



# Competition #V1791 Bylaw Services Clerk (Part-Time, Over 20 Hours Per Week)

Internal Closing Date: 4:30pm, Thursday, October 24, 2024

External Closing Date: 4:30pm, Thursday, October 31, 2024

## The Sunshine Coast

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A natural paradise blessed with mild winters, beautiful surroundings, and showcasing the best aspects of outdoor adventure, arts, and culture. Bordered by rugged mountains and blue ocean waters, situated on a peninsula (not an island) in the ancestral lands of the shíshálh (Sechelt) and Skwxwú7mesh (Squamish) First Nations, this is the Sunshine Coast. Whatever hobby or interest you might enjoy, we have it right here. Hike the trails, get out in a kayak, try golfing, swimming, fishing, cross-country skiing, attend festivals, visit museums, go whale-watching, or any of the other recreational activities that are right at our doorstep. Big city life is only a 40-minute ferry ride away. A preferred tourist destination, a great place to live and play, now is the time to consider making this amazing place your 'home'.

## Bylaw Services Clerk Overview

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The Sunshine Coast Regional District (SCRD) is currently inviting applications for the position of Bylaw Services Clerk to provide act as the divisional receptionist, receiving and handling phone calls and electronic communication, interacting with the general public at the front counter, and ensuring that all related verbal and written communication including in-person, electronic, and/or hard copy records, documents and correspondence are addressed or forwarded for further handling in an efficient and respectful manner. Further details can be found in the [job description](#) found at [www.scrd.ca/careers](http://www.scrd.ca/careers).

## Compensation and Benefits

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**We have what is being called the very best compensation and benefit package that is out there.** Whatever your background, immediately upon hire, our comprehensive benefit package is yours! This means extended health and dental coverage, including pro-rated eyewear and eye exams, orthotics, and up to \$1250 annually for chiro, massage, acupuncture, physio, and more. In addition to three weeks of vacation, we offer 13 paid statutory holidays (after 30 days of employment), as well as paid family responsibility leave, pro-rated sick leave, short-term and long-term disability leave, group life insurance, accidental death and dismemberment coverage, participation in the Municipal Pension Plan (MPP), and free confidential counselling services.

The **Bylaw Services Clerk** is a bargaining unit position with a wage rate of **\$33.11 per hour**, working 21 hours per week. Depending on the role, let's also talk about mutually agreeable flexible work schedules, and our hybrid working environment.

## How to Apply

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We look forward to hearing from you! Please send a current resume and a cover letter **quoting the competition number** via [email](#) by the closing date and time shown above. **In the subject line of the email please include your name and the competition number.** The SCRD is committed to equitable access to employment opportunities. We value a diverse workforce to best represent the communities we serve, and we thank all applicants in advance for your interest.

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Contact: [hr@scrd.ca](mailto:hr@scrd.ca) or [www.scrd.ca/careers](http://www.scrd.ca/careers)

**BYLAW SERVICES CLERK**

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<b>REPORTS TO:</b> Manager, Protective Services	<b>DATE:</b> February 2022
<b>APPROVED BY:</b> Manager, Protective Services	<b>LOCATION:</b> Field Road/Hybrid
<b>EXEMPT (Y/N):</b> No	<b>DIVISION:</b> Protective Services
<b>SALARY LEVEL:</b> Band 8 (under review)	<b>DEPARTMENT:</b> Planning & Development Services

*Replaces: New* *Date: February, 2022*

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**SUMMARY:** Under the general supervision of the Manager, Protective Services, this position is responsible for providing a wide range of services including acting as the divisional receptionist, receiving and handling phone calls and electronic communication, interacting with the general public at the front counter, and in ensuring that all related verbal and written communication including in-person, electronic, and/or hard copy records, documents and correspondence are addressed or forwarded for further handling in an efficient and respectful manner.

**KEY RESPONSIBILITIES** *include:*

1. To act as receptionist for Bylaw Division enquiries via telephone, in-person, or via electronic communication.
2. To prepare correspondence, reports, memos, brochures, bylaws, forms, invoices, lists and other material related to bylaw compliance and enforcement as directed.
3. To maintain databases and filing systems and generate statistical reports on a regular basis.
4. To comply with and promote safe working practices and procedures in support of a safe and healthy work environment.
5. To order materials and supplies, complete purchase orders, and monitor the divisional budget to ensure expenditures remain within approved spending limits.
6. To develop and implement new or improved processes and procedures to increase efficiency in support of continuous improvement to business activities and associated workflow.
7. To help ensure that all bylaw compliance and enforcement issues are accurately documented, that confidential records and filing systems are maintained and to ensure that matters receive follow-up in a timely manner.

**TYPICAL ACTIVITIES** *include:*

1. Receives enquiries either by phone, email, or in person, relating to bylaw matters and provides non-technical information as appropriate or refers client to appropriate resource.
2. Processes bylaw complaints by receiving and reviewing complaints for completeness, and prepares files and other relevant documentation.
3. Forwards information to and/or seeks information from other divisions or sections in accordance with established procedures.
4. Prepares correspondence, drafts letters and other material, engages in research, interacts with and supports divisional staff as to the preparation and completion of related forms and other documents.
5. Maintains statistical database by computer data entry, prepares statistical reports, and distributes associated information as required.

6. Makes recommendations to divisional staff and the manager as to improving the overall efficiency of clerical support within the division.
7. Orders supplies for the division as needed.
8. Other related duties as directed by the Manager, Protective Services.

#### **QUALIFICATIONS, EDUCATION AND EXPERIENCE**

- Completion of Grade twelve (12) or equivalent.
- Completion of an Administrative Assistant Certificate or similar post-secondary education from a recognized institution.
- Minimum of one (1) year of related office experience, preferably in a regulatory environment, providing appropriate and relevant customer service.
- An equivalent combination of education and experience may be considered.
- A valid Class 5 BC Driver's Licence.

#### **OTHER SKILLS/KNOWLEDGE/INFORMATION**

- Proficiency with Microsoft Office, especially Word, Excel and Outlook.
- Basic knowledge of a property data base system.
- Minimum 40wpm data entry speed.
- Ability to interact effectively with customers by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Ability to work effectively as a member of the divisional team.
- Ability to work with accuracy and attention to detail.
- Ability to multi-task and focus in a busy and distracting office environment