

Home to vast parkland and attractions including Grouse Mountain, Lynn Canyon and Capilano Suspension Bridge, the District of North Vancouver is inspired by nature, and enriched by people. Recognized as one of BC's Top Employers for six years, the District offers professional development opportunities, a competitive total compensation package, a nine-day fortnight, and hybrid work arrangements.

This is an exciting time to join us as we transform digital service delivery, reimagine the customer experience, and advance bold climate action initiatives. Known for our flexible, family-friendly policies and inclusive workplace culture, the District is an exceptional place to build a meaningful career.

About the Role

We are looking for two temporary full time Community Service Clerks to provide customer service and clerical support in the Administration and Continuous Improvement department. As the public's primary point of contact for many areas of the organization, you will provide information and assistance in person, on the phone, and electronically on matters relating to all of the District's operations, services, programs, events, bylaws and regulations with an emphasis on the areas of permits, licences, planning, and environment. You will also provide clerical support to the management and staff of the division, relieving staff of routine administrative duties. Proven excellence in customer service is essential.

Duties will include:

- Providing information on District Services, bylaws, and procedures.
- Accepting, reviewing, processing and issuing permits and licenses.
- Receiving and booking inspections.
- Calculating fees and processing payments.
- Receiving and processing requests for service.
- Reviewing, prioritizing and directing incoming correspondence and enquiries.
- Sourcing, ordering, and receiving goods and supplies.
- Providing staff support and performing general departmental activities.
- Preparing a variety of documents.

The successful applicant will have:

- The ability to deliver a high level of customer service and deal effectively and courteously with the public, staff, contractors, and other external contacts and agencies in processing inquiries and complaints.
- Provide a variety of factual information and related services in a professional manner and work under pressure and function effectively while dealing with contentious matters and tight timelines.
- The ability to perform assigned clerical, data entry, and related duties; and make independent decisions in accordance with departmental rules, regulations, policies and procedures.
- Sound knowledge of business English, formatting of a variety of documents, and office procedures.
- Sound knowledge of the applicable sections of various bylaws and of departmental rules, policies and procedures governing the work.
- The ability to perform accurate mathematical calculations and be proficient with EnerGov, MS Word, MS Excel, MS Outlook, Adobe Professional and other software applications.
- Cashiering experience is an asset.

Qualifications

- Grade 12, supplemented by post-secondary business or business application courses plus sound related clerical experience involving public contact, or an equivalent combination of training and experience.
- Ideally, you have experience working in a municipality or other high-volume customer service roles involving data processing, in which accuracy is critical; are able to work as part of a team and deal effectively and courteously with internal and external contacts; as well as have the ability to handle all interactions with positivity, promptness, tact and diplomacy.
- Adaptability and enthusiasm to seek improvements and take on new challenges are paramount.

Details

Salary: The pay range for this unionized position is \$31.58 to \$37.09 per hour (2026 rates)

Hours of Work: 35-hour work week (Compressed work schedule available)

Apply

The District of North Vancouver is committed to creating a diverse, inclusive, and accessible work environment. If you have what we’re looking for and have a passion to serve people and the community, a demonstrated understanding of safety, a commitment to supporting a healthy and safe workplace, and a willingness to take further safety training as required, we would like to hear from you. Please apply on-line at <https://careers.dnv.org> by **August 27, 2026** to be considered.

If you require accommodation, please contact Human Resources at hr@dnv.org

We thank you for your interest in employment with the District of North Vancouver and advise that only those shortlisted for an interview will be contacted.

Our Values



We respectfully acknowledge the Coast Salish peoples, specifically the xʷməθkʷəṽəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and səlilwətaʔ (Tsleil-Waututh), on whose ancestral lands the District of North Vancouver is located.