



RECEPTIONIST / SCALE HOUSE ATTENDANT/CLERK - CASUAL

The qathet Regional District (qRD) is accepting applications from persons interested in work with a focus on performing scale house attendant, clerk and receptionist duties on a casual basis within the organization.

The qRD requires a high level of skill, professionalism and excellence to provide flexible and diverse support to a busy office. Candidates must be available on short-notice and for pre-scheduled work. Hours of work can vary seasonally, as well as week to week. Availability is required Monday to Friday, 8:30 am to 4:30 pm, and scale house hours ranging between 7:30 am and 6:00 pm, Monday through Saturday. Occasional evening and weekend hours may be required as needed. Formal testing may be required.

The casual role is unionized, and will be assisting with a range of administrative functions at all qRD locations including the Resource Recovery Centre. Duties will primarily relate to support services for: scale house administration and cashier functions, reception coverage, administrative & clerical support, report writing, communications, organizing meetings, and public engagements.

ADMINISTRATION KEY DUTIES AND RESPONSIBILITIES *include the following:*

- Deal courteously and tactfully with the public, qRD staff, Directors and other officials, upholding the role of the qRD as an open and accessible government office.
- Receive and direct incoming telephone calls, general e-mails and visitors via reception; provide information and assistance, within prescribed limits; or refer to appropriate person or department.
- Perform routine clerical duties including writing, filing and word processing for various Departments within the qRD.
- Receive incoming mail and faxes; distribute to appropriate person or department; process outgoing mail.
- Maintain record of any public complaints, reports and suggestions and refer to appropriate person.
- Accounts payable and accounts receivable administration and support.
- Financial Services general administration.
- Assemble, copy, and distribute meeting agenda packages, minutes and other prepared documents electronically, by mail or personal delivery, as directed.
- Replenish supplies for office workstations on a regular basis.
- Follow all policies, procedures and standards of the qRD.
- Perform other related duties as assigned.

SCALE HOUSE KEY DUTIES AND RESPONSIBILITIES *include the following:*

- Identifying incoming materials and directing drivers to appropriate unloading areas.
- Weighing and recording incoming and outgoing materials using scale software and equipment.
- Reconciling financial transactions and balancing material reports.
- Responding to inquiries about waste disposal processes, site procedures, and programs.
- Providing general administrative and clerical support to the Waste Diversion Supervisor and Manager of Environmental Services.

SKILLS / ABILITIES *demonstrates the following:*

- Strong administrative professionals' core skills and abilities.
- Ability to write formulas, manipulate and analyze data using Microsoft Excel.
- Excellent interpersonal, oral, and written communication skills.
- Ability to handle sensitive matters with tact and diplomacy, and responds in a professional and courteous manner when interacting with others, especially when serving in the role of receptionist.
- High degree of accuracy and thoroughness, with a strong attention to detail.
- Sound judgement, analytical, and problem-solving skills.
- Exceptional organizational and time management skills, and the ability to multi-task effectively.
- Ability to work well under pressure and responds to requests and situations with an appropriate level of urgency.
- Ability to work in a team environment and to work independently, with minimal supervision.
- Knowledge of corporate records management practices associated with the position (e.g. filing of records).
- Ability to learn software applications associated with the position.
- Critical importance of respecting and maintaining confidentiality in the best interest of the organization.
- Experience in cash handling.
- Experience and knowledge of scale house and transfer station operations, preferably in a local government setting.

EDUCATION / TRAINING / EXPERIENCE

- Completion of Grade 12 or equivalent.
- Post-secondary education including a certificate or diploma in office administration or equivalent combination of office experience and technical skills, is an asset.
- Experience in accounts receivable and payable administration and support would be considered an asset.
- Post-secondary education in accounting or bookkeeping is considered an asset.
- Demonstrated proficiency with office equipment, computers, email, word processing, spreadsheets, and keyboarding.
- Holds a valid BC Driver's License (Class 5).

