



Position Title: Administrative Services Clerk III	Department: Administration
Date: April 2026	
Reporting Manager Title: Corporate Officer	
Reporting Supervisor Title (if applicable):	

Position Summary:

Reporting directly to the Corporate Officer, the Administrative Services Clerk III provides administrative and clerical support to management and staff, ensuring the smooth operation of daily administrative functions, effective communication, and exceptional customer service across the organization.

Essential Duties and Responsibilities:

Reception and Customer Service

- Receive and respond to walk-in and telephone enquiries.
- Answer and direct incoming calls using a multi-line phone system and electronic communication tools.
- Process incoming and outgoing mail, courier deliveries, and ensure timely distribution.
- Maintain supply cupboards and re-stock photocopier.
- Maintain a welcoming and professional reception area; greet and assist visitors and vendors in a courteous manner.
- Aid in Emergency Operation Centre Public Information Line.

Administrative Support

- Prepare, compose, and type correspondence, memos, and reports including formal correspondence. (Draft and format correspondence, memos, and reports, including formal communications to senior officials and external stakeholders.)
- Schedule meetings and arrange for set-up and clean-up.
- Prepare agenda item summaries for Board agendas.
- Prepare agendas and record and transcribe minutes of meetings such as the JOHSC as required.
- Retrieve and compile information and data from multiple sources.
- Order, store, and disperse office supplies as required.
- Prepare notices and advertisements for newspaper including job postings.
- Assist with the maintenance and operation of the records management system.

- Coordinate Cariboo Regional District events.
- Coordinate hotel room bookings and flights.
- Filing for various departments.
- Support internal communication efforts, such as staff announcements, newsletters, and meeting coordination.
- Assist with intranet updates related to administrative notices or events.

Human Resources Support

- Record, monitor, and track daily attendance.
- Cross reference attendance records and reports.
- Assist with Probation Assessment Forms.
- Set up interviews and assemble interview packages as required.
- Assist with internal and external career postings.

Records and Financial Management

- Process Freedom of Information Requests under the supervision of the Information Privacy and Records Management Lead in strict adherence to the Freedom of Information and Protection of Privacy Act and legislated deadlines.
- Assist Accounts Payable data entry and filing.
- Issue Building Permits as required.

Coverage and Collaboration

- Provide back-up coverage for other Clerks.
- Provide training to new employees entering the Administrative Services Clerk III role.
- Foster a collaborative environment through shared administrative knowledge and teamwork.
- Provide occasional support for community events or corporate functions as assigned.

Financial Resources:

- Receive and record money for fees.
- Sign and verify receipt of goods.
- Submit cheque requisitions.
- Order office supplies.
- Maintain a CRD credit card and submit credit card expenses in adherence to policy.

Technical Expertise:

Knowledge

- Proficient in Microsoft 365 applications (Word, Excel, PowerPoint, Outlook, and Teams).
- Familiarity with Freedom of Information and Protection of Privacy Act.

Skills

- **Professional & Written Communication:** Communicates clearly, professionally, and respectfully with the public, colleagues, and elected officials; both verbally and in writing. Produces polished, accurate, and concise correspondence, memos, and reports with exceptional proofreading skills.
- **Digital Literacy & Office Technology:** Proficient in Microsoft 365 applications (Word, Excel, PowerPoint, Outlook, Teams) and able to navigate a range of office software, cloud-based tools, and electronic filing systems.
- **Records & Information Management:** Experience using electronic records and document management systems (ERDMS) to organize, retrieve, and protect information in compliance with privacy legislation.
- **Financial & Data Processing:** High level of accuracy in data entry; basic cashiering skills, including assisting with accounts payable and financial record maintenance.
- **Customer Service & Conflict Resolution:** Delivers professional, courteous service to the public and colleagues; able to de-escalate tense situations and respond constructively to concerns.

Abilities

- **Public Relations & Professional Composure:** Ability to meet and deal with the public in a pleasant, tactful, and respectful manner; remain calm and professional when handling difficult or irate clients.
- **Organization & Time Management:** Able to prioritize workload efficiently, manage competing deadlines, and maintain attention to detail in a fast-paced environment.
- **Sound Judgment & Discretion:** Ability to exercise initiative and judgment within established policies and procedures and handle sensitive and confidential information appropriately.
- **Adaptability & Learning Agility:** Ability to quickly learn new systems, processes, and technologies and adapt to changing priorities or organizational needs.
- **Team Collaboration:** Ability to work cooperatively, provide back-up support, and contribute to a collaborative administrative environment.
- **Independence & Accountability:** Ability to work with minimal supervision while maintaining accuracy, reliability, and productivity.

