



## JOB DESCRIPTION

### Exempt Clerical Support

<b>Department</b>	Various	<b>Reports To</b>	Human Resources Manager, Designated Department Managers
<b>Directly Supervises</b>	N/A		
<b>Indirectly Supervises</b>	N/A		
<b>Union</b>	N/A		

**POSITION SUMMARY:**

Reporting to the Human Resources Manager or designate, the Exempt Clerical Support (Casual) position provides clerical and administrative support to corporate service functions including Payroll, Human Resources, Health & Safety, and Corporate Administration. This role requires a high degree of accuracy, discretion, and professionalism when working with confidential and sensitive information. This role supports vacation relief, peak workload periods, and special project work. Work is scheduled on an as-needed basis and requires flexibility and the ability to adapt to a variety of clerical functions and work environments.

**KEY DUTIES PERFORMED:**

**1. Clerical & Administrative Support**

- a. Provide general clerical and administrative support to assigned departments.
- b. Enter, transcribe, record, store, maintain, and retrieve information in written and electronic formats.
- c. Compile, code, categorize, calculate, tabulate, audit, and verify information and data.
- d. Maintain tracking systems, including spreadsheets, databases, and merged reports, as required.
- e. Support city operations related to training records, contractors, tender documentation, scheduling, and customer inquiries or complaints.
- f. Support payroll and HR documentation and record maintenance.
- g. Assist with filing, tracking, and data entry related to employee records, safety documentation, and corporate records.
- h. Support onboarding/offboarding documentation (clerical only).

**2. Computer & Records Management**

- a. Use computer systems, software, and office equipment to enter data, prepare documents, and process information.
- b. Create, edit, and format correspondence, reports, spreadsheets, and presentations.
- c. Maintain organized and accurate electronic and paper filing systems in accordance with City policies and procedures.
- d. Maintain confidentiality of employee, payroll, medical, and safety-related information.
- e. Handle records in accordance with:
  - i. City policies
  - ii. Collective agreements

iii. Privacy and access legislation

f. Ensure accuracy and attention to detail when processing sensitive data.

**3. Customer Service & Workplace Relations**

- a. Deliver courteous, professional, and responsive customer service to residents, external contacts, and internal staff.
- b. Maintain constructive and cooperative working relationships with coworkers, supervisors, and the public.
- c. Exercise judgment and discretion when working with confidential or sensitive information.

**4. Work Organization & Adaptability**

- a. Prioritize and organize workload to meet deadlines in a fast-paced, multi-tasking environment.
- b. Adapt to working in different departments with varying procedures and operational requirements.
- c. Perform assigned duties efficiently with minimal supervision.

**5. Health & Safety Responsibilities**

All employees of the City of Dawson Creek are responsible for helping to maintain a safe and healthy workplace. In this role, you are expected to:

- a. Take reasonable care to protect your own health and safety and the health and safety of others.
- b. Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- c. Perform your work according to established safe work practices.
- d. Use and wear required personal protective equipment (PPE) and safety devices.
- e. Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- f. Report to your supervisor any unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.
- g. Cooperate with workplace safety committees, safety representatives, and WorkSafeBC Officers as required.

**REQUIRED KNOWLEDGE, ABILITIES & SKILLS:**

1. Completion of Grade 12 education and completion of an Applied Business Technology diploma, or equivalent related experience.
2. Compliance with a Criminal Record Search with a Vulnerable Sector.
3. Proficient with computer usage, particularly the Microsoft Office suite including Word, Excel, Powerpoint, and Publisher, along with Adobe Acrobat proficiency.
4. Have accurate keyboard/typing skills of 60 WPM or a demonstrated ability to perform necessary data entry and word processing functions to an equivalent level.
5. Ability to multitask in multiple disciplines through the workday.
6. Excellent Communication skills both written and verbal.
7. Strong organization skills.

8. The ability to perform all of the duties outlined above in a safe manner following established Operational Guidelines, Occupational Health and Safety rules, Violence in the Workplace policies, and
9. W.S.B.C. Regulations (i.e., WHMIS).
10. Apply judgment when dealing with regulations, policies, procedures, and operational guidelines.
11. Maintain harmonious relationships with all members of the public and other staff members.
12. Work at least two shifts a month if offered by the employer, in accordance with the collective agreement.
13. Compliance with a Criminal Record Search.
14. Demonstrated ability to handle confidential and sensitive information.
15. High level of accuracy and attention to detail, particularly when entering or processing data.
16. Understanding of workplace professionalism and boundaries in an HR/payroll environment.
17. Ability to follow documented procedures with minimal deviation.

**NOTE:** The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.