POSITION OPEN UNTIL FILLED - Interested applicants are invited to submit a covering letter and resume detailing experience and qualifications pertinent to this position to:

qathet Regional District
202 - 4675 Marine Avenue
Powell River, BC V8A 2L2
Attn: Shelley Termuende, Acting Manager of Administrative Services
Email: employment@qathet.ca

The wage rates varies from Receptionist \$28.51 / Clerk \$31.60 / Clerical Assistant \$25.55 / Scale House Clerk \$31.91. The position is subject to CUPE Local 798 Collective Agreement. We thank all applicants for their interest. However, only those selected for an interview will be contacted.



qathet REGIONAL DISTRICT

Job Description Receptionist/Clerk

Department	Administrative Services
Reports To	Assistant Manager of Administrative Services(<i>Deputy Corporate Officer</i>)
Job Description Approval Date	
Job Description Approved By	Al Radke

POSITION & DEPARTMENT SUMMARY:

Under the direct supervision of the Assistant Manager of Administrative Services, the Receptionist/Clerk is a unionized position, accountable for providing reception and administrative support services related to the mandate and core service offerings of the Administrative Services Department.

The Administrative Services Department is accountable for Regional District Board (Board), Committee and Commission administration, corporate administration, bylaw and policy administration, Records Information Management (RIM) Program (corporate records management), human resources, and corporate communications. In addition, Administrative Services provides administrative support services to Regional District departments and is responsible for the operation of the public's first contact and customer service at the Regional District head office.

The Receptionist/Clerk serves as first point of contact for the Regional District Office and is accountable to ensure reception and general administrative services are carried out as per the direction of the Assistant Manager of Administrative Services, established levels of services, and organizational standards. The Receptionist/clerk is required to perform a diverse range of delegated tasks related to day- to-day office operations and general administrative/clerical support services, as directed by the Assistant Manager of Administrative Services.

The Receptionist/Clerk supports Corporate Records Operations and provides back-up support to the Records Clerk.

KEY DUTIES AND RESPONSIBILITIES

Core Reception Services

1. Provides reception services for the Regional District Office. Serves as first point of contact. Sets a positive tone for the Regional District Office by fostering a welcoming environment. Ensures customer experience is in accordance with organizational standards and administrative professional best practices.
2. Ensures completion of start-of-day and end-of-day reception daily tasks, as per established weekly checklists.
3. Maintains knowledge of Regional District services in relation to position requirements.
4. Responds to queries within scope of position. Forwards queries beyond the scope of Reception to appropriate personnel. Initiates public enquiry forms, when required. Maintains records/data pertaining to queries, as per established criteria (e.g. query type, frequency, etc.).
5. Assists public with navigating the Regional District's website to find information. Provides public with printed forms and documents regarding common requests for information (e.g. Grant in Aid Forms, Instructions to Delegates, etc.).
6. Maintains a high level of proficiency in the use of the Regional District's office telephone system (AVAYA). Answers and manages incoming calls. Manages general voicemail messages. Ensures timely and accurate dissemination of messages.
7. Manages general email account and ensures emails are directed to appropriate personnel. Maintains email forms, templates and reports.
8. Handles incoming and outgoing mail in accordance with the Regional District's Records Information Management (RIM) Program. Maintains logs and ensures accurate recording of all activities associated with the intake of mail received. Ensures records are date-stamped and logged. Distributes mail to appropriate parties.
9. Accepts couriered packages and deliveries as per policies and procedures. Records/logs receipt of deliveries, and processes/disseminates packages, as per the RIM Program.
10. Maintains Office Calendar. Ensures Calendar is current and reflective of Regional District activities. Manages meeting room bookings.
11. Ensures Regional District Office entrance security protocols are followed. Ensures office entrances are locked and unlocked, as per policy. Ensures understanding of lock-down procedures specific to the Office.

