

<b>DEPARTMENT:</b>	<b><i>Engineering</i></b>	<b>STATUS:</b>	<b><i>Regular Full Time</i></b>
<b>NO. OF POSITIONS:</b>	<b><i>One</i></b>	<b>UNION:</b>	<b><i>CUPE, Local 387</i></b>
<b>HOURS OF WORK:</b>	<b><i>35 hours per week (M-F)*</i></b>	<b>SALARY:</b>	<b><i>\$44,542 - \$52,121 (2021 rates) + competitive benefits</i></b>

We are seeking a professional and customer service focused individual to assist with a variety of clerical duties within the Parking, Towing and Animal Services section. You will assist with receiving incoming calls from a multi-line switchboard; responding to inquiries regarding parking tickets, violations and bylaws; providing assistance and information to the public; processing disputes, parking permits, payments and bank deposits; dispatching Street Use and Parking Enforcement Officers; liaising with various City Departments and external stakeholders; processing mail and other correspondence; provide clerical relief for the main Engineering Operations office; and performing other related clerical duties as required.

**REQUIREMENTS:**

- Completion of Grade 12, including or supplemented by commercial business courses plus considerable related experience, or an equivalent combination of training and experience as acceptable to the Employer will be considered.
- Bylaw 1 certification is considered an asset.
- Experience with Tempest is considered an asset.
- Experience with Ticket Manager is considered an asset.
- Experience with mapping software is considered an asset.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Considerable knowledge of applicable rules and regulations, methods and procedures governing departmental operations.
- Sound knowledge of recordkeeping, related clerical functions and modern office practices and procedures.
- Ability to prepare and maintain a variety of records, files, reports and correspondence.
- Ability to deal effectively with internal and external contacts in processing complex enquiries, contentious complaints and in providing a wide range of information.
- Ability to work effectively with a variety of internal and external stakeholders; and to provide exceptional customer service.
- Ability to demonstrate tact, diplomacy and professionalism.
- Ability to demonstrate effective conflict resolution skills.
- Ability to exercise initiative and complete routine clerical duties and other tasks with minimum supervision.
- Ability to effectively organize work priorities.
- Ability to effectively use PC industry standard applications/software and to operate common office equipment.
- Must be proficient in Microsoft Office Suite and have a minimum typing proficiency of 55 wpm.

**\*The successful candidate may be required to occasionally work on weekends as operationally required.**

Apply by sending your **cover letter and resume in one document** quoting the competition number, by January 21 , 2022 to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, e-mail to [hr@newwestcity.ca](mailto:hr@newwestcity.ca) using the following format in the subject line: **LAST NAME First Name #22-07**

*To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.*

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.*

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.*

*This position is only open to those legally entitled to work in Canada.*