

CLERK TYPIST 4 – ENGINEERING

1. Nature and Scope of Work

This is varied and complex secretarial, typing and clerical work in providing administrative support to one or more superiors in the Engineering Department. An incumbent relieves superiors of administrative detail; arranges meetings and takes minutes; drafts and types correspondence and other documents; and provides a variety of information on departmental operations and regulations. An incumbent also processes a variety of permit applications and coordinates with others on various matters. Considerable independent judgement and action are exercised in the work, while unusual problems and policy matters are discussed with a superior. Work performance is reviewed for accuracy and conformance with established practices and procedures.

2. Illustrative Examples of Work

Provides administrative assistance to one or more superiors; interviews callers, processes confidential material, arranges meetings; takes, transcribes and distributes the minutes of meetings; may prepare agendas and supporting material for committee meetings.

Composes non-routine correspondence; drafts a variety of documents, such as agreements, requests for proposals and public service announcements according to established procedures; develops forms and templates; types a variety of materials.

Receives general enquiries, service calls and complaints from the public; investigates and provides factual information on applicable rules, regulations and departmental functions; documents and forwards technical information requests and those pertaining to other departments; follows up as appropriate.

Searches files for information; refers to property files, legal plans, as-builts and other engineering plans and provides information on same.

Processes various permit applications such as those for highway use, hydrant use, sprinkling, and filming; ensures receipt of required liability insurance, damage deposits, fees and approvals; notifies appropriate departments and emergency services.

Coordinates with representatives of film companies and Film Liaison on filming within the City; advises location scouts on possible filming sites; evaluates possible impact of filming and determines the need for polling; defines areas to be notified and polled and reviews poll results; issues appropriate notifications, work orders and service calls; calculates fees and expenses incurred and prepares invoices.

Coordinates with solid waste contractor on the ordering and delivery of new and replacement recycling bins; informs of missed pick-ups and problems reported by the public and assists in finding solutions; contacts representatives of multi-family complexes to arrange for contractor access.

Performs related work as required.

3. Required Knowledge, Abilities and Skills

Thorough knowledge of business English, spelling, punctuation and arithmetic.

Considerable knowledge of modern office practices and procedures.

Considerable knowledge of applicable rules, regulations and policies governing departmental operations.

Ability to deal effectively with the public, company representatives, staff and officials; explain departmental rules, regulations and procedures; and supply information and assistance as required.

Ability to work with minimal supervision and to relieve superiors of routine administrative detail.

Ability to prepare, maintain and control a variety of departmental records, files and related information.

Ability to compose non-routine correspondence, reports and related material.

Ability to take and transcribe the minutes of meetings.


Ability to operate common office appliances.

4. Desirable Training and Experience

Completion of Grade 12 including or supplemented by courses in commercial subjects plus considerable related experience.

5. Required Licenses, Certificates and Registrations

None.

	Title: Clerk – Permits and Licenses	Date: July 2017
	Department: Development Services	
	Classification: Inside	Pay Grade: 14

Nature and Scope of Work

This is clerical work of some variety and moderate complexity in processing applications for various permits and licenses and providing administrative support to the department. An incumbent receives and processes a variety of permit and license applications, complaints and inspections requests; maintains departmental records and data tracking system; responds to enquiries and requests for information; prepares various documents and reports; and makes recommendations for new office procedures and processes. While independence of judgement and action are exercised in most aspects of the work, unusual or complex matters are referred to a superior who reviews performance in terms of effective administrative support and provision of services to the public.

Illustrative Examples of Work

1. Receives, reviews and processes applications for building, plumbing, sprinklers, signs, business licenses and other permits; obtains required information from applicants and reviews for completeness; forwards applications to appropriate technical staff for review and approval as required; circulates applications to other departments.
2. Processes payments related to permits, licenses and other regulatory processes within established guidelines; issues routine permits and business licenses within defined authority.
3. Enters, checks and verifies data on the department software tracking system, produces related reports; identifies, investigates and advises superiors of variances.
4. Receives bylaw infraction complaints; obtains and records pertinent data, assembles files and distributes requests to inspection staff for action.
5. Receives and processes telephone calls and provides information or assistance to employees, contractors and the public.
6. Receives and responds to routine enquiries related to zoning and property development; provides routine information related to Zoning, Building and Licensing Bylaws; refers more complex enquiries to a superior or technical staff.
7. Receives enquiries and requests for building and business license inspections; coordinates inspections using the department tracking system.
8. Relieves senior staff of routine administrative tasks; drafts correspondence and documentation; prepares meeting agendas and transcribes minutes; researches and compiles statistical and technical information related to departmental functions; undertakes special projects as required.
9. Reviews office methods, procedures and systems and makes recommendations to superiors to improve efficiency and support departmental requirements.
10. Ensures the maintenance and updating of the department's software tracking system, records and files; provides recommendations to superiors for software use and capabilities; provides training


5. Ability to make decisions in accordance with applicable rules, policies and regulations.
6. Ability to work under general supervision and perform a variety of clerical duties.
7. Skill in checking, maintaining and processing office records.

Desirable Training and Experience

1. Completion of Grade 12th school grade preferably supplemented by or including commercial courses.
2. Several years of clerical experience, preferably with a municipal government.
3. Or an equivalent combination of training and experience.

Required Licenses, Certificates and Registrations

None

	<i>Title:</i> Clerk Typist 3	<i>Date:</i> 1977
	<i>Department:</i> Administration	
	<i>Classification::</i> Inside	<i>Pay Grade:</i> 12
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is a varied complex stenographic and clerical work which includes taking and transcribing dictation proficiently on a variety of matters and performs moderately difficult clerical tasks in accordance with clearly defined work methods. Assigned duties may include secretarial, receptionist, counter and clerical tasks. The work differs from that of a Clerk Typist 2 by the greater complexity and variety of assignments and the taking and transcribing of dictation. Difficult or unusual problems are referred to a superior for advice and direction. Performs related work as required.

Required Knowledge, Abilities and Skills

1. Ability to take and transcribe dictation on various subjects and type a wide variety of correspondence, articles, reports and memoranda with speed and accuracy.
2. Ability to instruct junior personnel in the routine clerical functions of the Department according to established procedures, rules and regulations.
3. Ability to provide accurate, factual information to those requiring same.
4. Ability to act tactfully and practice good employee relations.

Desirable Training and Experience

1. Completion of Grade 12, supplemented with general business courses.
2. Several years experience at stenographic duties.

Required Licenses, Certificates and Registrations

None