



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.