

BYLAW SERVICES CLERK

REPORTS TO: Chief Bylaw Enforcement Officer
APPROVED BY: Chief Bylaw Enforcement Officer
EXEMPT (Y/N): No
SALARY LEVEL: Band 8

DATE: June 2025
LOCATION: Field Road/Hybrid
DIVISION: Bylaw Services
DEPARTMENT: Planning & Development Services

Replaces: Bylaw Services Clerk

Date: November 2024

SUMMARY: Under the general supervision of the Chief Bylaw Enforcement Officer, 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 assist with the development and implementation of 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 and/or seeks information from other divisions or sections in accordance with established procedures and applicable legislation.
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 Chief Bylaw Enforcement Officer.

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 handle time sensitive and confidential information requests, checking for accuracy and completeness.
- Ability to multi-task and focus in a busy and distracting office environment