



qathet REGIONAL DISTRICT

TEMPORARY (Leave Coverage)

Office Clerk – Operational Services

The qathet Regional District Operational Services Department is seeking a professional, dynamic individual to fill a temporary leave, for approximately 12 weeks (June to August 2024).

Under the direct supervision of the Manager of Operational Services, the Office Clerk – Operational Services is a unionized position, accountable for providing a diverse range of administrative support services related to the mandate and core service offerings of the Operational Services Department. The Operational Services Department's core service offerings include: Parks & Properties Administrative and Maintenance Services, Recreation, Utility Services (i.e. water, wastewater), Transportation Services, Marine Services, Campground Services, and Cemetery Services. In addition, the Office Clerk – Operational Services also serves as the Regional District's Cemetery Administrator and Client Relations Specialist.

Primarily supporting the Manager of Operational Services, and the Parks & Properties Supervisor, the Office Clerk – Operational Services also provides administrative support services to the Emergency Services Department and Planning Services Department as per established levels of services. Requests for additional support services is coordinated through the Manager of Operational Services.

Applicants must have strong communication, interpersonal and customer service skills, exceptional organization, prioritization and time management skills, and experience with Microsoft Office applications. Applicants must have the ability to work well under pressure and responds to requests and situations with an appropriate level of urgency, and demonstrate a high degree of accuracy and thoroughness, with a strong attention to detail.

The 2023 wage rate for the Office Clerk – Operational Services is \$31.60 per hour. The position is subject to CUPE Local 798 Collective Agreement. This is a full-time position as defined in the collective agreement. Monday to Friday is the typical schedule, however, weekend work is necessary at times. The qathet Regional District has a Flexible Work Arrangement policy and program. We thank all applicants for their interest. However, only those selected for an interview will be contacted.

Deadline for applications: 4 pm on May 3, 2024. Formal testing may be required. Interested applicants are invited to submit a covering letter and resume detailing experience and qualifications pertinent to this position via email to:

Patrick Devereaux, Manager of Operational Services
202 - 4675 Marine Avenue
Powell River, BC V8A 2L2
Email: employment@qathet.ca



POWELL RIVER REGIONAL DISTRICT

Job Description Office Clerk – Operational Services

Department	Operational Services
Reports To	Manager of Operational Services
Job Description Approval Date	August 9, 2017
Job Description Approved By	Al Radke

POSITION & DEPARTMENT SUMMARY:

Under the direct supervision of the Manager of Operational Services, the Office Clerk – Operational Services is a unionized position, accountable for providing a diverse range of administrative support services related to the mandate and core service offerings of the Operational Services Department. In addition, the Office Clerk – Operational Services also serves as the Regional District’s Cemetery Administrator and Client Relations Specialist.

The Operational Services Department is accountable for the operations and maintenance of Regional District-owned infrastructure, as per legislative requirements and the organization’s Asset Management Program. The Operational Services Department’s core service offerings include: Parks & Properties Maintenance Services, Utility Services (i.e. water, wastewater), Solid Waste Management & Recycling, Marine Services, Campground Services, and Cemetery Services.

While primarily supporting the Manager of Operational Services and the Parks & Properties Supervisor, the Office Clerk – Operational Services also provides administrative support services to the Emergency Services Department (i.e. Manager of Emergency Services, and the OH&S/Emergency Services Coordinator), as per established levels of services. Requests for additional support services is coordinated through the Manager of Operational Services.

To meet the requirements of the position, the Office Clerk – Operational Services is based out of the Regional District’s Maintenance Facility. Cemetery Client Relations Services are provided at the Regional District’s Cemetery Office, and other designated locations.

KEY DUTIES AND RESPONSIBILITIES

Core Administrative Support Services

The Office Clerk – Operational Services provides a range of core administrative support services. Services include:

1. Provides reception services for the Regional District's Maintenance Facility, and the Operational Services Department (e.g. serves as first point of contact, responds to queries, initiates public inquiries, disseminates messages, accepting deliveries, etc.).
2. Maintains parks and facilities booking calendar(s). Conducts intake of parks and facility booking requests, as per policy. Coordinates facility booking approvals with the Manager of Operational Services. Prepares parks and facilities booking agreements, as applicable. Processes agreements and user fees for approved parks and facility bookings. Ensures all required documentation is in place, as per policy (e.g. signed facility booking agreements, proof of insurance, licenses, etc.). Coordinates parks and facility booking logistics with the Manager of Operational Services and the Parks & Properties Supervisor. Addresses any changes to bookings.
3. Provides general administrative support to the Manager of Operational Services, as directed (e.g. maintains Department office calendar, coordinates meeting logistics, prepares/compiles pre- and post- meeting supporting documentation, serves as a meeting documenter, drafts correspondence and other documentation, prepares and disseminates public notices, prepares reports, compiles research, provides stakeholder engagement process support, coordinates special event logistics, undertakes special projects, etc.). Provides general administrative/clerical support to the Parks & Properties Supervisor, as directed by the Manager of Operational Services. Ensures delegated administrative services are completed as instructed, and as per organizational standards.
4. Provides general department level financial administrative support services (e.g. coding of invoices, coordinating invoice requisitions, processing of collected user fees, processing of departmental personnel expense claims, reconciling department credit cards, contributing to tracking and reconciling grant expenditures, etc.). Assists Manager of Operational Services with the preparation of personnel payroll and timesheet packages for submission to Financial Services for processing.
5. Performs filing/records management administrative support services, as per the Records Information Management (RIM) Program adopted by the Regional District (i.e. Local Government Management Association (LGMA) Model Classification and Retention Schedule). Ensures records stored at the Regional District's Maintenance Facility are secure, and access is restricted, as per policy. Ensures confidentiality is maintained when handling sensitive and confidential information.

