

BUILD A CITY. BUILD A FUTURE.



CLERK 3

*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

Surrey Parks, Recreation & Culture is looking for an energetic and self-motivated Clerk 3 to join the PRC Business Operations team. Working as part of a large team in a fast-paced inboard call centre, the position requires moderately complex and diversified clerical work in various capacities. This customer service-oriented individual will have demonstrated initiative, teamwork, communication and problem-solving skills.

In this position, you will assist with supervision of Call Centre staff, work with and provide exceptional customer service to a variety of stakeholders and communicate with both internal customers and members of the public. This position requires the applicant to work with the Parks, Recreation and Culture Management System (Xplor Recreation). Taking registrations, payment balancing, reconciliation and customer account problem solving are critical in 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

- Process payroll, purchasing card reports and associated administrative tasks.
- Supervising staff in a high volume call centre, assigning daily tasks and managing multiple shared email inboxes
- 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.
- Responsible for auditing various financial transactions and reports, making corrections and following up applicable areas.
- Oversight of cash handling procedures, preparing and maintaining reports (daily, weekly, monthly) as required and maintain up to date records and files.
- Assist 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
- Interacting and supporting the public with various recreation needs.

QUALIFICATIONS

- Completed grade 12, supplemented by several courses in office administration or other related courses.

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- At least two years' experience in an office environment.
- An accurate typing speed of 40 WPM.
- An equivalent combination of relevant education and experience may be considered.
- Ability to communicate effectively orally and in writing.
- Ability to exercise good judgment and to work independently.
- Excellent interpersonal and public relations skills.
- Self-motivated, and ability to work well within a team and independently
- 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.
- Experience working in and supervising staff in a call centre environment is an asset.

OTHER INFORMATION

| Steps | Hourly Rate (2024 Rates) |
|--------------------|--------------------------|
| Step 1 | \$30.12 |
| Step 2 (6 Months) | \$30.71 |
| Step 3 (18 Months) | \$31.53 |
| Step 4 (30 Months) | \$31.97 |

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers>

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