



Recreation Services Clerk (Full-time Permanent)

Reporting directly to the Director of Recreation or designate, the Recreation Services Clerk performs a variety of clerical functions using established procedures, rules and practices and assists with the overall functions and performance of the Recreation Department. Overall duties will include providing general administrative support through routine and non-routine clerical tasks, including but not limited to: reception, work-processing, spread-sheeting, record keeping, registration, facility booking and cashier.

Qualifications/Knowledge/Skills/Abilities

- Completion of Grade 12 education, post-secondary training in Office Administration and Microsoft Office training, or an equivalent combination of education, experience & knowledge. A valid driver's license would be an asset.
- Ability to maintain information and files and provide information to Administration, co-workers and outside organizations or citizens.
- Ability to perform basic accounting procedures in the processing of purchase orders and invoice requests and develop and use complex spreadsheets.
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- The individual in this position has frequent contact with the public; therefore, considerable tact and diplomacy is required.
- This position is considered a position of trust within the Municipality and the successful applicant must successfully pass a Police Information Check including a Vulnerable Sector check.

Status/Hours/Shifts

Full-time; Permanent: 40 hours per week; day shift (Monday to Friday).

Rate

Clerk: \$29.37 to \$32.77 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. Applicants that don't meet the minimum requirements may also be considered.

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

Please note: While we welcome all external applications, we do expect that there will be a qualified internal candidate for this posting.

Applications will be accepted until **4:30 pm on Tuesday, May 4, 2021.**

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

Please see the job description for a full position description and a list of the qualifications, required knowledge, education and skills necessary to perform the job.

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: Recreation Services Clerk
Department: Recreation
Reports To: Director of Recreation or designate
Employee Group: Union – CUPE
Wage Group: Clerk Typist

Date of Revision: January 2015

Position Summary:

Reporting directly to the Director of Recreation or designate, the Recreation Services Clerk performs a variety of clerical functions using established procedures, rules and practices and assists with the overall functions and performance of the Recreation Department. Overall duties will include providing general administrative support through routine and non-routine clerical tasks, including but not limited to: reception, work-processing, spread-sheeting, record keeping, registration, facility booking and cashier. In addition, duties may include keeping accurate departmental records relating to: issuing, tracking, and processing purchase orders; performing arithmetic computations; tracking and preparing contract renewals; preparing accounts receivable and accounts payable requisitions; checking forms for completeness and accuracy; and research and report writing as required. The individual in this position has frequent contact with the public; therefore, considerable tact and diplomacy is required.

Recreation Services Clerks work as a team to assist in the day-to-day running of the Recreation Department and each Clerk may be assigned specific tasks from the overall list of essential functions.

Responsibilities:

1. Specific Responsibilities

- Telephone receptionist for the Recreation Department, screen and forward calls, provide information;
- Greet persons arriving at the Recreation Centre, determine nature and purpose of their visit, and direct them to appropriate destination;
- Provide general information on the Municipality and recreation services to all facility patrons;
- Assist in coordinating the activities of the department;
- Register facility users, take payment and track all user groups and participants;
- Assist with the completion of all department marketing effects, ensuring advertising of department activities is appropriate;
- Assist with coordination of meetings, events, programs and other uses of recreation facilities;
- Transmit information or documents to customers, using computer, mail or facsimile machine;
- Collect sort, distribute and prepare mail, messages and courier deliveries;
- Record and transcribe meeting minutes and prepare agendas as required;
- Assist with training/guiding other Recreation Department office staff;
- Issue, track, code, and process purchases orders through work order software; verifying accuracy and validity of charges;
- Verify accuracy and completeness of all departmental finance processes including invoicing and payments through review and tracking of departmental budgets;
- Coordinate outside advertising contracts for advertising in all Recreation facilities;
- Prepare and submit requisitions for accounts payable and receivables ensuring correct coding and timely processing;
- Assist with the preparation of all RFP postings and track and facilitate all contract renewals;
- Enter and retrieve billing data through Recreation registration software;
- Enter and retrieve payment data through accounting/work order software;
- Respond to general accounting inquiries;

- Complete required documentation including calculating correct tariff remittances to SOCAN for use of licensed recordings;
- Operate a variety of office machines and equipment such as a calculator, copier, fax machine, computer and related word processing and spreadsheet software;
- Promote the goals and philosophies of Recreation Services and all associated programs and personnel concerned with the delivery of recreation services;
- Work cooperatively with other Recreation staff to meet the objective of provide a clean, safe, secure and pleasant environment for those occupying or visiting municipal buildings;
- Demonstrate continuous effort to improve operations, streamline work processes and work cooperatively towards an efficient and effective work environment;
- Assist with the preparation of all RFP postings and track and facilitate all contract renewals;
- May be required to participate in activities such as assisting with set up for functions that are assigned as departmental responsibilities; and
- Other related duties as required.

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 Recreation or designate on non-routine matters.

2. Impact/Consequence of Error

Decisions consistently affect other Municipal employees, 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**• Formal Education**

Completion of Grade 12.

• Training/Experience

Post-secondary education in Office Administration and Microsoft Office training, or an equivalent combination of education, experience and knowledge.

• Professional Designation/Licenses/Memberships

Valid BC Driver's License.

• Knowledge /Abilities/Special Skills

Knowledge of:

- modern office practices, procedures, and equipment; accurate keyboarding skills and extensive knowledge of computers and associated office software such as MS Word and Excel;
- proper form of business letters and business English, spreadsheets and records management systems;
- the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar;
- basic accounting and budgeting processes;
- internet research methods and usage; and
- familiarity with various software programs used for work order management and recreation registrations and billings (i.e. CityWorks and Perfect Mind).

Ability to:

- work under pressure handling various tasks and changing priorities which come up simultaneously and/or unexpectedly;
- communicate orally in the English language with customers, clients, and the public;
- communicate with an awareness of public sector relations/political sensitivity;
- handle minor conflict situations that may arise;
- produce written documents with clearly organized thoughts, proper sentence construction, punctuation and grammar;
- analyze and reconcile various financial accounts and budgets;
- review documents for completeness and accuracy;
- develop and use complex spreadsheets;
- review, develop, test and maintain departmental financial tracking systems;
- maintain information and files and provide information to Administration, co-workers and outside organizations or citizens;
- perform basic accounting procedures in the processing of purchase orders and invoice requests
- handle sensitive and delicate public relations situations with a high degree of professionalism and compassion;
- keep privileged information confidential;
- understand and follow oral and written instructions;
- develop specific goals and plans to prioritize, organize, and accomplish work;
- work independently, exercising sound judgment and common sense;

- make decisions and exercise resourcefulness in meeting new problems; and an
- ability to establish and maintain an effective working relationship with other municipal staff, user groups, and community members.

Special Skills

- Keyboarding skills with a high level of speed and accuracy.
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- This position is considered a position of trust within the Municipality and the successful applicant must successfully pass a Police Information Check including a Vulnerable Sector check.