

Resident Services Clerk

TOWN OF IRRICANA



The Opportunity:

The Town of Irricana is seeking a friendly, professional, and service-oriented individual to join our team as a Resident Services Clerk.

Reporting to the Manager of Administration and operating within the Resident Services & Communication Line of Service, this permanent full-time position serves as the Town's primary point of contact for residents, visitors, and external stakeholders.

The Resident Services Clerk plays a central role in how the municipality presents itself to the public. This position is responsible for delivering consistent, courteous, and professional front-line service, supporting residents in accessing municipal services, and ensuring inquiries, requests, and documentation are handled accurately and efficiently.

This is a structured, entry-level role within municipal administration, focused on customer service, administrative intake, and transactional support. It is well suited to individuals who enjoy working with the public, take pride in providing excellent service, and are comfortable working within clearly defined processes while recognizing when to seek support or escalate matters.

Position Details:

Status:	Permanent Full-Time
Schedule:	35 hours per week (aligned with office hours)
Classification:	Administrative Person 1 (CUPE)
Wage:	\$29.87 per hour (2026 Rate)
Reports To:	Manager of Administration

Key Responsibilities:*

- Serve as the primary front-counter and telephone contact for the Town Office, providing a welcoming and professional experience for all visitors and callers.
- Respond to routine inquiries and provide accurate information based on municipal policies, bylaws, and published materials.
- Support residents in accessing municipal services by facilitating appointments and directing inquiries to appropriate staff.
- Receive and review standard applications and forms (e.g., utility accounts, business licences, development and building permits) for completeness and proper routing.

- Process routine transactions, including payments and receipts, and perform daily cash balancing in accordance with established procedures.
- Maintain organized front-counter operations, including document handling, filing, and records support.
- Provide basic administrative support to internal departments, including document handling, records support, and coordination of routine office functions.
- Assist with scheduling, general administrative tasks, and coordination of incoming and outgoing correspondence.
- Provide basic on-site support for programs or events, including facility access and coordination with instructors or partners.

**Please see the complete job description for full details*

Qualifications and Skills:

- High School Diploma or equivalent is required.
- Experience in customer service or a public-facing role is preferred.
- Strong interpersonal and communication skills, with a professional and approachable demeanor.
- Ability to remain calm and respectful in a variety of situations, including those that may be time-sensitive or involve elevated emotions.
- Strong attention to detail and ability to complete administrative and transactional tasks accurately.
- Intermediate computer skills, including the ability to learn and navigate multiple systems.
- Ability to work independently within defined procedures while recognizing when to seek support or escalate issue.

Assets and Considered an Advantage:

- Experience working in a municipal or public-sector environment.
- Experience with cash handling or point-of-sale systems.
- Familiarity with administrative processes such as records management or scheduling systems.
- Knowledge of the local community.

The successful candidate may be required to undergo a Criminal Records Check (CPIC / CRJMC) prior to their start date.

Application Process:

Interested applicants are invited to submit a resume (*Hardcopy, MS Word or PDF format*) in person or by email to CAO@Irricana.com by **4:00pm on March 31, 2026**.

We thank all applicants for their interest. Only those selected for an interview will be contacted.