

# JOB PROFILE

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*Various Departments*

## Clerical Assistant

The successful candidate will have a focus on quality customer service and continuous improvement. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference.

**HOURS OF WORK:** 35 hours per week. Any five (5) shifts of seven (7) consecutive hours.

### **DUTIES:**

- Develop and manage a centralized filing system for all departments within the division.
- Oversee the archiving of documents and facility drawings.
- Physically moving files boxes and other documents from various locations to centralized file area.
- Update and manage the divisions online operating and maintenance manual.
- Provide excellent and timely customer service to both external and internal customers, via telephone, e-mail, and in-person.
- Perform daily clerical work, including phone system administration and dissemination of information.
- Perform keyboarding and data entry.
- Update on call and vacation calendars as required.
- Prepare payroll for hourly and salaried employees as required.
- Open and distribute incoming mail as required.
- Process requisitions, purchase orders, invoices and journal entries as required.
- Word processing of correspondence and reports.
- Provide support in the preparation of documents as required.
- Prepare and record meeting agenda and minutes as required.
- Perform other related duties as assigned.

### **QUALIFICATIONS:**

- Experience related to the duties listed above, normally acquired through the completion of a Grade 12 Diploma plus 1 -2 years previous experience in customer service, records management and clerical duties. Candidates with an equivalent education and experience may be considered.
- Excellent customer service skills with the ability to deal with the internal and external contacts in a courteous and efficient manner.
- Ability to development and maintain a filing system including technical drawings.
- Excellent organizational skills with the ability to work on your own and in a team environment.
- Excellent problem solving skills with an ability to be flexible and adapt in a dynamic work environment.
- Required to be physically able to carry boxes of files and other documents while navigating 3-4 flights of stairs.

- Excellent verbal and written communications skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Intermediate skills in MS Office (Word, Excel Outlook and Power Point), and financial/payroll management systems (e.g. Oracle Utilities WAM (Synergen), JD Edwards, and/or Kronos).
- Self starter with excellent organizational skills; detail oriented with a high level of accuracy.

**\*THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOBS” PAGE FORCURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR\***