



SQUAMISH

HARDWIRED *for* ADVENTURE

The District of Squamish is located in the unceded traditional territory of the Skwxwú7mesh Úxwumixw (Squamish Nation). We offer gratitude to the Skwxwú7mesh People who have lived on these lands since time immemorial.

External Job Posting

Position:	Utilities Clerk 3
Status:	Regular Full-Time
Work Area:	Public Works
Posting Date:	April 22, 2024
Closing Date:	Open until filled

GENERAL SUMMARY

Working in Public Works and reporting to the Director of Public Works, the Utilities Clerk III performs a variety of clerical and technical duties. Providing exceptional internal and external customer service and the ability to explain complex Public Works programs to those customers is a key part of this role.

Main Duties and Responsibilities:

Customer Service:

- Contributes to the success of our team and creation of our thriving community by fostering the District of Squamish corporate values: Respect, Integrity, Connection and Progress.
- Receives and relays telephone or counter enquiries to the appropriate person, provides detailed technical information related to Cross Connection Control, Source Control, Water Metering and other utilities activities as required and works to resolve customer complaints to the customer's satisfaction and when necessary refers customers to the appropriate resource.
- Ensures necessary follow-up occurs with customers to ensure customer satisfaction is high.

Main Duties and Responsibilities:

- Coordinates the District's Cross Connection Control and assists in coordinating the Districts' Source Control and Water Metering Programs which include:
 - Education and outreach
 - Assisting with customer site audits
 - Analyzing ICI customer water consumption patterns
 - Customer billing inquiry and complaint resolution
- Completes and processes a variety of technical and financial documents such as backflow assembly test reports, property backflow assessment reports, water metering records, purchase orders, service requests, and work orders, etc.
- Processing work orders for the various departments in Public Works.
- Answers phone calls and resolves public queries or directs the call to the appropriate department.
- Attends to the front counter in a professional manner to deal with members of the public, contractors or other staff.
- Collects and enters various data, records, drawings and maintains electronic and hard copy databases.
- Writes letters, memos and assists in repairing technical reports for Public Works as directed.
- Receives inquiries and complaints in a professional manner.
- Assists in coordinating and responding to technical inquiries.
- Reconciles water server and storm service requests monthly.
- Reconciles bulk sewage receiving records monthly.
- Reconciles potable and non-potable bulk water fill records monthly.
- Completes third party invoicing requests as required.
- Reviews and reconciles credit card accounts on a monthly basis.
- Receives and coordinates incoming service requests from the DS Request program.
- Assists with coordinating Public Works participation in staff engagement events such as Public Works Week and Pitch In Week, Potluck lunches, etc.
- Schedules appointments, organizes meetings and sets-up and cleans-up meeting room.
- Coordinates training, travel and accommodation for others.



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- Orders departmental supplies and processes incoming mail.
- Takes meeting minutes and distributes copies for Public Works departmental meetings as required.
- Assists in preparing Safe Work Procedures for Public Works
- Maintains and updates contact lists.
- Maintains and files a variety of office records and copies, files and distributes various documents.
- Participates in Occupational Health and Safety activities and communicates information to the Department.
- Performs related work as required.

Knowledge, Skills and Abilities:

- Excellent interpersonal and communications skills and ability to deal with people in a professional manner, speaking distinctly with a friendly but courteous manner.
- Proficient in MS Office, with minimum typing speed of 50 wpm.
- Current knowledge of WorkSafe BC regulations and requirements as they relate to municipal public works.
- Ability to work safely and in compliance with the District of Squamish Health and Safety Policy, WorkSafe BC and WHMIS Guidelines.
- Ability to interpret technical and factual information from financial records such as general ledger accounts and work management ledgers.
- Sound knowledge of financial functions, regulations and rules governing municipal operations.
- Knowledge of municipal records management policies and procedures.
- Knowledge of Public Works, Utility or Civil contracting operations, as well as demonstrated knowledge of Cross Connection Control.
- Knowledge of bylaws and other legislation and information related to Public Works.
- Ability to perform multiple duties simultaneously with deadlines.
- Good organizational skills.
- Thorough knowledge of business English, basic arithmetic and modern office practices and procedures.
- Ability to take and transcribe minutes and summarize discussions.
- Ability to work a flexible schedule based on seasonal changes in Public Works.
- Ability to orient new staff to the position.

Required Training, Education and Experience:

- **Bondable**
- Grade 12
- Post-secondary diploma or certificate in Technology, Business Administration or another applicable field
- Three years' experience in an administrative capacity including six months' experience in a public works, utilities, or related service field.

OR

- An equivalent combination of education, training and experience

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

Hours of Work: 70 hours biweekly. Current shifts (subject to change) Monday to Friday, between the hours of 8 am and 5 pm, fortnight schedule.

Salary: \$34.90 per hour

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

Please direct your application, (Quoting competition #24-42) to:

Human Resources
District of Squamish



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37955 Second Avenue, P.O. Box 310, Squamish, B.C., V8B 0A3 E-mail: jobs@squamish.ca

As an equitable and inclusive employer, we value diversity of people to best represent the community we serve and provide excellent services to our citizens. We strive to attract and retain passionate and talented individuals of all backgrounds, demographics, and life experiences. If you require any adjustments to enable participation at any stage of the recruitment process, please contact in confidence jobs@squamish.ca and include Accessibility in the subject line. We thank all applicants for applying.