



JOB DESCRIPTION – Clerk-Typist I – Administration

Job Title:	Clerk-Typist I - Administration	Department:	Corporate Services
Department:	Corporate Administration	Location:	Comox Town Hall
Level/Salary Range:	\$27.78 / hr (2020)	Position Type:	CUPE
Reports To:	Director of Corporate Services	Direct Reports	N/A

Job Description

NATURE AND SCOPE OF WORK:

The Clerk-Typist I (Administration) assists and reports directly to the Director of Corporate Services and is responsible for providing administrative support to members of the administration and finance departments. The Clerk-Typist I (Administration) provides reception services for the Town Hall and also provides assistance with other corporate legislative functions, initiatives and projects as directed. Exceptionally organized, the Clerk-Typist I (Administration) must be flexible and possess sound judgement to continually adapt to conflicting requirements and constantly changing priorities and timelines. Work hours are Monday to Friday, 8:30 a.m. to 4:30 p.m., including overtime when required (statutory holidays excluded).

TYPICAL DUTIES AND RESPONSIBILITIES:

- Receives and screens incoming telephone calls and emails, directs each to the appropriate department or staff, and takes telephone messages.
- Responds to general inquiries over the telephone, by email or at the counter and directs members of the public and clients entering Town Hall to the appropriate area.
- Opens, stamps, sorts and distributes incoming mail and prepares outgoing mail for members of the administration and finance departments.
- Proofreads, edits and finalizes correspondence, reports, and schedules for the Mayor and members of the Corporate Services Department.
- Builds and maintains effective and proactive working relationships with all Town staff
- Monitors the staff in/out board.
- Signs for packages and other deliveries to Town Hall.
- Exercises diplomacy and tact to manage upset members of the public.
- Carries out records management duties such as creating files and filing documents.
- Types letters, memoranda, reports, and schedules for the Mayor and members of the Corporate Services Department.
- Books meeting rooms and sets up video conferencing platforms.
- Enters information and data into databases.
- Compiles and updates reports, files and logs.
- Purchases office supplies and processes corresponding paperwork.
- Photocopies information packages, updating and/or assembling manuals.
- Updates and maintains the Town website, and assists in solving software, phone, printer and website/internet issues.
- Receives, records and date-stamps tender proposals, and keeps secure until opening.
- Receives and processes banner applications.
- Assembles newcomer packages.



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- Updates the burn line and the Council Chamber bookings daily.
- Performs other duties related to the position, as may be required from time to time.

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Completion of a post-secondary certificate or higher, and a minimum of three years experience working for local government or a related field, or an equivalent combination of training and experience.
- Ability to work as a team player in a relatively close office environment and to carry out responsibilities in a pleasant and friendly manner.
- Proven ability to relate in a professional manner with members of the public and government stakeholders, sometimes regarding sensitive issues.
- Ability to exercise discretion in the handling of confidential and sensitive information
- Experience using Microsoft Office Suite, including Outlook, Word and Excel. Preference may be given to applicants with Microsoft Access and PowerPoint experience.
- Excellent organizational and communication skills.
- Superior word processing and data entry skills with accuracy and high attention to detail.
- Knowledge of standard office procedures, including records management and ordering of supplies.
- Knowledge of standard office equipment including computers, phone systems, photocopiers, fax machines and mail machines.
- Ability to deal with multiple tasks from different departments, including several with short or conflicting deadlines.
- Knowledge of both manual and computerized filing and data management systems.
- Ability to manage changing priorities and competing demands.
- Successful completion of security screening requirements, which may include a criminal records check

Developed By:	Chief Administrative Officer	Date:	1999
Updated By:	Director of Corporate Services	Date:	August 2022
Updated By:			