

BUILD A CITY. BUILD A FUTURE.



CLERK 4

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. Build a City. Build a Future at the City of Surrey

SCOPE

The City of Surrey's Parks, Recreation & Culture (PRC) Department is currently recruiting for an Administration Clerk 4 to perform complex clerical work with a high level of responsibility. Working as part of a large team in a fast-paced inboard call centre, you will be responsible for carrying out a variety of organizational and administrative duties primarily supporting the work of the Recreation Division, and others within the PRC Department.

In this position, you will work with and provide exceptional customer service to a variety of stakeholders and will communicate with both internal customers and members of the public. You will prepare, collect and analyze a variety of data; prepare reports, memos and other written correspondence; perform other duties as required and assist other staff in performing their duties. You will be expected to demonstrate independent judgment and initiative.

This position also requires the applicant to work with a Parks, Recreation and Culture Management System (Xplor Recreation). Taking registrations, payment balancing, reconciliation and customer account problem solving are critical to being successful in this role. Knowledge of COSMOS and Cityworks systems as well other City programs would be an asset.

EMPLOYMENT STATUS

Union - CUPE Local 402 – Regular Full-Time

RESPONSIBILITIES

- Provide clerical and administrative support services to Parks, Recreation & Culture staff.
- Prepare, collect and analyze a variety of information and complex statistical reports.
- Perform complex clerical work of considerable responsibility.
- Identify and contribute to the development of departmental business practices and procedures.
- Support internal staff members and develop training materials as needed.
- Maintain accurate records/information pertaining to facility booking, program registration and membership accounts.
- Manage calendars, take meeting minutes, and follow up with the team members on action items.
- Proofread, edit and format reports, memos and other correspondence.
- Build and maintain effective relationships with internal and external stakeholders.
- Receive, process and complete facility booking requests from internal and external customers.
- Process payroll, purchasing card reports and associated administrative tasks.
- Prepare, maintain and post a seasonal staff schedule using employee scheduling software.
- Responsible for auditing various financial transactions and reports, making corrections and following up applicable areas.
- Support department-wide processes and procedures such as liaising with deposit pick-up vendor.

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- Oversight of cash handling procedures, preparing and maintaining reports (daily, weekly, monthly) as required and maintain up-to-date records including the retention of files.
- Assist front desk and/or call centre staff in performing their duties.
- Remain up to date with Parks, Recreation and Culture events, programs and services as well familiarity with the City of Surrey's many facilities.

QUALIFICATIONS

- Completed Grade 12, supplemented by completion of several business courses at a post-secondary level.
- A minimum of 3 years of progressively responsible and diversified clerical experience including supervisory experience.
- An accurate typing speed of 40 wpm.
- An equivalent combination of relevant education and experience may be considered.
- Ability to communicate effectively both orally and in writing.
- Ability to exercise good judgment and to work independently.
- Strong public relation and interpersonal skills.
- Proficiency in project planning, organization and business communication
- Knowledge of computer applications and good keyboard skills.
- Knowledge of the Parks, Recreation & Culture Management System (Xplor Recreation), Financial Management System (FMS), PeopleSoft, COSMOS as well as other City programs would be an asset.
- A strong understanding of business practices and procedures in relation to a Parks, Recreation & Culture environment, is an asset.
- Working knowledge of business accounting principles; ability to resolve billing issues, reconcile customer accounts and apply adjustments is an asset.
- Experience working in and supervising staff in a call centre environment is an asset

This position requires completion of a Police Information Check with Vulnerable Sector Check. Successful applicants must provide proof of qualifications.

Other Information

- Hourly Rate: \$31.97

Steps	Hourly Rate
Step 1	\$31.97
Step 2 (6 Months)	\$32.90
Step 3 (18 Months)	\$33.50
Step 4 (30 Months)	\$34.75

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