



BUILD A CITY. BUILD A FUTURE.



Operations Clerk

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

Reporting to the Support Services Supervisor, the Operations Clerk performs varied and complex clerical duties and technical work, which requires considerable knowledge of Land Development functions, policies and procedures and City bylaws. A key responsibility of this role is to assist in the processing of security deposit releases, documentation, permits, and Contractor Qualification Statements.

Employment Status

Regular Full-Time - CUPE

Responsibilities

- Processing security deposit releases and maintaining excellent records related to the process.
- Providing, interpreting, and communicating information to staff and external customers regarding security deposit details and the Engineering Department policies and procedures
- Reviewing and entering data of Contractor Qualification Statements.
- Preparing and issuing City Road and Right-of-Way Use Permits and Traffic Obstruction Permits as needed.
- Ensuring requests for service are coordinated within the department where required.
- Training and mentoring other support staff as required.
- Performing other duties as required.

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Qualifications

- Completion of Grade 12, supplemented by 9 credits related to civil engineering and some related experience.
- Knowledge of the Engineering Department, specifically the Land Development Division.
- The ability to work well within a team environment and provide customer service to clients, public, external agencies, and staff.
- The ability to communicate well both in writing and in person.
- The ability to work well in a fast-paced environment under pressure and manage telephone enquiries and complaints in a professional and competent manner.
- An equivalent combination of education and experience may be considered

Other Information

Steps	Hourly Rates
Step 1	\$33.50
Step 2 (6 Months)	\$34.75
Step 3 (18 Months)	\$35.71
Step 4 (30 Months)	\$36.72

The Posting Closes on July 30, 2025.

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