6. Assists with general department level human resource management administrative support services, as directed by the Manager of Operational Services (e.g. tracking personnel training requirements, coordinating staff training, assisting with recruitment and selection processes, coordinating staff meetings/functions, etc.).
7. Ensures office equipment is maintained and operational. Develops and maintains office procedural manuals. Supports the Manager of Operational Services in the development and maintenance of procedural manuals pertaining to department operations.

Operational Services – Administrative Services

8. Supports the Manager of Operational Services with contract administration functions regarding outsourced/contracted services. Functions relate to:
 - a. Assisting with the preparation of contract- or project-related documentation (e.g. tendering package development; preparation of contracts and agreements)
 - b. Maintaining contracted service provider/vendor contact information
 - c. Maintaining contract/agreement documentation
 - d. Performing basic contract financial administrative tasks (e.g. tracking of project budgets and expenditures; tracking and coordinating payment of contractor/vendor invoices)
 - e. Creating standardized spreadsheets and templates related to data collection and reporting
9. Assists with work order management administration, as directed by the Manager of Operational Services. Functions relate to the deployment and tracking of work orders, arranging third-party vendors/contracted services related to maintenance requirements, ordering supplies, and processing financial/budget allocations in relation to personnel timesheets and/or contractor invoices.
10. Maintains applicable spreadsheets/data, as per the Regional District's Asset Management Program policy and protocols. Provides administrative support pertaining to Planned Maintenance Programs. Maintains inspection records, and contributes to the collection and maintenance of infrastructure information records, as per corporate records management.
11. Assists with the coordination of internal and external referral processes (e.g. maintains referral agency contact information, maintains referral tracking spreadsheet, intakes and disseminates referral documentation). Assists with BC One-Call administration and documentation.

Solid Waste – Administrative Support Services

12. Serves as the Regional District’s Solid Waste & Recycling Administrator. Provides various financial administration services related to:
 - a. Inputting solid waste and recycling reports
 - b. Documenting solid waste material contract shipments and comparing with disposal/receiving facility documents, and addressing any shipping and weight anomalies
 - c. Documenting monthly contractor tipping receipts and handling charges
 - d. Documenting, tracking and reporting load weights to Solid Waste Coordinator
 - e. Preparing the Annual Solid Waste Management Report
 - f. Preparing monthly Regional District Recycling Depot operational reports
 - g. Inputting daily recycling reports to verify incentives received align with recycling activities at depots and addressing any anomalies

Cemetery – Client Relations and Administrative Support Services

13. Serves as the Regional District’s Cemetery Administrator and Client Relations Specialist. Maintains knowledge of applicable cemetery legislative requirements, and the Regional District’s Cemetery Bylaw, and ensures compliance when delivering cemetery administrative services. Consults with the Manager of Administrative Services (Corporate Administrative Officer), regarding matters related to legislative and Bylaw interpretation and to coordinate corporate-level cemetery administration requirements.
14. Maintains cemetery records as per legislative requirements, and in accordance with the Records Information Management (RIM) Program adopted by the Regional District (i.e. Local Government Management Association (LGMA) Model Classification and Retention Schedule).
15. Maintains proficiency in the use of the Regional District’s cemetery software (i.e. Stone Orchard). Ensures all product rates, available plots, etc. are accurately maintained in Stone Orchard. Coordinates with Technical Services regarding cemetery related technical matters (e.g. software functionality and application, data and digital cemetery records management, GIS mapping services, etc.).
16. Provides cemetery client consultation services. Schedules appointments with clients, as per Regional District protocols (i.e. conducts in-person consultations on-site at the Regional District Cemetery Office, or at the Regional District head office (when required). Utilizes alternate mediums for providing consultation services, at the request of clients (e.g. telephone, email, facsimile, mail).

