

Position Description:

**Resident Services Clerk**



<b>Position Title:</b>	<b>Resident Services Clerk</b>		
<b>Classification:</b>	Administrative Person 1		
<b>Line of Service:</b>	Resident Services & Communication	<b>Reports To:</b>	Manager of Administration
<b>Perm:</b>	X	<b>Temp:</b>	
<b>FT:</b>	X	<b>PT:</b>	
<b>Union:</b>	X	<b>Wage:</b>	\$29.87/hr (2026 Rate)

**General Position Information**

The Resident Services Clerk serves as the Town’s primary point of contact for residents, visitors, and external stakeholders, both in person and by telephone. This role is central to how the municipality presents itself to the public and plays a key part in shaping first impressions, maintaining public trust, and ensuring residents feel welcomed, informed, and supported when accessing municipal services.

The position is responsible for delivering consistent, professional, and courteous front-counter service, while performing routine administrative intake, basic transactional processing, and appointment scheduling in accordance with established policies, bylaws, and procedures. By providing accurate information, facilitating access to appropriate staff, and ensuring timely routing of inquiries and documentation, the Resident Services Clerk helps ensure that resident concerns and requests are addressed efficiently and appropriately.

As an introductory role within municipal administration, the Resident Services Clerk is entrusted with ownership of routine, repeatable customer service and administrative functions, while exercising sound professional judgment to recognize when matters require escalation or additional support. The role operates within defined boundaries and is supported by management and senior staff when dealing with complex, sensitive, or emotionally charged situations.

This position provides broad exposure to municipal operations and serves as an important entry point into the organization, operating as a permanent full-time role (35 hours per week) scheduled in accordance with operational needs and the Collective Agreement. *This position description may be reviewed and refined through ongoing discussions with the bargaining unit as part of the 2026 review process.*

## **Primary Responsibilities (Essential Functions)**

### **Front Counter and Public Interface**

- Serves as the primary front-counter and telephone contact for the Town Office, greeting members of the public in a professional, courteous, and helpful manner.
- Ensures the Town Office is open and accessible to the public during established business hours, including opening and closing public-facing areas of the facility.
- Manages the main switchboard, responding to routine inquiries and directing calls to the appropriate staff or department as required.
- Maintains a clean, organized, and professional front-counter and reception area.

### **Customer Service, Intake, and Scheduling**

- Provides front-line customer service support, responding to routine inquiries and providing information based on published materials, policies, and bylaws.
- Facilitates access to municipal services by scheduling appointments and meetings with appropriate staff, using shared calendars and established scheduling practices.
- Provides administrative intake support for standard municipal forms and applications, including utility account applications, business licence applications, and development or building permit application intake.
- Reviews submitted materials for general completeness and ensures accurate routing to the appropriate staff or department, recognizing when matters require escalation.

### **Transactional Processing and Cash Handling**

- Processes routine, repeatable transactions in accordance with established policies and bylaws, including receiving and processing basic payments through point-of-sale systems.
- Issues receipts and performs daily cash balancing and safeguarding of assigned cash floats.
- Manages basic cash-handling functions, including maintaining and reconciling petty cash in accordance with established procedures.

### **Administrative Support and Office Operations**

- Performs routine administrative tasks, including filing, scanning, document naming, and records organization in accordance with established records management practices.
- Receives incoming documents, forms, and correspondence from the public and ensures timely and accurate distribution.
- Uses reasonable judgment to recognize when inquiries, requests, or documentation require escalation and routes them appropriately.

## **Secondary Responsibilities (Support Functions)**

In addition to essential front-line responsibilities, the Resident Services Clerk supports internal operations through the following activities:

- Assists with records management support functions, including applying file numbers, scanning and saving documents, and physical filing.
- Manages incoming mail and courier deliveries, maintaining logs and ensuring timely distribution.
- Prepares outgoing mail and arranges courier pickups, including coordination with Canada Post and

other services.

- Supports monitoring of the general public inquiry email inbox, responding to routine inquiries or forwarding messages to appropriate staff for follow-up.
- Ensures commonly requested forms, bylaws, and public-facing documents are available and replenished as required.
- Orders and maintains office supplies in a cost-effective manner, consistent with municipal purchasing practices.
- Provides general administrative support to staff across departments as required.

### **Role Expectations & Professional Judgement**

The Resident Services Clerk is expected to operate within defined role boundaries while exercising professionalism and sound judgment in day-to-day interactions. In fulfilling the responsibilities of this position, the Resident Services Clerk:

- Independently completes routine, repeatable, and policy-driven tasks within established procedures.
- Uses reasonable judgment to determine when inquiries, requests, or situations require escalation to appropriate staff or management.
- Recognizes personal and role limitations and seeks support when dealing with complex, interpretive, sensitive, or emotionally charged matters.
- Maintains a professional, courteous, and respectful demeanor in all interactions, including situations where residents may be experiencing heightened emotions.
- Handles sensitive information with care and discretion, maintaining confidentiality at all times.
- Contributes to a positive, collaborative workplace by communicating clearly, supporting colleagues, and demonstrating reliability and accountability.

### **Qualifications and Experience**

- High School Diploma or equivalent is required.
- Progressive customer service experience is preferred; municipal experience is considered an asset but is not required.
- Strong interpersonal, verbal, and written communication skills.
- Demonstrated ability to interact professionally and respectfully with members of the public, including in high-pressure or emotionally charged situations.
- Intermediate computer skills, including familiarity with common office software platforms (e.g., Microsoft Office, Adobe, Google Workspace).
- Experience with cash handling or point-of-sale systems is considered an asset.
- An equivalent combination of education, training, and experience will be considered.

<b>Approved By:</b>	Chief Administrative Officer
<b>Date Approved:</b>	January 23, 2026

“Original Signed”

**Chief Administrative Officer**