

**TOWN OF OLIVER
JOB DESCRIPTION**

POSITION: PUBLIC WORKS CLERK

DATE: AUGUST 20, 2009

REPORTS TO: DIRECTOR OF OPERATIONS

DEPARTMENT: PUBLIC WORKS

JOB SUMMARY

Under the supervision of the Director of Operations, the Public Works Clerk is responsible for providing clerical support to public works staff such as drafting and proofing correspondence, tracking consumption data and installation and repairs costs and ordering supplies. The Public Works Clerk is also responsible for responding to routine enquiries to ensure residents are provided responsive customer service.

REQUIRED QUALIFICATIONS

Education, Training and Experience

Grade 12 or equivalent supplemented with secretarial and computer courses. Minimum of two years administrative experience. A valid BC Driver's Licence, Class 5 is required.

Knowledge, Skills and Abilities

Demonstrated proficiency with Microsoft Office for Windows word processing, spreadsheet, and e-mail applications.

Proficiency with computers and other office equipment.

Ability to work independently, effectively organize activities and manage multiple priorities.

Ability to exercise courtesy and tact in the exchange of information with other employees and the public.

Ability to maintain sustained attention to detail.

Ability to prioritize work load.

RESPONSIBILITIES

1. Answers public works general inquiries; logs complaints and resolves as experience permits and refers to other staff as required to ensure residents are provided responsive customer service.
2. Provides clerical support to public works staff including drafting memos and letters, proofing Director of Operation's correspondence and reports for spelling and grammatical accuracy and recording minutes of meetings; drafts public information bulletins for residents and the media on public works activities such as road closure, line flushing and water shut off requirements.
3. Arranges water and wastewater testing according to operating permits requirements by preparing water sample bottles and documents for Utility Operators to conduct testing on a

weekly and bi-monthly basis; communicates with lab to determine results; prepares boil water notice if required; forwards notice to public facilities, residents, staff, council and the media; arranges for notices to run in the local paper and on the local radio station.

4. Records utility locate requests, prepares BC One-Call request forms, directs staff to conduct locates as required, communicates with municipal staff, utility companies and residents on the status of locate requests, and logs and files action forms.
5. Coordinates inventory supplies for water, wastewater and irrigation system parts and supplies including sourcing and obtaining quotes and ordering materials to ensure adequate stock is on hand.
6. Assists customers in completing a variety of application forms related to water turn on/off requests, new service requests, fire hydrant use, and other public works applications.
7. Updates emergency response plans to ensure procedures and contact information is accurate.
8. Maintains public works filing system including asbuilt plans, forms, pump station operating records, special projects, water, sewer and airport files; locates files and reports for public works staff.
9. Tracks street light maintenance and new street light installations on a spreadsheet; records requests for street light repairs and forwards to public works staff or Fortis as required; advises Fortis of new services and reconciles with Fortis bills with data on the street light spreadsheet to ensure accuracy of billing.
10. Calculates and records monthly water and sewer flow consumption and test results on a spreadsheet and drafts monthly and annual water quality and wastewater report and reviews with the Engineering Technologist; refers data to outside agencies.
11. Sets up work orders for new services, public works repairs, special projects and works billed to third parties and tracks labour and material costs related to work orders.
12. Coordinates training, travel and accommodation arrangements for public work staff.
13. Tracks cell phone and pager use and fees on a spreadsheet and adjust rate plans to minimize costs. Prepares annual cell phone budget.
14. Prepares project summary costs, a water sampling and training budgets, and other budgets, as directed by the Director of Operations.
15. Performs other related duties as required.

Director of Operations