Education, Experience, and Qualifications Required:

- Minimum of five (5) years' experience in office administration.
- High school diploma or equivalent.

- Post-secondary education certificate in business/office administration or an equivalent combination of education and training that demonstrates the required competencies.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, and Teams).
- Minimum typing of 50 wpm.
- Exceptional letter and proofreading skills are required.
- Experience working in local government or a similar public-sector environment is an asset.

Working Conditions:

Work Environment: Office-based environment with frequent interaction with the public.

Physical Requirements: Standard office tasks such as computer use, scanning, filing, and telephone operation.

Work Schedule: Required to be flexible and adapt to changing work demands.

Stress and Responsibility: Must have the ability to deal with irate or aggressive clients at times.

Core Competencies Required for the Job:

This position requires proficiency in core competencies, as defined by the Cariboo Regional District's Core Competency Framework (refer to Appendix A for detailed descriptions).

Disclaimer:

This job description outlines the primary responsibilities and qualifications of the role. Additional tasks and duties may be assigned as needed to support team and organizational objectives.



Appendix A – For All Employees

Core Competency Framework for the Cariboo Regional District:

All employees of the Cariboo Regional District require proficiency in core competencies, as defined by the Cariboo Regional District's Core Competency Framework.

Community and Service Orientation

- Dedication to delivering high-quality, accessible services for all communities
- Providing responsive, respectful service that reflects the Cariboo Regional District's values and meets resident needs
- Demonstrating empathy, patience, and commitment to improving the quality of life for residents

Clear Communication

- Effectively conveying information to diverse audiences, including public presentations and written reports
- Actively listening to understand community concerns and respond with integrity
- Maintaining transparency in all interactions, ensuring clear, honest communication

Team Collaboration and Partnership Building

- Working effectively within and across teams to achieve shared goals
- Fostering cooperative relationships with municipal partners and community organizations
- Respecting and supporting diverse perspectives

Problem Solving and Accountability

- Identifying practical solutions to challenges with transparency and fiscal responsibility
- Using data and analysis to make informed, effective decisions
- Taking responsibility for actions and decisions, maintaining integrity and accountability

Project Management and Organization

- Planning and executing projects with a focus on community impact and resource efficiency
- Managing time and resources effectively, meeting deadlines and maintaining detailed records
- Adapting project plans to accommodate the needs of varied communities and changing priorities

Adaptability and Responsiveness

- Responding to changing needs and priorities across the Cariboo Regional District with resilience and flexibility
- Embracing continuous learning to stay relevant and effective in a dynamic regional context
- Demonstrating openness to feedback and willingness to improve

Cultural Sensitivity and Inclusivity

- Respecting and valuing the diversity within the Cariboo Chilcotin, including Indigenous and rural communities
- Fostering inclusivity and cultural awareness in interactions with residents and colleagues
- Demonstrating empathy and understanding for diverse community needs and values

Health and Safety Awareness

- Promoting a safety-conscious environment for both staff and residents
- Staying informed of relevant health and safety regulations
- Committing to safe practices in various settings, from urban to remote areas

Environmental Sustainability

- Advocating for environmentally responsible practices in all Cariboo Regional District projects
- Demonstrating commitment to conservation and sustainable use of natural resources
- Supporting initiatives that promote long-term environmental stewardship in the Cariboo Chilcotin



Emergency Preparedness and Crisis Management

- Coordinating effectively during emergencies, supporting community resilience
- Collaborating with local agencies and Indigenous communities for comprehensive crisis response
- Being prepared for quick, informed action in response to emergencies and natural disasters within the Cariboo Regional District

Leadership and Integrity

- Leading by example with honesty, ethical behavior, and commitment to the Cariboo Regional District values
- Inspiring and motivating others while fostering a culture of accountability and respect
- Acting as a positive role model, upholding high standards of professional conduct

Strategic Thinking and Regional Vision

- Aligning actions and goals with the Cariboo Regional District's mission to build vibrant, sustainable communities
- Anticipating future community needs and adapting strategies to address long-term goals
- Understanding broader trends that impact regional development, from social to environmental