

JOB DESCRIPTION – SERVICE REP CLERK I

Nature of Position

This position reports directly to the Manager of Finance and is situated in the main reception area of City Hall.

The Service Rep Clerk I is the first point of contact with the general public and is responsible for a variety of clerical and finance related duties.

Duties:

The specific duties expected of this position include the following:

- Greet all visitors to City Hall and answer questions or direct people to the proper individual or authority.
- Answer and relay all incoming telephone calls.
- Receive and distribute mail.
- Assist with word processing (e.g., reports, memos) when required.
- Record maintenance duties.
- Process cemetery plot sales.
- Handle all cash receipting transactions.
- Reconcile daily cash receipts and prepare deposit.
- Undertake special project work as required and assigned.
- Assist other departments with clerical work as directed.
- Be willing to cross train into other finance department positions as required.
- Attend to other related finance/receptionist duties as required.

Required Qualifications

At a minimum, the successful applicant will possess the following qualifications:

- Completion of Grade 12 supplemented by further education in business administration and/or accounting courses, or an equivalent combination of training and experience
- Ability to type a minimum of 50 words per minute.
- Excellent cash handling skills and knowledge of cash control procedures required
- Sound public contact experience in a customer service-oriented environment.
- Proficiency in Microsoft Office, word processing, spread sheeting, outlook.
- A working knowledge of standard office telephone systems with multi-lines



- A professional and courteous disposition at all times, especially when working under pressure.
- Vadim experience preferred
- Ability to communicate effectively with a variety of internal and external contacts.
- Ability to handle enquiries, complaints and service requests with promptness, tact, diplomacy, and accuracy.

Interviews and job-related tests may be required.

