



JOB DESCRIPTION

Clerical Support

Department	Various	Reports To	Human Resources Manager, Designated Department Managers
Directly Supervises	N/A		
Indirectly Supervises	N/A		
Union	CUPE 2403		

POSITION SUMMARY:

Reporting to the Human Resources Manager or designate, the Clerical Support (Casual) position provides clerical and administrative assistance to various departments of the City of Dawson Creek. 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.

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.

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 with a Vulnerable Sector.

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.