

	Title: Administrative Clerk – Tax and Utilities	<i>Date: March 1989</i> <i>Revised: March 2022</i>
	<i>Department: Finance</i>	
	<i>Classification: Inside</i>	<i>Pay Grade: 16</i>
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is clerical and bookkeeping work involving a variety of clerical duties that are of moderate to high complexity and bookkeeping duties that are of limited complexity in support of municipal operations in the Finance department. An incumbent is responsible for processing and maintaining information to ensure accuracy of financial records in the system related to utilities, tax, and dog licences, and providing information to various people on matters related to the work. The work also entails tallying, reconciling, and preparing cash deposits. Duties are performed according to well established procedures with unusual or more difficult problems referred to a superior who reviews work performance in terms of accuracy and conformance to established practices and standards.

Illustrative Examples of Work

Performs a variety of clerical duties in processing and maintaining records and accounts related to utilities, tax, and dog licences; opens and distributes Finance mail; accepts and receives payments; posts payments and applies towards tax and utility accounts in Tempest system; maintains new and existing accounts for pre-payment plans including the Property Tax Prepayment Plan, Utility Auto-Debit Plan, Reserved Parking Auto-Debit Plan; sends out dog reports; accepts and processes electronic Home Owner Grant (HOG) claims and deferred tax payment applications.

Supports the accounting function in the performance of bookkeeping duties; tallies, reconciles, and upon approval, deposits cash receipts; prepares refunds by posting to related accounts; sends to Accounts Payable for cheque processing.

Maintains, posts and prepares water meter readings; prepares utility information for departmental staff; prepares and sends invoices for lawyers.

Provides information for matters related to property tax, status of utility accounts, invoices, and payment status; responds to general public inquiries; types and maintains a variety of files, reports, records and related materials.

Performs related work as required.

Required Knowledge, Abilities and Skills

Thorough knowledge of departmental functions, procedures and processes related to the work performed.

Thorough knowledge of the provincial acts, regulations, and procedures as required in the work, including the Tax Deferment Act.

Considerable knowledge of office methods, procedures and general office equipment operation.

Ability to deal tactfully and effectively with the general public and practice good public relations.

Ability to provide factual and accurate information to inquirers of same.

Desirable Training and Experience

Completion of Grade 12 supplemented by considerable cashiering experience in a computerized environment; or equivalent combination of training and experience.

Required Licences, Certificates and Registrations

None.

	Title: Accounts Payable Clerk (Clerk 3)	<i>Date:</i> August, 1991
	<i>Department:</i> Finance	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 14
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This position is a clerical function with a moderate degree of complexity. The position operates under direct supervision and the work is generally repetitive and routine in nature.

Illustrative Examples of Work

1. Receives codes and files purchase orders and delivery slips.
2. Receives vendor invoices and applies standard clerical procedures before matching to filed receiving and purchasing information.
3. Inputs approved invoices into a computerized accounts payable system and produces cheque and related reports.
4. Reconciles vendor statements to payment data.
5. Recurring front counter relief.
6. Recurring switchboard relief.
7. Daily mail processing.
8. Maintains and updates on an on-going basis throughout the year additions/disposal to the fixed asset inventory. This would typically consist of assigning a tag number to the addition, inputting of asset information into the fixed asset system and forwarding tag number assignment information along with the tag to the Department Head responsible for the equipment.
9. Reconciles on a on-going basis the fixed asset sub-ledge to the general ledger control account, including the investigation and correction of variances.
10. Other duties as assigned from time to time.

Required Knowledge, Abilities and Skills

1. Ability to work in an organized manner in a moderately high volume setting.
2. Ability to maintain sustained attention to detail and carry out written and oral instructions.
3. Ability to make mathematical calculations with speed and accuracy.
4. Good knowledge of office methods, procedures and general office equipment operation.

Desirable Training and Experience

1. Grade 12
2. Familiarity with computerized accounts payable system are preferred.

Required Licenses, Certificates and Registrations

None

	<i>Title:</i> Receptionist / Clerk Typist 3	<i>Date:</i> October, 1994
	<i>Department:</i> Finance	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 12
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is combined clerical and public relations (information) function. The clerical functions are generally of a minimum degree of complexity. The public relations function requires a broad base general knowledge.

Illustrative Examples of Work

1. Prompt answering of switchboard and correctly routing calls and/or taking information and complaints directing and routing.
2. Prompt courteous service to the public and correctly routing inquiries to the correct department and/or correctly recording information and complaints.
3. Performs sundry word processing and clerical duties for various departments as requested.
4. Processes Parks and Recreation program registrations.
5. Maintains a scrapbook of all City placed advertisements and new articles written about the City from local newspapers.
6. Others duties as assigned.

Required Knowledge, Abilities and Skills

1. Ability to deal tactfully and effectively with the general public and practice good public relations.
2. Pleasant and cheerful personality and disposition.
3. Good knowledge of modern office technology including the use of word processing and spreadsheet software.
4. Good knowledge of the functions of municipal government along with previous municipal government are preferred.

