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[» Apply Now](#)**Title** Community Services Clerk**Department** Parks, Recreation & Culture**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 20-46

Nature & Scope of Work This is clerical work of moderate complexity involving the provision of cemetery support services. An incumbent receives interment requests, provides information, verifies lot ownership and obtains required documentation, ensures compliance with established regulations and bylaws, coordinates scheduling of services, and maintains required records. An incumbent also provides a variety of miscellaneous clerical support services to the department and lays out various communications and marketing materials. Considerable independent judgement is exercised on day to day matters within the framework of established guidelines, while the more complex or unusual matters are referred to a superior who reviews work performance for accuracy, completeness and conformance to sound practices and procedures.

Illustrative Examples of Work

- Receives requests for interments in the City's cemeteries; provides information to residents and funeral directors related to cemeteries and funerals, including rights to use lots and inter remains in accordance with established guidelines, regulations and bylaws; searches files to identify and verify rightful ownership of lots; obtains required documentation and signatures from applicants; sells permits for the installation of grave markers.
- Liaises with Cemeterian and Works Yard personnel to ensure services are scheduled and conducted in a timely and efficient manner; maintains and updates related records, calendars and maps; prepares monthly and annual revenue statements.
- Uses a variety of software to select graphics and format text and graphics for electronic reader boards and various print materials such as newsletters, posters and pamphlets; determines message priorities for readerboards; edits and proofreads newsletters and coordinates the receipt of printing services.
- Provides a variety of clerical and administrative support services to the department; sets up and maintains filing systems; distributes mail and arranges for courier services; maintains and updates a variety of records such as park service requests and volunteer lists; provides support for meetings, arranges venues and refreshments, notifies attendees, prepares agendas and minutes.
- Types a variety of materials received from various sources such as reports, correspondence, media releases, minutes and tabulations.
- Provides information and assistance to the public and other departments on matters related to departmental activities, programs, regulations and practices.
- Performs related work as required.

Required Knowledge, Skills and Abilities

- Considerable knowledge of the rules, regulations, bylaws, policies and procedures applicable to the work performed.
- Sound knowledge of modern office practices and procedures, and of business English, spelling, grammar, punctuation and arithmetic.
- Sound knowledge of the software applications used in the work.
- Ability to deal effectively, tactfully, and compassionately with the public in supplying information and interpreting applicable bylaws and regulations.
- Ability to exercise sound judgement and make decisions in accordance with applicable guidelines.
- Ability to format various promotional materials, select suitable graphic images, and proofread and edit text.
- Ability to use a variety of software applications and to type and maintain a variety of

- records, reports, correspondence and other documents.
- Ability to work with minimal supervision.

Desirable Training & Experience Completion of the 12th school grade including or supplemented by commercial courses related to the work, including training in office software applications, plus sound related experience, or an equivalent combination of training and experience.

Required Licences, Certificates and Registrations A valid 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.

Pay Grade 16

Pay Rates \$26.89, 28.00, 29.12, 30.33, 31.60 per hour

Posting Date 1/16/2020

Posting Closing Date 1/23/2020

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