



Corporate Services Assistant (Full-time Permanent)

(Posting #2019-11)

Reporting to the Director of Corporate Services or designate this employee acts as the main customer service representative for the Northern Rockies Regional Municipality. This employee provides front counter and reception duties including financial transactions, permit issuances and information dissemination for all NRRM services. In addition, this Employee provides general administrative support through routine and non-routine clerical tasks including but not limited to: word-processing, spread sheeting, research and record keeping.

Qualifications/Knowledge/Skills/Abilities

- Completion of Grade 12, post-secondary education in Office Administration, one year of office experience or equivalent combination of education and relevant experience including a high proficiency with computers/applications (Microsoft Office).
- Ability to work independently following department policies and procedures with minimum supervision while maintaining a high quality level of work.
- Ability to deal courteously and effectively with the public in providing factual information and assistance regarding municipal services.
- Ability to produce written documents with clearly organized thought, proper sentence construction, punctuation and grammar; and to maintain confidentiality and protect sensitive information.
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- Ability to work under pressure handling problems, tasks, and changing priorities which come up simultaneously and/or unexpectedly.
- Excellent editing and document review skills.

Status/Hours/Shifts

Full-time; Permanent, 35 hours per week; day shift (Monday to Friday).

Rate

Clerk: \$28.28 to \$31.56 per hour as per the collective agreement, 90% probationary rate may be applicable depending upon applicant's current status.

How to Apply

A complete job description is available on our website at www.NorthernRockies.ca under Human Resources and applicants are encouraged to review it prior to applying. Please apply with your resume and cover letter via mail, e-mail or fax to:

Erin La Vale, CPHR
Deputy CAO/Director of Human Resources
NORTHERN ROCKIES REGIONAL MUNICIPALITY
Bag Service 399 | Fort Nelson, BC | V0C 1R0
Fax: 250-774-6794 Email: jobs@northernrockies.ca

Applications will be accepted until **4:30 pm on Friday, April 12, 2019.**

Please include an email address so we may contact you to acknowledge receipt of your application.

The Northern Rockies Regional Municipality is an equal opportunity employer.

This is a bargaining unit position and the recruitment process is governed by the Collective Agreement between the Northern Rockies Regional Municipality and CUPE 2167.

Position Title: Corporate Services Assistant
Department: Corporate Services
Reports To: Director of Corporate Services or Designate
Employee Group: Union – CUPE
Wage Group: Clerical – Clerk

Date of Revision: March 2019

Position Summary:

Reporting to the Director of Corporate Services or designate this employee acts as the main customer service representative for the Northern Rockies Regional Municipality. This employee provides front counter and reception duties including financial transactions, permit issuances and information dissemination for all NRRM services. In addition, this Employee provides general administrative support through routine and non-routine clerical tasks including but not limited to: word-processing, spread sheeting, research and record keeping.

Responsibilities:

1. Specific Responsibilities

Act as main receptionist for the Municipal Office (both telephone and in-person)

- Answer and forward all in-coming telephone calls, providing information, taking and relaying messages and scheduling of Municipal Office facilities and equipment
- Greet persons arriving at the Municipal Office, determine nature and purpose of their visit, and direct or escort them to specific destinations
- Provide information about NRRM, such as location of departments or offices, employees within the organization, or services provided
- Collect, sort, distribute and prepare mail, messages and courier deliveries
- Collect payments for fees, rents, taxes, permits, deposits, licenses etc.
- Respond to general inquiries concerning taxes, utilities, bylaws, permits, and licenses
- Coordinate meetings and the use and set-up of meeting and other rooms and areas, including preparation and distribution of daily and monthly Municipal Office meeting schedules as required
- Coordinate all required food services for Municipal functions
- Set-up booked meeting rooms in regards to tables, chairs, refreshments, and supplies
- Assist with the drafting of correspondence

Related general clerical/administrative, and reception duties.

- Assist members of the public in the purchase of cemetery plots.
- Sorting and filing a variety of materials.
- Performing routine word processing as required.
- Operate office equipment including but not limited to: computers, binding machines, calculators, photocopiers/scanners, postage machines, laminators, FAX machines, etc.
- Record and transcribe meeting minutes and prepare agendas as required
- Photocopy and distribute agendas and other information packages
- Record and prepare reports for all tender openings
- Maintain departmental records including, but not limited to: statistics, expenditure records, purchase order records, including data collection from outside sources
- Assist with purchasing and travel arrangements as needed

2. Additional Responsibilities

The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.