12. Monitors Office Sign-in/-Out system to ensure staff and visitors present in the Office at any given time are known. Ensures understanding of emergency response and evacuation procedures applicable to the Office. Ensures Sign-in/-Out Board is removed and taken to muster point to record attendance during evacuation drills or actual emergencies.
13. Performs off-site errands (e.g. pick-up and delivery of goods, supplies, mail, etc.), as directed.
14. Coordinates activities with administrative personnel assigned to perform reception back up duties, to ensure reception coverage at all times.

Office Administrative Support

15. Contributes to ensuring the efficiency of Office operations. As per the direction of the Assistant Manager of Administrative Services, organizes and maintains the Office facility in a manner that supports efficient and professional delivery of administrative services. Contributes to the development and maintenance of office administrative policies and procedures. Develops and maintains procedural manual specific to day-to-day reception tasks.
16. Ensures copier area/work room is organized, well-stocked and meets the needs of users. Functions relate to:
 - a. Monitoring copier throughout the workday to ensure adequate stock of paper and toner is maintained
 - b. Ensuring copier and work room equipment are maintained in functional order
 - c. Handling shredded paper and office recyclables
 - d. Ordering copier and printer supplies
 - e. Monitoring copier maintenance agreements
 - f. Arranging for equipment repairs (as directed by the Assistant Manager of Administrative Services)
 - g. Developing and maintaining office equipment procedural manuals
 - h. Administering copier user accounts in collaboration with Technical Services
17. Maintains office supply inventory list. Administers office supply request process and coordinates purchases with Financial Services personnel, as per policy.
18. Administers Regional District Office key sign-in/-out system, as per policy. Ensures all keys are accounted for. Reports lost or stolen keys to the Assistant Manager of Administrative Services.
19. Serves as primary contact for assigned service agreements related to office facility cleanliness and maintenance. Ensures services provided are as per established levels of service. Such agreements relate to confidential shredding, office recycling center,

custodial services, and office facility maintenance.

20. Monitors daily cleanliness of reception area and common areas, including the staffroom and meeting rooms. Handles clean-up tasks related to prior-day after-hour meetings (i.e. dishes, restocking of supplies, etc.). Ensures availability of coffee and supplies throughout the business day. Monitors and maintains inventory of staffroom supplies.

Clerical Administrative Support

21. Provides a diverse range of general administrative/clerical support services as a member of the Corporate Administrative Services team. Ensures delegated tasks are completed as instructed, and as per organizational standards.
22. Provides clerical support to departments as per established levels of services, and the direction of the Assistant Manager of Administrative Services. Tracks services provided to departments.
23. Provides administrative support services to the Assistant Manager of Administrative Services and the Manager of Administrative Services, as directed.
24. Provides general meeting support services, as directed. Functions relate to:
 - a. Managing meeting room scheduling
 - b. Managing attendee invitations and attendance
 - c. Handling meeting room logistics (e.g. room set up/take down, IT and presentation requirements, testing equipment, etc.)
 - d. Coordinating refreshments and any catering, if necessary
25. Provides clerical meeting support services to the Regional District Board and Standing Committees, as directed by the Assistant Manager of Administrative Services. Functions relate to:
 - a. Maintaining knowledge of the electronic agenda building program utilized by the Regional District
 - b. Producing, publishing and disseminating electronic agenda packages in collaboration with Assistant Manager of Administrative Services and/or applicable department manager accountable for supporting a Regional District Standing or Advisory Committee
 - c. Preparing Resolution Sheets in support of agenda items
 - d. Preparing and disseminating hard copy agenda packages as per meeting type and specified requirements
 - e. Disseminating Monthly Regular Meeting Schedule and approved agenda outlines to meeting videographer
 - f. Preparing and/or formatting minutes
 - g. Coordinating required signatories pertaining to approved minutes
 - h. Preparing Follow-Up Reports and tracking completion of meeting action items

