



CITY OF COLWOOD JOB POSTING

POSTING ID #:	COC20240710_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, on the traditional territory of the Songhees and Kosapsum Nations, is a spectacular seaside community set apart by its outstanding natural setting and exceptional quality of life for people of all ages and abilities. Preserving connections to nature and protecting our natural environment while supporting the prosperity of residents and businesses are priorities for the City. Just 25 minutes from downtown Victoria on the West Shore and home to roughly 22,000 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 directly related experience in a local government or public sector environment.

Corporate Services is responsible for providing a wide range of services to internal and external stakeholders. This position reports to the Manager of Corporate Services and is under the functional supervision of the Coordinator of Corporate Services. The Records and FOI Assistant works collaboratively with all departments and supports the city-wide implementation of effective Records Management and Freedom of Information and Protection of Privacy best practices ensuring compliance. This position is responsible for a variety of complex administrative, legislative, and customer service functions to support the city.

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).





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- Cashiering experience (accurate processing of large volumes of cash/electronic payments – credit/debit) and the ability to balance cash.
- Experience with property taxation is an asset.

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

Using the subject line **POSTING ID# COC20240710_FCSC**, please submit your resume and cover letter, in confidence, to the **Manager of Corporate Services**, at careers@colwood.ca.

This posting will remain open until filled, but a review of applications will begin after 4:30pm on Monday, August 5, 2024.

The City of Colwood values diversity and is committed to employment equity.

