



JOB DESCRIPTION

INTERDEPARTMENTAL CLERK STENO

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| POSITION TITLE: | INTERDEPARTMENTAL CLERK STENO |
| REPORTS TO: | DIRECTOR OF FINANCE AND SYSTEMS |
| REVISION DATE: | March , 2003 |

POSITION SUMMARY

This position is primarily responsible for services on an ad-hoc basis, performing the daily basic duties associated with all Municipal Departments including but not limited to utilities, taxation, assessment issues and processes of the Municipality of Crowsnest Pass. This position also provides first backup to cover other clerical positions, as required, and clerical support to the Director of Finance and Systems

Job Requirements

1. Typing and preparation of spreadsheets for various departments i.e.; administrative, public works, accounting, weed control, plumbing, electrical, Bylaw enforcement, etc.
2. Demonstrate accuracy and thoroughness; completes tasks correctly and in a timely manner.
3. Answering incoming phone calls, inquiries or transferring calls to appropriate persons.
4. Greeting people entering the office, answering inquiries, or directing them to the appropriate department.
5. Other secretarial duties as assigned.
6. Carrying out the record retention and scheduling program.
7. Counter customer service
8. Processing Cash receipts
9. Bank reconciliation and deposit preparations
10. Operates computer terminal to input and retrieve data.
11. Operate Office equipment such as calculators, postage machine, photocopier.
12. Assists all departments as required.

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 in a timely manner with a minimum of supervision.
3. Thorough 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 and exhibit sound and accurate judgment.
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. Minimum of two years of basic bookkeeping / accounting experience.
8. Generally one (1) year to three (3) years total related experience.
9. 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.
10. At least four years administrative support experience in business or government.
11. A combination of education and experience may be considered.

Personal Attributes

1. The Interdepartmental Clerk Steno shall demonstrate strong personal characteristics such as honesty, integrity and trustworthiness.
2. The Interdepartmental 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 Interdepartmental Clerk Steno shall possess good inter-personal skills and shall demonstrate acceptable public relations skills in dealing with the public.
4. The Interdepartmental 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 Interdepartmental Clerk Steno shall display an ability to follow instructions from his/her supervisors.