26. Coordinates professional development registrations and travel logistics for Regional District Board members and office staff, as per policy. Functions relate to:

- a. Maintaining listing of approved annual conferences and attendees
- b. Maintaining listing of attendee travel preferences/logistics
- c. Processing registrations
- d. Coordinating and booking travel arrangements
- e. Preparing conference and travel packages for attendees (e.g. travel itinerary, conference agenda, brochures, business cards, etc.)
- f. Reviewing expense claims to verify accuracy prior to processing
- g. Maintaining Coastal Airlines account

27. Provides clerical support services regarding Regional District Board, Committee and Commission administration, as directed by the Assistant Manager of Administrative Services . Functions relate to:

- a. Maintaining current Board/Committee/Commission Member Listings and contact information
- b. Administering email calendar invites as per the approved Annual Regional District Board and Committee Calendar
- c. Serving as a minute taker at Commission meetings, as directed
- d. Providing back-up meeting administrative support services, when required
- e. Assisting with Bylaw Consolidation administrative processes

28. Provides administrative and logistical support services related to stakeholder engagement, volunteer appreciation, and special events, in collaboration with Administrative Services personnel.

Corporate Records Management Support

29. Performs filing of open coded active/current records, in collaboration with the Records Clerk, and as per the direction of the Assistant Manager of Administrative Services. Ensures files created and maintained are in accordance with file structure standards (e.g. file attributes are logged, file content is ordered by date and provide a continuous record of activity; files are devoid of duplicate records).

30. Ensures records management and filing practices are in accordance with the Regional District's Records Information Management (RIM) Program. Ensures the physical security of File Room(s) and records while performing records management tasks.

31. Stays within scope of authority, refraining from accessing or handling closed records. Ensures confidentiality is maintained when handling sensitive information, including information containing personal information.

32. Maintains electronic tracking system pertaining to renewal dates associated with Regional District Contracts and Agreements.
33. Contributes to the development and maintenance of the Regional District's Corporate Library. Reviews local newspaper(s) for the purpose of collecting and archiving relevant published information pertaining to the Regional District. Handles newspaper subscription renewals, as directed.

EDUCATION, EXPERIENCE & TRAINING:

1. Completion of Grade 12 or equivalent
2. A minimum of two years' experience in an Administrative Professionals' role
3. Demonstrated proficiency with office equipment, computers, advanced email, Internet, word processing, spreadsheet, and keyboarding skills
4. Post-secondary education including a certificate or diploma in Office Administration or equivalent combination of office experience and technical skills, is an asset
5. Holds a valid BC Driver's License (Class 5)

KNOWLEDGE, SKILLS & ABILITIES:

1. Demonstrates strong administrative professionals' core skills and abilities
2. Demonstrates excellent interpersonal, oral, and written communication skills
3. Demonstrates the ability to handle sensitive matters with tact and diplomacy, and responds in a professional and courteous manner when interacting with others, especially when serving in the role of receptionist
4. Demonstrates a high degree of accuracy and thoroughness, with a strong attention to detail
5. Demonstrates sound judgement, analytical, and problem-solving skills
6. Demonstrates exceptional organizational and time management skills, and the ability to multi-task effectively
7. Demonstrates the ability to work well under pressure and responds to requests and situations with an appropriate level of urgency
8. Demonstrates ability to work in a team environment and to work independently, with minimal supervision
9. Demonstrates knowledge of corporate records management practices associated with the position (e.g. filing of records)
10. Demonstrates ability to learn software applications associated with the position
11. Demonstrates the critical importance of respecting and maintaining confidentiality in the best interest of the organization

This position description has been designed to serve as a guide for the individual holding the position and for those managing and evaluating the work performed by this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position, nor is it intended to be an all-inclusive list of required knowledge, skills and abilities. This position description also serves as a foundational human resource management tool and is used by the organization to support: recruitment and selection; performance planning, monitoring and evaluation; training and development; and succession planning processes. This position description will be reviewed from time-to-time, and is subject to change to meet the needs of the organization.



