



Job Description

Administrative Clerk

Department:	Finance
Classification:	CUPE – Regular Full Time
Wage Schedule:	“A” – Office Staff

1. Position Summary

The *Administrative Clerk* is responsible for reception, cashiering and front counter customer service. They provide clerical and administrative support and maintain supplies as well as general office organization. Independent action is required for day-to-day activities while more complex problems or policy matters are referred to colleagues and management.

2. Specific Accountabilities

Front Desk Administration

- Provides customer service as a receptionist answering the telephone, responding to in-person and email inquiries and complaints including, but not limited to accepting payments, processing permits and applications, providing general information and assistance, and referring other requests to the appropriate department or individual.
- Performs the duties of the primary cashier including the receipt and processing of all payments, daily cash balancing and preparation of bank deposits.
- Provides a diverse range of clerical and administrative support including but not limited to routine clerical work, data entry, photocopying, and conducting research.
- Monitors and orders office supplies and equipment for municipal hall.
- Processes and responds to service requests for Town of Golden programs which may be implemented from time to time.
- Performs routine corporate service functions including collecting and processing mail and courier deliveries, scheduling appointments and meetings, posting notices, and maintaining/filing records.
- Prepares general correspondence under the direction of their manager or designate.
- Assists with special projects or assignments, as requested.
- Opening and closing office procedures.
- Provides support to other Finance staff to ensure routine processing and customer response is performed in an effective and efficient manner.
- Maintains confidentiality regarding customer and account information.
- Maintains a procedure manual for this position, ensuring that it is kept up to date with any changes to the system and procedures.
- Cross trains in all key areas of accounting and provides overflow and absence coverage.

Cash Receipting

- Clearly understands cashiering processes, and confirms all payment transactions are handled promptly, accurately, and posted to proper subsystems and accounts.
- Assists in maintenance of internal controls over cash receipts and handles cash responsibly ensuring proper safekeeping of till and receipts at all times.
- Assists in the reconciliation and correction of daily cash batches to ensure accuracy and completeness.

Other Duties

- Provides general customer service and municipal information to the public and supports Town initiatives and programs.
- Consistently and proactively seeks to participate in improving the efficiency, quality, and effectiveness of the team
- Adheres to the Town's established policies, procedures and standards (written or implied), and any changes or modification which may vary from time to time as deemed appropriate.
- Performs other duties as required.

3. Supervision

The *Administrative Clerk* is supervised by and reports to the *Director of Finance* or designate.

4. Competencies, Skills and Abilities:

- Work effectively while dealing with constant minor interruptions.
- Demonstrate excellent interpersonal, problem solving and conflict resolution skills.
- Receive and follow work direction with limited supervision.
- Basic computing skills, including the ability to operate computerized accounting, spreadsheet, and word processing programs (Word, Excel, Outlook, etc.).
- Ability to communicate effectively, both verbally and in writing, with other staff, management, elected officials and the general public.
- Ability to perform and succeed under the pressure of deadlines.

5. Minimum Qualifications

- High school diploma or equivalent plus one year of post-secondary education, or an acceptable equivalent combination of education and experience.
- Basic knowledge of office and administrative practices, procedures and standards.
- Minimum of one year of directly related work experience including cash handling and customer service.
- Proficiency in Windows office suite (MS Word, Excel, Outlook).
- Excellent ability to communicate and provide support to customers.
- Ability to obtain and maintain a criminal record check.

6. Step Progression

Step	Term		Educational Requirements
I	0+ months in position	AND	Minimum requirements per s.5
II	12+ months in position	AND	Achievement of annual performance, professional development, and networking goals per established workplan
III	48+ months in position	AND	Demonstrated and continuous autonomy and knowledge of all aspects of position. Achievement of annual performance, professional development, and networking goals per established workplan

7. Remuneration

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding.

This Job Description is hereby acknowledged under the terms and conditions stated above as of this 25 day of OCTOBER 2023.

ORIGINAL SIGNED BY

Jon Wilsgard
Chief Administrative Officer, Town of Golden

ORIGINAL SIGNED BY

David Hedges
President, Local 2309 CUPE