Desirable Training and Experience

1. Grade 12;
2. Some previous experience in related work; or
3. Equivalent combination of training and experience.

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 to department employees on the use of department software; assists in coordinating the implementation of new automated processes.
11. Provides administrative support services for building inspection, business licensing and planning functions; provides information and assistance to internal and external contacts; liaises with employees in other divisions on aligned processes and makes recommendations to ensure consistency.
12. Performs related work as required.

Required Knowledge, Abilities and Skills

1. Considerable knowledge of modern office methods, practices and procedures.
2. Considerable knowledge of and ability to implement and maintain all Tempest software modules related to municipal building and business license applications, permits and inspections.
3. Working knowledge of municipal building and business license rules, regulations and procedures.
4. Working knowledge of municipality building permit application requirements and inspection procedures.
5. Ability to develop, implement and maintain effective office methods, systems and procedures.
6. Ability to make decisions in accordance with applicable guidelines.
7. Ability to provide excellent customer service, including in difficult or contentious situations.
8. Ability to establish and maintain effective working relationships with a variety of internal and external contacts.
9. Ability to communicate effectively verbally and in writing.
10. Ability to maintain complex records and prepare statistical reports.
11. Ability to work with minimal supervision.

Desirable Training and Experience

1. Completion of Grade 12.
2. Considerable related clerical and administrative experience, preferably in a municipal building or licensing department or division.

Required Licenses, Certificates and Registrations

None.

	Title: Clerk Typist 4 (Langley Youth and Family Services)	<i>Date:</i>
	<i>Department: Finance</i>	
	<i>Classification: Inside</i>	<i>Pay Grade: 15</i>
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This position carries out more complex administrative, clerical and reception duties for the Langley Youth and Family Services (“LYFS”) operations.

Illustrative Examples of Work

1. Provides clerical and secretarial support to the Counsellors at LYFS.
2. Types a wide variety of correspondence, reports and memoranda with speed and accuracy utilizing various computer software programs such as MX Word, Excel and Powerpoint.
3. Promptly answers the switchboard and correctly routing calls and/or taking messages, while assessing urgency and being sympathetic to clients in crisis.
4. Observing behaviours of families and children in waiting room for Counsellor’s information.
5. Maintains computerized client database, generating quarterly client statistical reports.
6. Purchases office supplies and ensure office equipment like the photocopier and fax machine are maintained.
7. Performs other duties as may be required.

Required Knowledge, Abilities and Skills

1. Knowledge of general office procedures with specific referenced to clerical, secretarial and record keeping operations including but not limited to a thorough knowledge of business English, correct spelling, punctuation and grammatical usage.
2. A bright, cheerful disposition, professional manner and superior public relation skills.
3. Experience working with youth and families.
4. Ability to work independently as well as collaboratively.

Desirable Training and Experience

1. Grade 12;
2. Some previous experience in related work; or
3. Equivalent combination of training and experience.

Required Licences, Certificates and Registrations

1. Enhanced RCMP Security Clearance.

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.

2010 January 05, 2:30 p.m.

	Title: Operations Centre Clerk	<i>Date: 2013 June Revised and Revalued: 2022 December</i>
	<i>Department: Engineering & Parks Operations</i>	
	<i>Classification: Inside</i>	<i>Pay Grade: 12</i>
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is clerical work involving responsibility for handling inquiries, providing clerical and recordkeeping services to the Engineering and Parks Operations office. An employee of this class works under general supervision and exercises independence of action and judgement within the limits of office systems and procedures. Complex problems or unusual situations are referred to a superior who reviews work for adherence to instructions, accuracy and completeness.

Illustrative Examples of Work

1. Provides factual information and assistance related to Engineering Operations to the public, outside agencies and staff.
2. Creates, assigns, updates and closes Requests for Service (RFS); creates and maintains work orders in the maintenance management system.
3. Organizes, processes and maintains records, files and documents; maintains and updates manuals; opens and distributes mail.
4. Transcribes from copy and rough draft, or general instructions a variety of material using software applications to enter, record, recall, revise and print the data; as required, establishes appropriate format; reviews work for punctuation, spelling and grammatical correctness.
5. Creates and revises spreadsheets and various documents as requested.
6. Posts notices such as emergency water shutdowns and lane closures to the City's website and social media platforms.
7. Tracks and updates water meter information in Tempest; reviews residential utility readings; identifies errors or inconsistencies; prepares and mails out water consumption notice letters; and responds to questions as required.
8. Documents and files Backflow Prevention Assembly Test reports.
9. Performs related work as required.

Required Knowledge, Abilities and Skills

1. Good knowledge of spelling, business English and arithmetic.
2. Good knowledge of office methods and procedures related to filing, record keeping and clerical work.
3. Ability to understand and follow oral and written directions.
4. Ability to deal effectively and courteously with the public and maintain effective working relationships with other employees.
5. Ability to operate standard office appliances and software applications.

Desirable Training and Experience

1. Completion of Grade 12 including or supplemented by commercial courses; and
2. Some previous related experience, preferably with a municipal government; or
3. Equivalent combination of training and experience.

Required Licenses, Certificates and Registrations

None.