17. Ensures client consultation services are consistently provided in a sensitive, professional, and caring manner, and as per organizational client service standards. Ensures appropriate and consistent use of cemetery related terminology adopted by the organization, when interacting with clients and Regional District personnel.
18. Performs authorization verifications, prior to processing cemetery sales transactions, to ensure transactions are conducted with authorized plot right holders, as per legislative requirements. Prepares or processes intake of applicable verification documentation.
19. Facilitates sales transactions related to cemetery products and services utilizing the Regional District's cemetery software (i.e. Stone Orchard). Ensures clients are fully aware of available interment options, memorialization services and cemetery accessories. Reviews applicable mandatory legislative and Regional District Cemetery Bylaw requirements with clients. Processes required documentation, and coordinates mandatory authorized signatories (i.e. client(s) and Regional District). Collects fees and processes required complete and accurate transaction documentation, prior to rendering cemetery services.
20. Coordinates the regular and timely delivery of all fees to Finance Department personnel at the Regional District head office. Liaise with Finance Department personnel, as required.
21. Coordinates requests for cemetery services with the Manager of Operational Services and designated Cemetery Operations personnel, as per established protocols. Collaborates with Cemetery Operations personnel to ensure cemetery services provided by the Regional District are delivered as per client requests.
22. Provides administrative support pertaining to Cemetery Operations, as directed by the Manager of Operational Services, (e.g. ordering of supplies, coordinating deliveries, maintaining security codes, etc.). Generates monthly cemetery product and services sales transaction reports.
23. Maintains Regional District cemetery products and services promotional materials and handouts in consultation with corporate communications personnel.

Emergency Services Department – Administrative Support Services

24. Provides general administrative and financial support services to the Manager of Emergency Services and the OH&S/Emergency Services Coordinator, as per established levels of services (i.e. internal service agreement), and as directed by the Manager of Operational Services.
25. Assists with developing and maintaining Occupational Health and Safety (OH&S) templates and forms. Provides editorial services (e.g. editing, proofing, and/or formatting of safe work practices and procedures documentation prepared by the OH&S/Emergency Services Coordinator; assisting with drafting OH&S related policy). Provides OH&S Committee meeting support services.
26. Maintains OH&S records and completed documentation required for internal and external OH&S audits (i.e. toolbox/tailgate meeting forms, logs, inspection forms, training forms, incident reports, etc.). Maintains OH&S records in accordance with the Records Information Management (RIM) Program adopted by the Regional District (i.e. Local Government Management Association (LGMA) Model Classification and Retention Schedule).

EDUCATION, EXPERIENCE & TRAINING:

1. Post-secondary education including a certificate or diploma in Office Administration or equivalent combination of office experience and technical skills
2. A minimum of two years' experience in an Administrative Professionals' role
3. Demonstrated proficiency with computers, advanced email, Internet, word processing, spreadsheet, and keyboarding skills
4. Holds a valid BC Driver's License (Class 5)

KNOWLEDGE, SKILLS & ABILITIES:

1. Demonstrates strong administrative professionals' core skills and abilities
2. Demonstrates knowledge of records information management best practices (e.g. LGMA Model Classification and Retention Schedule)
3. Demonstrates knowledge of bookkeeping and financial processes and procedures
4. Demonstrates strong financial calculation skills and the ability to reconcile financial inputs with resulting records outputs
5. Demonstrates superior keyboarding and data entry skills, and superior proficiency in the creation and maintenance of spreadsheets to support a wide-range of operational data requirements
6. Demonstrates ability to learn software applications associated with the position (e.g. cemetery software, work order management software)
7. Demonstrates excellent interpersonal, oral, and written communication skills
8. Demonstrates the ability to handle sensitive matters with tact and diplomacy, and responds in a professional and courteous manner when interacting with others, especially when serving in the role of Cemetery Administrator
9. Demonstrates a high degree of accuracy and thoroughness, with a strong attention to detail
10. Demonstrates sound judgement, analytical, and problem-solving skills
11. Demonstrates exceptional organizational and time management skills, and the ability to multi-task effectively
12. Demonstrates the ability to work well under pressure and responds to requests and situations with an appropriate level of urgency
13. Demonstrates ability to work in a team environment and to work independently, with minimal supervision
14. Demonstrates the critical importance of respecting and maintaining confidentiality in the best interest of the organization

This position description has been designed to serve as a guide for the individual holding the position and for those managing and evaluating the work performed by this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position, nor is it intended to be an all-inclusive list of required knowledge, skills and abilities. This position description also serves as a foundational human resource management tool and is used by the organization to support: recruitment and selection; performance planning, monitoring and evaluation; training and development; and succession planning processes. This position description will be reviewed from time-to-time, and is subject to change to meet the needs of the organization.

As an employee of the Powell River Regional District, I embrace the mission, vision and core values of the organization. I have reviewed, and understand, the primary functions associated with this position, and commit to fulfilling these requirements to the best of my abilities. I understand that this is a general description of the duties and responsibilities and qualifications required for this position. As such, I understand and accept that I will be asked to perform other related duties as directed by my supervisor/manager.

Employee _____ Date _____

Manager _____ Date _____

CAO _____ Date _____