TOWN OF HAY RIVER – POSITION DESCRIPTION

IDENTIFICATION

Position Title	
Customer Service Clerk	
Position Number	**Reports to**
	Director of Finance & Administration

PURPOSE

The Customer Service Clerk is responsible for greeting, welcoming, directing and announcing the public at the Town Office along with providing general administrative support, and assistance to other management and staff in the office.

SCOPE

The position of Customer Service Clerk reports directly to the Director of Finance & Administration and is, first and foremost, a coordinator; his or her job is to ensure that all interactions between administration, employees, customers and outside services run as smoothly as possible.

RESPONSIBILITIES

1. Welcomes people to the Office, provides information and answers any questions they may have. This includes but is not limited to:
    - Greeting and welcoming guests as soon as they arrive in the building
    - Directing visitors to the appropriate person and office
    - Answering, screening and forwarding incoming calls
    - Provide basic and accurate information in-person and via phone/email
    - Maintaining office scurity by following safety procedures and controlling access via the reception desk (monitor log book, issue visitors badges)

2. Administers correspondence, equipment uses and access. This includes but is not limited to:
    - Open all incoming mail and distribute appropriately.
    - Make sure all machines are operating properly and are appropriately stocked with copy paper/toner.
    - Copy and scan any documents required by the Director, Finance & Administration or SAO.
    - Ensure postage machine has available funds and is in proper working order.
    - Accept requests for office supplies and provide assistance to the Council Administrator with ordering and receiving the supplies.

- Assist the Administration Clerk by accepting applications for (building permits, development permits, business licenses, dog licenses) and distributing to appropriate department for processing.

3. Manages the incoming payments and reconciles the daily cash balances for submission to the Revenue Clerk:
   - Receive and process incoming payments for Town utility, property tax bills and other payments as required.
   - Maintains the iCity Vadim cash receipting program on a daily basis by ensuring the daily cash and payment reconciles with the system.
   - Responsible for daily cash out each evening and ensure all money (interact, autodebit, telephone banking, cheque) balance with batches in morning.
   - Responsible for the safe custody of the cash float and other cash and payments received daily.

4. Provides assistance to the Council Administrator with the Town monthly newsletter:
   - Under the direction of the Council Administrator responsible for accepting submissions to the monthly newsletter and publishing in a manner to ensure timeliness of the document

5. Perform other related duties as required.

COMPETENCIES

Competencies are the attitudes, attributes, behaviors or other personal characteristics that are needed to perform a job well. Competencies are intended to complement the credentials, education and technical proficiency that an individual typically brings to a position. The Town will support staff in enhancing their competencies and learning to apply competencies to their daily work.

The following core competencies are expected of all employees of the Town.

Organizational awareness – understands big picture of issues facing the Town and community; aware of community events and occurrences; values the place of the Town within the community, understands the connection between his/her role and the vision and mission of the Town.

Customer Service – balances the interests of clients; re-adjusts priorities to respond to pressing and changing client needs. Anticipates and meets the needs of clients; achieves quality end products; committed to continuous improvement of services; ambassador for the Town to customers and clients.

Manage Resources Wisely –recognizes the value of resources - whether they are financial, human, information, material, assets, etc. – and strives to use these prudently and sustainably, in the best interests of the Town.

Interpersonal Skills – considers and responds appropriately to the needs, feelings and capabilities of different people in different situations; tactful, compassionate and sensitive; treats others with respect.

Oral Communication – makes clear and convincing points to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.

Written Communication – expresses facts and ideas in writing in a clear and organized manner

Problem Solving – identifies and analyzes problems; distinguishes between relevant and irrelevant information to make informed decisions; provides solutions to individual and organizational problems.

Continual Learning - grasps new information; recognizes own strengths and weaknesses; pursues self-development, seeks feedback from others and welcomes opportunities to learn new things.

Flexibility – open to change and new information; adapts behavior and work methods in response to new information; adjusts to new situations warranting attention and resolution.

Sound Decision-making – exercises good judgment in making decisions; seeks all the information to make informed decisions; perceives the impact and implication of decisions, even when data is limited, or solutions produce unpleasant consequences.

KNOWLEDGE and SKILLS

The following knowledge and skills are required for an individual to be able to perform the duties of this position:

- Excellent customer service/public relations skills.
- Troubleshooting and problem-solving skills.
- Effective verbal and listening communications skills.
- Basic financial skills.
- Administrative and organizational skills.
- Website administration skills.

QUALIFICATIONS

The Customer Service Clerk would normally attain the required knowledge, skills and attitudes through completion of a High school diploma and one year of a business administration diploma. Equivalencies will be considered.

WORKING CONDITIONS

Physical Demands
The Customer Service Clerk will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Customer Service Clerk may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions
The Customer Service Clerk may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of members, residents, clients and contractors. The Customer Service Clerk may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands
The situations and programs taking place in facilities maybe noisy and busy making it difficult to concentrate.

Mental Demands
The Customer Service Clerk will have to manage a number of requests and situations at one time. Stress may be caused by the need to multi-task. Dealing with the public can be stressful if customers are irate or upset.

ADDITIONAL REQUIREMENTS

Position Security (✔ check one)

- ❑ No criminal records check required
- ❑ **Position of Trust – criminal records check required**
- ❑ Highly sensitive position – requires verification of identity and a criminal records check

CERTIFICATION

Position Title: Customer Service Clerk

_____ Employee Signature _____ Printed Name _____ Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Supervisor Title _____ Supervisor Signature _____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
"The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position."	