

	Title: Clerk Typist 3	<i>Date:</i> 1998 November <i>Revised:</i> 2025 November
	<i>Department:</i> Recreation, Culture and Community Services	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 12
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

Reporting to the Recreation Supervisor (Clerical), this position is responsible for the combined clerical and public relation roles. The work entails liaison with instructors, user groups, community organizations and the general public. The incumbent will be familiar with recreation type programs and computer registration.

Illustrative Examples of Work

Responds to inquiries and provides accurate information and assistance to the public in person, by phone and online.

Represents the City and the Department in a positive, professional and customer friendly manner.

Performs a variety of clerical duties, including data entry, filing and collecting statistical data.

Registers customers in programs and activities, maintains records, reconciles cash reports and prepares bank deposits.

Administers park and facility bookings with internal and external groups and contacts.

Performs related work as required.

Required Knowledge, Abilities and Skills

Sound knowledge of modern office practices and procedures.

Working knowledge of community recreation programs, activities and registration.

Strong customer service, communication and conflict resolution skills.

Ability to maintain records, files, materials and information related to the work.

Ability to maintain attendance, program and cash records.

Sound computer skills and familiarity with a variety of software applications related to the work performed including proficiency in Microsoft Office Suite.

Ability to work independently or as part of a team in a fast-paced environment with a customer service focused manner.

Desirable Training and Experience

Completion of Grade 12 plus some related experience in an administrative office setting including front counter and/or customer service experience; or an equivalent combination of training or experience.

Required Licences, Certificates and Registrations

Emergency First Aid Certificate.