



## POSTING

Public Works Clerk  
Permanent Part-time Opportunity

***Why Choose Loyalist for Your Next Great Career Opportunity?*** Our team is passionate about providing excellent customer service to the residents we serve. We encourage learning and development and believe in a respectful, team-based workplace that is effective and welcoming. Plus, we like to have fun while accomplishing great things for our Residents!

*Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including free counselling services for staff and their families. Beginning in 2023, part-time staff will be eligible for our defined benefit pension plan (OMERS) and after one year, access to our extended health and dental plan (SSQ). Service to our community and each other is what we do.*

*Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.*

***What do You offer Loyalist as a Public Works Clerk?*** You thrive in a fast-paced environment and bring a positive attitude to challenges. You use your time management and organizational skills to prioritize conflicting demands and deliver on service standards. You take pride in providing excellent customer service in all facets of your job from internal communications to dealings with the public. Resolving resident complaints is not always easy but you demonstrate patience, tact, and compassion when assisting residents. *If this sounds like you, apply today!*

Loyalist Township invites applications for this permanent part-time position.

File No: 2022-64 Public Works Clerk  
Hours: 24 hours per week  
Hourly Rate: \$23.96-\$26.04 per hour  
Closing: August 22nd, 2022, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[APPLY NOW!](#)



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>PUBLIC WORKS CLERK</b>
<b>DEPARTMENT:</b>	<b>COMMUNITY AND CUSTOMER SERVICES</b>
<b>REPORTS TO:</b>	<b>MANAGER OF PUBLIC WORKS</b>
<b>CATEGORY:</b>	<b>NON-UNION PERMANENT PART-TIME</b>
<b>UPDATED:</b>	<b>AUGUST 2022</b>

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### **Positions Summary:**

This role is an integral part of service delivery to the residents and other customers of Loyalist Township and contributes to the achievement of our Strategic Plan. Under the direction of the Manager of Public Works the part time Public Works Clerk will support operations of the Community and Customer Services department and the Public Works division by providing both internal and external customer service and by performing various administrative duties.

### **Minimum Qualifications and Experience:**

#### **Education:**

- Secondary School diploma with a one year certificate in Office Administration or related field.

#### **Experience:**

- One (1) year of relevant experience in an administrative environment with a customer service focus.
- Municipal experience or similar environment is an asset.
- Working knowledge of municipal legislation/regulations is an asset
- Experience working with spreadsheets, databases and confidential information.

### **Knowledge, Skills, and Abilities:**

- Excellent business administration skills with a sound knowledge of current office management practices
- Strong interpersonal and communication skills in providing customer service, both verbal and written, combined with tact and diplomacy.
- High degree of organizational and time management skills, a keen eye for detail and accuracy
- Self-motivated with the ability to work proactively, with little supervision

- Attention to detail with high degree of accuracy while managing competing priorities and timelines
- Demonstrated strong organizational skills and the capacity to prioritize tasks and multi-task in a fast-paced environment.
- Demonstrated ability to work independently and to manage timelines.
- Demonstrated ability to adhere to confidentiality while exhibiting discretion and good judgment.
- Demonstrated ability to be a team player who can establish and maintain effective working relationships with fellow employees, and the public.
- Well-developed written and oral communication skills with the ability to listen intently and inquire into situations.
- Team orientation with an unwavering commitment to helping complete whatever needs to get done to support the services delivered by the Public Works division
- Proficient with computer software applications, (Excel, Word, Outlook, etc.) and the ability to adapt quickly to new software; experience with CityWide Solutions and iCity (Vadim) is an asset.

## **Duties and Responsibilities:**

- Provide a positive and friendly level of customer service in-person, via telephone, email, and the website and/or other social media platforms
- Answer inquiries and obtain information for the general public, customers, and other interested parties. Provide information such as departmental responsibilities and appropriate staff contact information within the organization.
- Assist Public Works staff by providing follow up responses to customers upon completion of service requests.
- Utilize multiple computer software platforms to assist with the smooth operations of the Public Works division.
- Supports PW division with follow up to identify and address any outstanding customer complaint responses
- Initiates service requests using CityWide Solutions software, based on the needs of customers and internal staff
- Maintenance of databases such as service requests, streetlights, winter control statistics, and materials used etc.
- Perform administrative duties such as preparing purchase orders, note taking, minutes, memos, circulating information to staff, booking training or other events, updating procedure manuals, permit preparation, coordinate and order stationery and supplies.
- Assist with data tracking and the preparation of annual compliance reporting

- Maintain a systematic, accurate and complete filing system in accordance with the Township's record management policy.
- Develop a variety of data generated reports and distribute to appropriate staff for follow up
- Provide research and development of various projects across the Public Works division
- Assist in preparation of reports as required.
- Work with management to develop and maintain workflow processes
- Keep standard operating procedures current as continuous improvements are achieved
- Collaborate with others to improve administrative systems and processes, information sharing strategies, and overall efficiency and effectiveness
- Participate in mandatory training and/or voluntary professional development to stay current in knowledge, skills, and abilities
- Treat others with dignity and respect, ensuring the work environment is inclusive and welcoming
- Protect own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety.
- Follow all guidelines for employees and employers as legislated under the Ontario *Occupational Health and Safety Act*.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.

## **WORKING RELATIONSHIPS:**

Internal

Daily communication with Township employees

External

Daily interaction with Township residents and visitors

## **WORKING CONDITIONS:**

Normal office environment working conditions apply. May be seated and/or standing for long periods (3-4 hours). Some exposure to irate, irrational people.

*\*Regular work schedule is 21-24 hours per week.*

*The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.*