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[» Apply Now](#)**Title** Processing Clerk 1**Department** Engineering Department**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 19-132

Nature & Scope of Work This is clerical work of moderate complexity in the Engineering Department entailing responsibility for the City's Switchboard & Reception, the processing of applications and plans relating to permits, providing information relating to infrastructure and services, handling of garbage and recycle issues and responding to a wide variety of inquiries and complaints received over the telephone, electronically or at the counter. Incumbents of positions in this class also prepare and maintain a wide variety of records and reports related to the work. Employees of this class exercise considerable independence of action and judgment in processing day-to-day matters, referring more complex or unusual matters to a superior who reviews work performance for completeness, accuracy and conformance with established procedures.

Required Knowledge, Skills and Abilities

- Sound knowledge of record keeping, filing, public contact and related functions and of the applicable departmental practices, rules and regulations.
- Sound knowledge of business English, spelling and punctuation.
- Sound knowledge of modern office practices and procedures.
- Ability to deal effectively with the public, staff members, contractors and others in processing a variety of enquiries and complaints and to provide a variety of information and related services.
- Ability to make decisions in accordance with applicable rules, policies and regulations.
- Ability to read and interpret engineering plans and drawings.
- Ability to work under general supervision and to perform a variety of clerical duties.
- Ability to work under pressure and to function effectively while dealing with contentious matters.
- Skill in typing rapidly and accurately (minimum of 55 wpm).
- Skill in operating a personal computer including word processing, Excel and Outlook at an intermediate level.
- Skill in the operation of standard office equipment in an Engineering office environment.

Desirable Training & Experience Completion of the 12th school grade preferably supplemented by or including commercial courses, plus considerable related clerical experience, or an equivalent combination of training and experience.

Required Licences, Certificates and Registrations Valid BC Class 5 Driver's Licence for the Province of British Columbia

Safety Requirements Incumbents are required to follow all applicable Safe Work Procedures, participate in Occupational Health & Safety training, meetings and to report any hazards in the workplace.

Hours of Work 35 hour work week**Pay Grade** 15**Pay Rates** \$25.31, 26.36, 27.45, 28.55, 29.74 per hour**Posting Date** 6/26/2019**Posting Closing Date** 7/4/2019[» Apply Now](#)