



Front Office Clerk

The City of Duncan is seeking a well-organized, highly motivated, energetic, and proactive individual to provide administrative support at Duncan City Hall in a busy, public-facing environment.

Duncan is small, in a Big way. Just a few hundred metres off the Highway (about 60 kilometres north of Victoria) you'll find 300 shops and services in a few beautiful, walkable, compact downtown blocks lined with 40 world-renowned totem poles. Within minutes of downtown are 5 golf courses, 15 wineries, lake and ocean waterfront, world class trails, cultural amenities, and all forms of indoor recreation. This compact city of 5,000 people aims to be one of the most livable small cities in Canada, proudly serving as the economic and cultural heart of the Cowichan Valley, a region with a population of over 80,000. Located in the traditional territory of Cowichan Tribes, Duncan seeks to be welcoming, diverse, creative, environmentally sustainable, and resilient.

The regular full-time Front Office Clerk responds to in-person and telephone inquiries; provides information, forms, and applications to customers; formats, proofreads, enters, and retrieves information using word-processing, spreadsheet and database applications; handles incoming mail; and other general office tasks as required.

The successful candidate will:

- Have a minimum 3 years of clerical, administrative, or accounting experience in a public facing position, preferable in a local government environment
- Have a post-secondary business, accounting, or administration certificate or an equivalent combination of education and experience
- Be polite, tactful, and courteous in dealing with the public
- Be thorough, conscientious, and attentive to detail to ensure quality of work
- Be able to establish and maintain effective working relationships with other staff members
- Be proficient in current computer applications such as word processing software, spreadsheet software, database and operating systems
- Be able to maintain office equipment (such as photocopiers, telephones, and printers) to minimize down time and ensure efficient usage
- Have excellent organizational skills and the ability to manage multiple priorities
- Experience with Vadim, accounting, and/or other office duties would be an asset.

This is a CUPE union position of 35 hours weekly with an hourly rate of \$31.50 (2024 rate), plus benefits as per the CUPE contract. This position reports to the Finance Office Manager.

A resume indicating all qualifications and experience and a cover letter addressing how your qualifications and experience fit the position will be accepted until **8:00 a.m. on Monday, February 10, 2025**, to hr@duncan.ca, attention to Bernice Crossman, Director of Finance. Shortlisted candidates may be required to complete standardized tests or exercises to demonstrate their applicable skills and knowledge.

The City of Duncan is committed to being an accessible employer and to the principles of diversity, equity, and inclusion. We aim to remove barriers in the workplace and work with our employees to provide reasonable accommodation where required. If you require accommodation in applying for a posted position, please contact Human Resources at 250-746-6126 or hr@duncan.ca.