

# Township of Langley

<b>Job Title:</b>	Support Clerk (up to 2)
<b>Competition Number:</b>	24-U104
<b>Employment Type:</b>	Regular Full-Time
<b>Pay Rate:</b>	\$29.48 - \$34.63 per hour (five steps, 2024 rates) plus benefits
<b>Hours of Work:</b>	35 hours per week. Monday to Friday, 8:30am-4:30pm
<b>Competition Opening Date:</b>	June 18, 2024
<b>Competition Internal Closing Date:</b>	June 26, 2024
<b>Competition External Closing Date:</b>	July 2, 2024

## Job Overview

The Township of Langley is currently recruiting for up to two regular full-time Support Clerk to join our team of professionals in the Engineering Division, Engineering Administration and Business Support Department. Reporting to the Manager, Administration and Business Services, in this unionized position you will represent the Division as the main point of contact for providing customer service, as well as prepare and process a variety of enquiries, requests and applications. This position will appeal to candidates who are committed to excellence in customer service and can manage and prioritize tasks with speed and accuracy.

## Responsibilities

- Receive and process applications for various engineering permits for referral, review and approval by appropriate technical staff
- Respond to enquiries, requests and complaints by phone, email and in person, and assist by explaining and interpreting rules, regulations, and general policies
- Perform a variety of tasks in support of the Engineering Division
- Maintain and update a variety of records including electronic and manual files, and retrieve information
- Perform related work as required

## Qualifications

- Completion of Grade 12, supplemented by commercial and accounting courses plus considerable related experience, preferably in a municipal environment; or an equivalent combination of training and experience
- Sound knowledge of business English, spelling, arithmetic, and proper vocabulary for preparation of correspondence
- Considerable knowledge of Engineering permitting rules, regulations and procedures
- Knowledge of records management, billing, indexing and related business support functions
- Ability to communicate effectively with the public, internal and external contacts in processing a variety of enquiries, complaints and related matters

## Apply Now

Visit [tol.ca/careers](https://tol.ca/careers) to apply for this exciting career opportunity in a growing community. The Township of Langley is an equal opportunity employer.

*We appreciate all applications; however, only short-listed candidates will be contacted for an interview.*