



CITY OF COLWOOD JOB POSTING

POSTING ID #:	COC20231221_FCSC
POSITION TITLE:	FRONT COUNTER SUPPORT CLERK
DEPARTMENT:	CORPORATE SERVICES
POSITION TYPE:	REGULAR FULL-TIME UNION POSITION
POSTING TYPE:	INTERNAL/EXTERNAL
SALARY:	Pay Grade 3 - \$33.37/hr (2024 rate)
HOURS OF WORK:	Monday – Friday between 8am – 5pm
BENEFITS:	A comprehensive benefits package per the Terms of the Collective Agreement

The City of Colwood is a spectacular seaside community set apart by its outstanding natural setting and exceptional quality of life. Located 25 minutes from downtown Victoria on the Westshore with nearly 19,000 residents, the City of Colwood is a great place to work, live, and play.

The City of Colwood has an opportunity for a **Full-Time Regular Front Counter Support Clerk** in the Corporate Services Department. This is a UNION position with CUPE Local 374. The ideal candidate has related administrative experience in a local government or public sector environment.

Reporting to the Manager of Corporate Services or designate; under the functional supervision of the Coordinator of Corporate Services, the Front Counter Support Clerk works collaboratively with the Corporate Services Department as part of a team striving to provide exceptional customer service and support to City stakeholders, residents, and internal staff. This position is the first point of contact for the City and requires excellent customer service skills, ability to interact courteously, professionally, and tactfully with the public and co-workers; focus on work and complete a variety of tasks in a busy environment with many interruptions and distractions.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

The primary responsibility of this position is providing internal and external customer support services including but not limited to greeting the public, responding to a wide range of inquiries, managing the main switchboard, processing payments, cashier duties and cash balancing, receiving applications for permits and licenses, maintaining the City's document and records management system, and other duties as directed.

- Completion of Grade 12, or equivalent.
- Minimum of one-year experience in a demanding multi-tasking office environment providing customer service and clerical support (preferably a municipal government office).
- Cashiering experience (accurate processing of large volumes of cash/electronic payments – credit/debit) and the ability to balance cash.

A complete job description is available at www.colwood.ca/careers

Using the subject line **POSTING ID# COC20231221_FCSC**, please submit your resume and cover letter, in confidence, to the **Manager of Corporate Services**, at careers@colwood.ca.

Applications will be accepted until 4:30pm on Friday, January 12, 2024.

The City of Colwood is committed to employment equity and to creating a diverse employment environment.