Job Description
Scale House Attendant

Department	Environmental Services Division, Asset Management and Strategic Initiatives
Reports To	Waste Diversion Supervisor
Job Description Approval Date	May 8, 2024
Job Description Approved By	Chief Administrative Officer

POSITION & DEPARTMENT SUMMARY:

Under the direct supervision of the Waste Diversion Supervisor, the Scale House Attendant is a unionized position responsible for providing Scale House services at the Regional District's Resource Recovery Centre (RRC). The Environmental Services Division, within the Asset Management and Strategic Initiatives Department, plans, manages, evaluates, and oversees delivery of functional elements of waste management.

Serving as the first point of contact, the Scale House Attendant is a key interface between the RRC and its users, contributing to the overall efficiency, safety, and compliance of the waste management process. The Scale House Attendant is responsible for weighing and recording incoming and outgoing residential and commercial materials. Additional duties include communicating with drivers, providing site and program information, and addressing inquiries related to waste disposal procedures. Scale House Attendants collaborate with other facility personnel to coordinate the efficient flow of vehicle traffic on site.

The Scale House Attendant position requires teamwork, strong attention to detail, effective communication, efficient data entry, organized records management, a commitment to upholding the Regional District's goals, and a commitment to upholding the regulatory standards of waste management operations. Scale House Attendant shifts are scheduled to support the operating hours of the RRC, Monday through Saturday.

KEY DUTIES AND RESPONSIBILITIES

Waste Management Practices

1. Contributes to the effective implementation of waste management and diversion practices, and the promotion of environmental stewardship, by staying abreast of Regional District's Solid Waste Management Bylaws and Solid Waste Plan objectives, as per the scope of the position. Maintains knowledge of RRC policies and procedures.
2. Engages in cross-training to ensure proficiency in all aspects of the job, including scale house duties, the proper sorting and allocation (diversion) of materials on-site, emergency procedures, public safety, and occupational health and safety.

Customer Service

3. Serves as the first point of contact for the RRC, welcoming both residential and commercial customers. Conducts all customer interactions adhering to the Regional District's customer service standards, ensuring a consistently professional and courteous environment. Fosters a positive customer experience by:
 - a. Advising and explaining applicable tipping fees for different material types
 - b. Communicating directions to proper disposal areas within facility, as per materials type(s)
 - c. Educating the public on waste, recycling, and organic disposal practices
 - d. Responding to general inquiries and effectively problem solving

Scale House Weigh Scale Operations

4. Maintains a high level of proficiency in operating Scale House equipment, including inbound and outbound scale, traffic control equipment, camera and video systems, and communication devices.
5. Conducts routine housekeeping duties for the Scale House. Supports the maintenance, functioning, and calibration of scale house equipment to ensure continuity of scale house services.
6. Works in cooperation with other Scale House Attendants to efficiently process high transaction volumes, contributing to the smooth operation of the facility by:
 - a. Directing traffic flow using signal lights to stop/start incoming and outgoing vehicle movement
 - b. Conducting screenings and inspections of loads to identify materials being received
 - c. Diverting recyclable materials to a recycling facility whenever possible
 - d. Determining applicable tipping fees as per qRD Bylaws

Scale House Financial Transactions

7. Performs scale house operations to ensure financial transactions of received materials are as per the Regional District's Fees and Charges Bylaw and accounting procedures. Duties relate to:
 - a. Identifying customer type and creating and updating customer accounts, as per policy
 - b. Utilizing a solid waste software program and scale equipment to record incoming and outgoing vehicle weights
 - c. Ensuring material types and weights are recorded accurately
 - d. Applying correct tipping fee to material received
 - e. Collecting and processing payments or account charges, and issuing receipts
 - f. Balancing and reconciling daily transactions
 - g. Preparing and handling bank deposits
 - h. Compiling daily and weekly sales summaries / reports on financial data, materials quantities, and operational metrics as per established parameters

