



**Position Title:** Customer Service and Administration Clerk  
**Reports To:** Deputy Treasurer  
**Department:** Treasury  
**Status:** Full-time (35 Hours per week)  
**Revision Date:** October 02, 2024

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### **JOB PURPOSE**

This unionized position will provide front-line customer service to residents and guests of the Municipality of Red Lake. This role involves handling a variety of administrative and support tasks to ensure efficient and effective delivery of municipal services. Ensuring accuracy and compliance with municipal policies and union regulations.

### **SPECIFIC ACCOUNTABILITIES**

- Greeting and assisting clients in-person, by phone and via email.
- Responding to inquiries regarding municipal services, building permits, programs and other events.
- Serve as the administration liaison between the Municipality's Building Officials, RSM Building Consultants, and the general public by assisting with applications, permit issuance.
- Data entry and managing electronic and paper filing systems.
- Provide administrative support to the Municipality's Fire Department.
- Provide coverage for the AP and AR Clerks.
- Maintaining updated records in accordance with municipal policies.
- Handling cash transactions, issuing receipts and maintaining accurate records.
- Reconciling daily transactions and preparing bank deposits as required.
- Addressing client issues and escalating unresolved matter to the appropriate authority.
- Following up to ensure client concerns are resolved satisfactorily.
- Working collaboratively with other municipal departments and team members.
- Adhering to union agreements and relevant labour laws.
- Performing other related duties as assigned.

### **KNOWLEDGE, SKILLS & TECHNICAL ABILITIES**

- Previous experience in a customer service or administrative role, preferably within a municipal or unionized environment.
- Experience handling cash and financial transactions.
- Excellent interpersonal and communication skills.
- Ability to handle confidential information with discretion.
- Strong organizational and time management skills.
- Proficient in Microsoft Office (Outlook, Word, Excel, SharePoint) and other relevant computer applications.
- Ability to work independently and as part of a team in a fast-paced environment.
- Capability to problem-solve and provide solution-oriented service.

### **WORKPLACE REQUIREMENTS & CONDITIONS**

- High School Diploma



- Post-Secondary education in Business Administration, Public Administration or a related field would be an asset.
- Valid Ontario Driver's License in good standing
- Ability to stand or sit for significant periods of time.
- May involve occasional lifting of materials and office supplies.
- Successful completion of a criminal background check will be required.

#### **RELATIONSHIPS**

- **Internal:** All municipal departments and RSM Building Consultants.
- **External:** Daily contact with the public.

#### **RATE OF PAY**

- \$28.39 Hourly – Job Classification 12

#### **UNION**

- United Steelworkers