3. Statutory Roles

None.

Decision Making Accountability and Responsibility**1. Decision Making Authority/Independence**

Written guidelines and procedures exist for majority of tasks performed. Ability to work alone and make informed decisions with a minimal amount of supervision with regards to which questions and situations can be independently answered versus needing referral to supervisor. Receives direction from the Director of Corporate Services or designate on non-routine matters.

2. Impact/Consequence of Error

Decisions consistently affect other Municipal employees and, at times, will affect the work performed in other departments. Inaccurate interpretation or relaying of information may result in reputational damage and/or financial loss to the Municipality and would result in the Municipality's failure to adhere to Provincial legislation.

3. Financial Impact

This position is accountable for receipt of fees and related reports as necessary.

4. Human Resources

This is a non-supervisory position.

5. Occupational Health & Safety

Reports immediately, to the designated supervisor, all accidents or injuries and activates emergency procedures as required; detects and reports observed hazardous conditions, practices and behaviors in the workplace.

Contacts**1. Internal**

Receives and provides routine and project specific information and documents to other Municipal staff.

2. External

Provides service and information to the public in-person and over the telephone regarding Municipal services and fees.

Working Conditions**1. Environment**

Open office area. Regular day shifts. Occasional overtime may be required.

2. Physical Effort

Varying levels of physical effort, including moderate lifting, sitting, walking, standing, pushing and pulling, reaching, and carrying. Repetitive motion office tasks such as typing.

Qualifications**1. Formal Education**

Completion of Grade 12.
Post-secondary education in Office Administration.

2. Training/Experience

Microsoft Office training.
One year's office experience.

3. Professional Designation/Licenses/Memberships

None required.

4. Knowledge/Abilities/Special Skills

Knowledge of:

- the functions and requirements of the Municipality's departments and of the policies and procedures governing the work performed;
- modern office practices and procedures; and
- cashiering methods and practices.

Ability to:

- work independently, following policies and procedures with minimum supervision while maintaining a high quality level of work;
- demonstrate continuous effort to improve operations, streamline work processes and work cooperatively towards an efficient and effective work environment;
- receive payments, make change, issue receipts, balance cash and prepare cash reports and floats;
- deal courteously and effectively with the public in providing factual information and assistance regarding municipal services;
- produce written documents with clearly organized thought, proper sentence construction, punctuation and grammar;
- perform cashier duties accurately;
- maintain confidentiality and protect sensitive information; and
- effectively multi-task.

Special Skills or Other

- High proficiency with computers/applications (Microsoft Office) including Word, Excel and other Municipal systems (i.e. iCompass software).
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- Excellent editing and document review skills.
- Ability to work under pressure handling problems, tasks, and changing priorities which come up simultaneously and/or unexpectedly.
- This position is considered a position of trust within the Municipality and the successful applicant must successfully pass a Police Information Check.



Corporate Services Assistant

The Northern Rockies Regional Municipality is presently accepting applications for a full-time permanent **Corporate Services Assistant**.

The Corporate Services Assistant acts as the main customer service representative for the Northern Rockies Regional Municipality. This employee provides front counter and reception duties including financial transactions, permit issuances and information dissemination for all NRRM services. In addition, this Employee provides general administrative support through routine and non-routine clerical tasks including but not limited to: word-processing, spread sheeting, research and record keeping.

Qualifications include completion of Grade 12 with post secondary education in Office Administration or an equivalent combination of education, experience, and knowledge.

A full copy of the job posting is available on our website under employment at www.NorthernRockies.ca, and applicants are strongly encouraged to read the full posting prior to applying. Applicants are invited to respond in the form of a detailed resume and cover letter outlining education, experience, and qualifications to:

Erin La Vale, CPHR

Deputy CAO/Director of Human Resources

NORTHERN ROCKIES REGIONAL MUNICIPALITY

Bag Service 399 | Fort Nelson, BC V0C 1R0 | Fax: 250-774-6794

Email: jobs@northernrockies.ca

Closing Date: Friday, April 12, 2019 at 4:30 pm

**Please visit our website at www.NorthernRockies.ca for
a full copy of the job posting.**