, accepted industry standards, or policy.
 - b) develop historical database for maintenance management for the above
 - c) maintain ongoing maintenance database with information provided by the user
2. Provides clerical assistance to the foreman, trades, and mechanical functions of the Public Works Department.
 - a) typing of reports or correspondence as needed
 - b) distribution of documentation from main office or other departments
 - c) minor research when requested
3. At the initiation of municipal staff through submission of a requisition; parts, materials, or services, are ordered by the Public Works Support Clerk.
4. The Public Works Support Clerk verifies that adequate funding is available within the budget to cover the cost of the purchase and the order is placed.
5. Liaise with the Finance Personnel for invoice control and verification of purchases and amounts received for accounts payable.
6. In consultation with the Public Works Superintendent the Public Works Support Clerk insures adequate volumes of inventory are maintained to meet Operational needs.
7. Maintain an ongoing list of Suppliers, contacts, Contractors Trades and Service providers to meet the needs of the municipality.
8. Prepares Tenders, Requests for Quotations, or Advertisements for Disposal of Surplus, as the need arises.
9. Operates municipal Equipment or performs labour in order to fulfill duties.
10. Maintain accurate inventory records and insure adequate security measures are maintained on an ongoing basis
11. Other duties as requested by the supervisor.

Typical Duties – COMMUNITY SERVICES DEPARTMENT CLERK

1. Perform all clerical functions associated with the Community Services Department including, but not limited to:
 - a) Coordinate and maintain a computerized booking system for all municipal recreation facilities and equipment rentals.
 - b) Coordinate scheduling of all seasonal/part-time facility staff during ice arena operating season.
 - c) Prepare invoices when required.
 - d) Maintain the department filing system.
 - e) Receipt all department revenues.
 - f) Attend all regular and special meetings of the Culture & Recreation Board, and record accurate minutes of said meetings for preparation and distribution.
 - g) Answer all department inquiries and refer any concerns/complaints to the Community Services Director.
 - h) Assist in the maintenance of all recreation facility lease/rental agreements.
 - i) Type all correspondence as directed by the Community Services Director.
 - j) Facilitate effective communication of information between the facility user groups and facility staff, and between facility staff and the department office.
 - k) Coordinate and maintain weekly submissions to the “Culture & Recreation News” in the local newspapers.
 - l) Assist the Community Services Programmer with program registration and special event requirements.
2. Provide clerical support for the Pass Community Pool, Powderkeg Ski Hill, and Weed/Pest Control Department.
3. Provide clerical support and fulfill the duties of the Community Services Programmer in their absence.
4. Complete other duties that maybe assigned from time to time by the Community Services Director.

Typical Duties – GENERAL DEPARTMENT CLERK

1. Answering incoming phone calls, inquiries or transferring calls to appropriate persons.
2. Greeting people entering the office, answering inquiries, or directing them to the appropriate department.
3. Coding and filing in general file system.
4. Opening, dating, and distributing mail and delivering to appropriate departments
5. Other secretarial duties as assigned by the Director of Finance and Systems
6. Counter customer service
7. Processing Cash receipts
8. Daily cash count, balancing, and deposit preparations
9. Operate Office equipment such as calculators, postage machine, and photocopier.