Materials Management

8. As per the direction of the Waste Diversion Supervisor, works diligently with site personnel to ensure the accurate sorting of materials into designated bins and disposal areas, and prevents prohibited materials from entering the general waste stream by:
 - a. Maintaining an understanding of site rules and regulations
 - b. Maintaining understanding of recycling programs affiliated with the site
 - c. Directing customers to separate mixed loads into appropriate areas on site
 - d. Monitoring site camera feeds
 - e. Advising customers on facility procedures and layout
 - f. Educating customers on the best practices for waste diversion, within scope of position
 - g. Reporting non-compliance incidents to the Waste Diversion Supervisor
9. Assists with waste diversion tasks as requested by the Waste Diversion Supervisor.

Facility General Operations

10. Provides reception services for the RRC site and provides general administrative and clerical support to the Waste Diversion Supervisor and Manager of Environmental Services, as directed.
11. Performs Scale House opening and closing shift responsibilities. Adheres to security protocols and maintains situational awareness to uphold safety and security during facility operations.

12. Participates in daily briefings to stay aware of any hazards, special procedures, or educational topics in order to safely and effectively perform duties.
13. Contributes to the overall cleanliness and organization of the site, including assisting operations staff with minor outdoor tasks such as litter pickup or moving small debris/items during periods of lower customer activity.
14. Undertakes other duties and special projects as assigned by the Waste Diversion Supervisor and Manager of Environmental Services.

EDUCATION, EXPERIENCE & TRAINING:

Preferred:

1. Experience and knowledge of scale house and transfer station operations, preferably in a local government setting.
2. Post-secondary education in accounting or bookkeeping is considered an asset.

Required:

1. High School Diploma along with at least six (6) months of experience in a related field or an equivalent combination of training and experience.
2. Proficient in Microsoft Office software for email, word processing, and spreadsheets.
3. Class 5 BC Driver's License.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of environmental legislation and Regional District bylaws related to waste diversion and recycling programs and best practices. Demonstrates understanding of different material types and proper sorting/disposal in relation to Regional District diversion programs.
2. Knowledge of WorkSafe BC Regulations and safety protocols related to the position. Demonstrates adherence to safety protocols and procedures for working near vehicles/equipment, ensuring the safety and well-being of personnel and customers.
3. Demonstrates proficiency in utilizing equipment and software programs required for success within the position (e.g., scale equipment, office and sales equipment, MS Office programs, waste management programs, cameras, radios, etc.).
4. Demonstrates exceptional customer service, interpersonal, and communication skills; proficiently handling customer inquiries, providing clear instructions to direct the actions of customers, and efficiently addressing concerns or conflicts in a courteous and tactful manner.
5. Demonstrates strong attention to detail and accuracy with excellent math skills to efficiently calculate fees and execute cash handling proficiently.

6. Demonstrates superior organizational and time management skills in a high-pressure, high-volume customer service work environment.
7. Ability to work effectively within a team, contributing to a positive, safe, and productive work environment.
8. Ability to stand or sit for long periods, work outdoors year-round in all weather conditions, and perform job tasks while encountering elements commonly associated with the handling of municipal solid waste and recyclable materials (e.g., dust, noise, odours, etc.).
9. Ability to work flexible work hours, including weekends.
10. Ability to lift, carry or organize equipment and supplies as required.

This position description has been designed to serve as a guide for the individual holding the position and for those managing and evaluating the work performed by this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position, nor is it intended to be an all-inclusive list of required knowledge, skills, and abilities. This position description also serves as a foundational human resource management tool and is used by the organization to support: recruitment and selection; performance planning, monitoring and evaluation; training and development; and succession planning processes. This position description will be reviewed from time-to-time, and is subject to change to meet the needs of the organization.