Class Specification
City of Pitt Meadows

Class No. 238
Prepared 2012 May
Revised 2015 April
Revised 2016 November

# CLERK - OFFICE SUPPORT

## 1. Nature and Scope of Work

This is office support work of some variety and complexity. Incumbents of positions assigned to this class require knowledge of office practices and procedures and may require some specialized skill training. The work involves providing information and assistance to the public on routine matters. The work is differentiated from that of the Office Support Clerk I by the greater complexity of the clerical tasks. After a period of on-the-job training, employees of this class work with a minimum of direct supervision as the work is performed according to defined work methods and procedures. Some independence of action is exercised in scheduling work tasks or in the more repetitive aspects of the work. Work is reviewed by a superior in terms of accuracy, completeness and conformance to established work methods.

## 2. Illustrative Examples of Work

Processes, checks and maintains a variety of office records, forms, files, reports, statistics, documents and related material; posts entries to simple records; processes incoming and outgoing mail as per departmental procedures.

Answers inquiries and provides assistance by telephone or in person, ascertains nature of inquiries or complaints and gathers information in order to respond or refer caller as necessary; explains departmental rules and regulations; prepares correspondence using established formats.

Provides information and assistance regarding the nature, activities and services of the organization to the public at a central information booth or switchboard; directs more detailed inquiries to the appropriate department or staff member; dispenses pamphlets, brochures, maps and other material of an informative nature.

Coordinates receipt, sorting and distribution of all incoming mail to all departments; processes outgoing mail.

Transcribes from copy, rough draft, dictaphone or general instructions a variety of material using word processing software and hardware to enter, record, recall, revise and print the data; as required, establishes appropriate format; reviews work for punctuation, spelling and grammatical correctness.

Operates a computer terminal to enter and update records; modifies or removes records; produces standard reports.

Assists in the collation and preparation of elementary statistical reports and tabulations involving some arithmetic calculations.

Provides secretarial support to one or more senior positions; interviews callers, screens calls, makes and cancels appointments, processes confidential matters; prepares routine correspondence; takes minutes and may take and transcribe dictation; provides support for meeting planning, agenda preparation, and other needs, as required.

Receives and verifies cash and cheques in payment of accounts; makes change and issues correct receipts; balances cash and compiles summary sheets; balances cash and cheques received to daily cash totals, records receipts and prepares cash reports.

Performs related work as required.

3. Required Knowledge, Abilities and Skills

Sound knowledge of the practices and procedures used in the operation of word processing equipment and of its capabilities as related to the work performed.

Sound knowledge of business English, spelling, punctuation and arithmetic.

Working knowledge of modern office practices and procedures.

Working knowledge of departmental and other regulations, rules, procedures and practices that relate to the position occupied or which govern worksite activities and employee behaviour.

Working knowledge of departmental functions, responsibilities and activities.

Ability to perform a variety of clerical, data entry, word-processing, bookkeeping, secretarial, receptionist or other office support functions.

Ability to prepare routine reports, correspondence and memoranda related to the work.

Ability to communicate effectively with the public and other staff in supplying factual information and assistance.

Skill in typing (keyboarding) rapidly and accurately where applicable to the position.

4. Training and Experience

Completion of the 12th school grade including or supplemented by courses in commercial subjects, typing, word processing and some related experience; or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None.

2018 March 26, 10:25 a.m.