

# BUILD A CITY. BUILD A FUTURE.



## General Operations Clerk – Training Opportunity

*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.*

### EMPLOYMENT STATUS

Union - CUPE Local 402 – Temporary Full-time: 2 positions

### SCOPE

The Planning and Development Department is seeking energetic, self-motivated team players to join our Building Division in a 12-month opportunity to train as a General Operations Clerk. You will perform varied and complex clerical duties and technical work related to a broad range of matters within the Building, Planning and Engineering departments.

### RESPONSIBILITIES

During the training opportunity, you will work at our front counter services to build your knowledge and experience of varied building, planning, and engineering department functions. You will:

- Learn the necessary procedures and policies and gain familiarity with City by-laws and their applications to such functions.
- Receive inquiries for the Planning and Development Department; understand and explain departmental operations and procedures.
- Research and communicate information available in AMANDA, COSMOS, and City Website.
- Provide customer service excellence over the phone, at the front counter, through emails or permit portal.
- Review and verify a wide variety of records, statements and office records for accuracy, completeness, and conformance with departmental regulations.
- Perform related duties as required.

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## QUALIFICATIONS

- Completion of Grade 12 education.
- Minimum 1 year customer service experience (asset if related to building, planning and/or engineering).
- OR an equivalent combination of education, training, and experience.

During the training opportunity, you will be expected to:

- Enrol and work towards successful completion of courses related to building/construction, planning, and/or civil engineering totaling a minimum of nine (9) credits.
- Successfully meet all performance expectations of the training opportunity in order to continue in the program (your suitability will be assessed quarterly, and feedback will be provided).
- If you are deemed unsuccessful during the training opportunity, your assignment will be ended.

## OTHER INFORMATION

PAY GRADE: 18

HOURLY RATE: \$34.75 (2024 Rates)

Progression Terms	% of rate of Job Classification
Start of Program	80% of \$34.75, PG18/Step 1
Completion of 1st Quarter	85% of \$34.75, PG18/Step 1
Completion of 2nd Quarter	90% of \$34.75, PG18/Step 1
Completion of 3rd Quarter	95% of \$34.75, PG18/Step 1

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