

## Job Information

Job title	<b>Bylaw Clerk</b>	Job Code: CLKBY	Pay Grade: F
Title of immediate supervisor	Senior Bylaw Enforcement Officer		
Department/Division	Building, Bylaw, Licensing & Legal Services/ Bylaw & Licensing Services		
Revised by	Doug Roberts		
Date Created	Feb 26, 2015	Revised date	June 23, 2021

## Job Purpose

Works closely with Municipal Bylaw Enforcement Officers, provides a variety of clerical and secretarial support functions and other computer related duties including accurate data entry to an in-house database. Deals with the public where accuracy, patience, courtesy and tact are required when answering complaints and enquiries. The position responds to a high volume of emails and phone calls on a daily basis.

## Duties and Responsibilities

- Receives and processes complaints including interviewing complainants on the telephone and in person to gather information and explain general inspection and complaint procedures.
- Prepares bylaw complaint forms, gathers file records and maintains inspection diary system.
- Uses computer database tracking system, creates bylaw complaint cases and updates permit tracking information, issues permits, and prints out reports or form letters.
- Produces a variety of letters, forms, memoranda, reports, court depositions and other material from copy, rough draft and other previously prepared data.
- Performs clerical functions including handling bylaw enquiries, making appointments and composing routine correspondence as directed by the Bylaw Enforcement Officers.
- Creates and enters case information using a computer database tracking system according to prescribed standard procedures.
- Answers telephone and counter enquiries, directs visitors and phone calls.
- Processes FIPPA requests and provides records management for the District's ticketing process.
- Responsible for ordering office supplies and certified mailing envelopes.
- Performs other related duties as required.

## Qualifications

- Grade 12 or equivalent.
- One year post-secondary certificate in office or business administration.
- One year of office experience.
- An equivalent combination of education and experience may be considered.
- Employment is subject to provision of a satisfactory Police Information Check (PIC) no older than 6 months

## Physical Requirements

No physical activity required.

## Working Conditions

Works in an office environment.