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|-----------------------------------------------------------------------------------|-----------------------------------------------|---------------|----------------|
|  | <b>Office Clerk</b><br><b>Job Description</b> | Department    | Administration |
|                                                                                   |                                               | Date Approved | May 2026       |
|                                                                                   |                                               | Revised       |                |

**POSITION TITLE:** Office Clerk  
**REPORTS TO:** Chief Administrative Officer (CAO)  
**REPORTS:** None

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### **Position Summary**

The Office Clerk serves as the primary front-line representative of the Town of Wolseley, responsible for delivering responsive, courteous and professional service to residents and stakeholders at the public counter and by telephone. The position provides essential support to the Administration office across a broad range of functions including accounting, records management, meeting scheduling and general office administration.

### **Primary Duties**

#### **1. Customer Service & Public Relations**

- a) Greets customers at the customer counter and by telephone; responds courteously and constructively to public requests and complaints by providing or obtaining appropriate information and/or directing inquiries to the appropriate person.

#### **2. Administrative Support & Office Management**

- a. Receives, distributes and disseminates incoming mail - both electronic and hard copy - for Council and the CAO.
- b. Maintains and schedules meetings for Council, the CAO and the ACAO as required.
- c. Orders office supplies.
- d. Maintains the office filing system.
- e. Maintains and updates the municipal website as required and as directed.
- f. Assists with researching information such as legislation, bylaws, reports, contracts, files, minutes and any other assigned matters.

#### **3. Financial Management & Accounting**

- a. As directed, performs accounting functions related to all general and utility functions, accounts receivable and payable and maintains accurate records of requisitions and invoices.
- b. Maintains business license records, agreements, invoicing, collections and inquiries.
- c. Assists where required and acts as a back-up to fulfill payroll-related duties for the Town.

#### **4. Tax Administration & Property Records**

- a. Assists in the organizing and mailing of the annual tax statements.

#### **5. ACAO Back-Up & Administrative Coverage**

- a. Acts as back-up to the ACAO, with the support of the CAO, in the event of sickness, vacation, or other leaves of absence

## **6. Other**

- a. Performs other duties as assigned from time to time.
- b. This job description may be amended from time to time by the Chief Administrative Officer with the approval of Council.

### **Accountability & Reporting**

Reporting directly to the Chief Administrative Officer, the Office Clerk is primarily accountable for greeting customers at the public counter and performing accounting functions related to all general and utility operations, accounts receivable and payable and maintaining accurate records of requisitions and invoices. The nature of this role requires persuasive diplomacy and courtesy when discussing matters internally or externally and incumbents are expected to conduct their work within established practices while relaying any unusual problems or concerns to their supervisor promptly.

### **Qualifications & Education**

- Completion of Grade 12 and a minimum of one (1) year of experience in an office environment, including performing related accounting duties is required.
- A certificate or diploma in Accounting and/or Business Administration - or an equivalent combination of experience and training - would be an asset.
- An Urban Certificate obtained through completion of the Local Government Authority Program from the University of Regina or willingness to obtain would be an asset.
- Advanced knowledge of office procedures and equipment, with highly developed word processing and spreadsheet skills.
- Working knowledge of Munisoft applications including: Financials (General Ledger & Custom Reporter, Accounts Payable, Paymate Acclaim Payroll); Receivables (Tax Assessment, Utility Billing and Receivables, General Accounts Receivable, Receipting) would be an asset.
- Excellent computer skills; proficiency required in a variety of software programs and related equipment, including Microsoft Word and Excel.
- Above-average analytical and verbal and written communication skills.
- Subject to a Criminal Record Check prior to commencement of employment.
- Valid Saskatchewan Class 5 Driver's Licence; annual provision of a driver's abstract is required.

### **Competencies & Position Requirements**

- Ability to work independently and within a team environment, with excellent organizational and time management skills.
- Ability to balance multiple priorities, often with conflicting timelines, in a fast-paced environment.
- Strong interpersonal skills with the capacity to communicate persuasively, diplomatically and courteously with elected officials, staff, external agencies, and the public.
- Demonstrated commitment to customer service excellence in a front-line municipal environment.
- The work involves exposure to minor undesirable conditions such as office noise, continuous sitting, repetitive motion, and eyestrain. It also involves lifting of boxes, reaching, and stairs.
- The incumbent will conduct work within established practices and may apply some latitude in their implementation; problems are to be relayed to the supervisor promptly.
- The ideal candidate is organized, diplomatically skilled, technically proficient with municipal software systems and capable of effectively managing competing priorities in a dynamic and fast-paced municipal environment.

### **Technology & Equipment**

The Office Clerk is expected to be proficient with the following technology and office equipment:

- **Microsoft Office Suite:** Word, Outlook, Excel, PowerPoint.
- **Munisoft Applications - Financials:** General Ledger & Custom Reporter, Accounts Payable, Paymate Acclaim Payroll.
- **Munisoft Applications - Receivables:** Tax Assessment, Utility Billing and Receivables, General Accounts Receivable, Receipting.
- **Standard office equipment:** Fax, telephone, photocopier, and printer.

### **Authorization & Signatures**

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Incumbent

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Chief Administrative Officer (CAO)

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Date

APPROVED: May, 2026

REVISED: