

POSITION TITLE:	Reception Clerk – Municipal Hall	POS. NO:	TBD
DEPARTMENT & DIVISION:	Corporate Services	EFFECTIVE DATE:	August 2025
REVIEWED OR AMENDED DATE:	August 2025	APPROVED BY:	Director of Corporate Services

### POSITION FUNCTION

Reporting to the Manager of Corporate Services, the Receptionist Clerk – Municipal Hall is responsible for providing outstanding customer service to members of the public and Township of Esquimalt staff. This position requires a high degree of accuracy and the ability to multitask while responding to phone, over the counter, and email inquiries, in addition to providing administrative support to the Corporate Services department. This position will be part of the Municipal Hall Reception team which will require collaboration and communication to ensure delivery of a high-quality and cohesive service.

### KEY DUTIES

- Operates the main switchboard; takes and distributes messages or directs calls to appropriate staff.
- Provides frontline customer service with a proven ability to deal tactfully and effectively with a variety of internal and external contacts in order to respond to routine questions pertaining to the Municipal Hall and redirects as needed.
- Administers both the department and Township's general email inboxes and respective mail logs and directs inquiries to appropriate departments for response.
- Drafts a variety of routine correspondence from copy, rough draft, or previously prepared data.
- Ability to proofread correspondence, reports, and other documents for grammar, spelling, and punctuation with a high degree of accuracy.
- Prepares Municipal Hall hours of closure and service interruption notices.
- Issues Calls for Services for a variety of requests including maintenance of office equipment; general repairs; flag half-masting and raising; and follows up with messaging to staff on the related matters.
- Maintains web site content including administering the online events calendar as directed.
- Prepares, processes, distributes, and reviews a variety of correspondence, documents, and reports related to the Corporate Services department's work.
- Prepares Proclamations and Light Up requests as directed.
- Drafts online forms and templates.
- Coordinates requests for Welcome Packages.
- Maintains the Municipal Hall reception area including brochures, rack cards, and other educational information made available for distribution to the public.

- Assists with Records Management projects as directed.
- Acts as a point of contact for individuals or groups attending scheduled meetings at the Municipal Hall.
- Assists with departmental calendar management.
- Requests calls for document destruction from file storage and shredding company.
- Orders employees name tags and plates.
- Orders department supplies.
- May assist with Elections administrative tasks.
- May assist with development and monitoring of digital content.

#### **INDEPENDENCE**

- Work is generated by public requests and performed according to established procedures.
- Approval of drafted documents and other non-routine matters are referred by the supervisor.
- Work is reviewed upon completion by a supervisor and/or senior staff.
- Non-routine work is referred to a supervisor for direction.

#### **WORKING CONDITIONS**

##### **Physical effort:**

- Sit with arms unsupported while keyboarding (frequent).
- Dexterity for typing, filing, and answering phones; stand for short periods (frequent).
- Move from desk to counter and retrieve records (occasional).

##### **Mental effort:**

- Interruptions from telephone and counter enquiries (frequent).
- Prepare written correspondence, public notices, and other documents (occasional).
- Respond to multiple requests for service including complaints and negative comments (occasional).

##### **Visual/auditory effort:**

- Focus on printed material, source data, and computer monitor for long periods (frequent).
- Short periods of listening with intense concentration to questions at the front counter and on telephone (frequent).

##### **Work environment:**

- Office.

#### **KNOWLEDGE, KEY SKILLS, AND ABILITIES**

- Experience working with the public providing outstanding customer service with an ability to build positive relationships.
- Ability to multitask and complete routine tasks to established deadlines.
- Ability to maintain accurate physical and electronic records and files.
- Exceptional customer service and interpersonal skills.
- Effective written and verbal communication skills.

- Knowledge of modern office practices and procedures.
- Strong understanding of business English, punctuation, and grammar.
- Experience editing, formatting, and posting content to websites is an asset.
- Proficient in the operation of standard MS office software and website content management systems.
- Ability to be flexible in working with changing priorities.
- High degree of speed and accuracy in keyboarding skills is required.
- Capable of operating various other office equipment.

## **QUALIFICATIONS**

### **Formal education, training, and occupational/professional certification:**

- High school graduation or equivalent.

### **Experience:**

- One-year related office and customer service experience,
- An equivalent combination of related training and experience may be considered.

## **OTHER**

- Length of time to become familiar with job duties and responsibilities: 6 months.
- Knowledge of Local Government functions and business cycles will be considered an asset.