



Clerk-Typist 2

Regular Full-Time (35 hours per week)

The City of White Rock is a unique, ocean-side community of 20,000 citizens known for its sunny weather, expansive beach, historic pier, delightful restaurants, and sense of community. The City is located half an hour south of Vancouver on the shore of Semiahmoo Bay.

The Engineering & Municipal Operations Department seeks an enthusiastic individual with excellent customer service skills to join their team on a Regular Full-Time basis. This position will assist in the coordination of the City's water utility backflow testing program and to provide office support for the Department by maintaining a variety of departmental records, files and accounts, and performing other routine clerical tasks including responding to inquiries from external and internal clients, preparing correspondence, timesheet and purchasing data entry, records management, and general office support for the Department, including reception duties. This position also drafts information materials and updates applicable sections of the City's website. The successful candidate is an individual who is self-motivated and thrives in a challenging, dynamic environment and has outstanding interpersonal communication skills.

Requirements:

- Completion of Grade 12 supplemented by office or administrative courses and related office support and customer service experience;
- Proficiency with the Microsoft Office suite of programs (Word, Excel, Outlook) and previous database experience; Experience with iCity and Tempest preferred;
- Ability to perform basic accounting, cashiering and clerical duties with accuracy and detail and in accordance with established rules, regulations, policies and procedures;
- Ability to maintain accurate electronic and paper records;
- Sound knowledge of the functions, regulations and rules governing applicable department operations and activities;
- Sound knowledge of business English, spelling, arithmetic, and punctuation;
- Sound knowledge of modern office practices and procedures and ability to operate a variety of office equipment, including a switchboard;
- Ability to compose routine correspondence and arrange format for reports, tabulations, graphs, summaries, and related material efficiently and accurately with a minimum typing speed of 50 wpm;
- Ability to provide outstanding customer service balanced with the application of best practices and organizational policies;
- Ability to deal effectively with the public and a variety of other internal and external contacts in processing inquiries and complaints and ability to provide a variety of factual information and related services in a professional manner; plus ability to work effectively under pressure while dealing with contentious matters and difficult customers;
- Ability to prioritize work load and manage concurrent projects, to work independently, to perform tasks under periodic work pressure, and to exercise initiative and make decisions in accordance with applicable rules, regulations and policies;
- Ability to work well with others and to make a positive contribution to a team environment.

The annual wage for this position is \$41,143 - \$48,174 (2017 rates) with comprehensive benefits offered. If your experience and education have prepared you for success in this role and you are committed to working in a manner that supports a respectful, healthy, and safe environment, we invite you to apply. Please submit a cover letter and resume by the application deadline.

Application Deadline: 4:30p.m., Thursday, January 26, 2017
Submit your application: Apply online at www.whiterockcity.ca/careers
Recruitment Reference: 2017-01

www.whiterockcity.ca/careers

Thank you for your interest. Only selected applicants will be contacted.