



Town of Fort Smith

Job Description

Clerk/Receptionist

POSITION TITLE: Clerk/Receptionist

REPORTS TO: Director of Corporate Services

SALARY RANGE: Pay Level 16

CLASSIFICATION: Fulltime Indeterminate Bargaining Unit

LOCATION: Town Hall

Summary of Position

Under the direct supervision of the Director of Corporate Services, the incumbent is the first contact with the public and acts as receptionist, cashier, processor of applications for various required licenses, and other miscellaneous duties associated with the position of Clerk/Receptionist.

Outline of Duties

The incumbent's duties include greeting customers, answering the telephone, processing all monies that come into the Town, processing of applications for various licenses and permits, processing both incoming and outgoing mail, answering and relaying all fire department calls received during business hours, purchasing and stocking office supplies, preparation of various work orders, control petty cash.

Responsibilities

RECEPTIONIST

- Responsible for greeting the public and answering the phone.
- Responsible for receiving, processing, and reconciling of all monies received over the counter, through the mail and online.
- Responsible for receiving and processing the daily deposit from the Recreation and Community Centre.
- Responsible for the completion of a daily cash report and deposits of all monies received on a daily basis.
- Responsible for the processing of applications for business licenses, taxi permits, dog tags, burning permits, snowmobile registration, parking placards and other permits.
- Responsible for preparing monthly statistical reports to the Council related to dog tags, business licenses, fines and development permits that were issued.

- Responsible for receiving development applications: processing the fee, making sure all related documents are attached, application is signed and completed, assigning a development permit number, starting a file for the application, recording application onto spreadsheet, and passing the application onto the Development Officer for approval. Also responsible for providing information to Statistics Canada and GNWT Assessors on all development permits issued during the year.
- Responsible for answering the Fire Department phone during business hours and dispatching the calls to the Fire Chief over the Town's radio system.
- Responsible for processing all applications for water/sewer services and forwarding them to the Water Treatment Plant staff in a timely manner. Also responsible for the preparation and tracking of all other work orders.
- Responsible for the control and accounting of petty cash.
- Receives written and verbal complaints and passes those complaints to the appropriate department.
- Update information and post notices on the Town of Fort Smith website, Facebook page.
- Responsible for the collection and delivery of mail from the Post Office and distributing the incoming mail to all departments.
- Responsible for purchasing and stocking office supplies at the Town Hall. Responsible for ordering tonners, staples and all other related supplies for the photocopiers. Also responsible for placing and tracking service calls when a photocopier breaks down. Responsible for purchasing coffee supplies.
- Preparing property tax certificates and forwarding to the Director of Corporate Services for signature.
- Issue burial permits and marriage licenses.
- Perform Commissioner for Oaths duties if applicable.
- Maintain spreadsheets of burial plots available for purchase, reserved plots and list of people buried in both cemeteries.
- Stuff and mail water bills.
- File documents into property tax files.
- Covers for the Finance Clerk when on holidays. Performing all accounts payable duties.
- Provides administrative assistance to all Senior Management on an as required basis.
- Carries out such other duties related to the position as may be assigned by the (Supervisor of position).

Positions Supervised

This position does not supervise other staff.

Contacts

- This position is first contact with the general public for the Town of Fort Smith.
- This position is also required to communicate regularly and effectively with the Town of Fort Smith Staff.

Work Environment

Duties are performed in an office environment.

Knowledge, Education and Experience

- Must have excellent communication skills. Must have the ability to effectively communicate, oral and written, with others.
- Demonstrated excellence in customer service and the ability to multi-task in a busy team environment is essential.
- Ability to work effectively, individually and as part of a team, and work under minimal supervision; establish and maintain effective working relationships with a variety of internal and external customers. Ability to use tact and discretion.
- Knowledge and experience working with MS Office applications such as Word, Outlook and Excel.
- Working knowledge and experience in processing Accounts Payable and Accounts Receivable.

These skills are normally gained by obtaining:

- High School diploma or equivalent.
- Working knowledge of accounting.
- Formal training in Office Administration.

Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I confirm that it is a general description of the duties, responsibilities and qualifications required for this position.

Director of Corporate Services

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officers

Date