

BUILD A CITY. BUILD A FUTURE.



CLERK 3 – FRONT COUNTER SERVICES

AUXILIARY

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Union – CUPE Local 402 – Auxiliary (2 positions)

SCOPE

The City of Surrey has two Clerk 3 positions within the Planning and Development Department – Building Division where the primary focus will be to receive, triage and answer departmental inquiries and questions from the public, focusing on incoming phone calls and other digital communication channels. This position plays a key part in delivering excellent customer service, supporting the permitting application process, acting as first point of contact and providing support to other internal sections.

RESPONSIBILITIES

- Receive inquiries for the Planning and Development Department, providing information or transferring the request to the appropriate service unit.
- Research and communicate information available in AMANDA, COSMOS, and City Website.
- Provide customer service excellence over the phone, at the front counter, through emails or permit portal.
- Provide application support.
- Process appointment requests with clients.
- Review and verify a wide variety of records, statements and office records for accuracy, completeness, and conformance with departmental regulations.
- Assist other staff in performing their duties.
- Understand and explain departmental operations and procedures and other City functions.
- Prepare and post schedules, sign up notices and charts.
- Perform related duties as required.

QUALIFICATIONS

- Completion of Grade 12, supplemented by several courses in word processing, office practices and PC office applications.
- Minimum 2 years experience and training in an office environment.
- Must have accurate typing speed of 40 wpm.
- Ability to work within a team environment

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- Provide excellent customer service to all including, clients, consultants, the public, external agencies and staff.
- Ability to communicate effectively both orally and in writing
- Independence in judgement taken in performing the duties of the position

OTHER INFORMATION

Pay Grade: 12

Hourly Rate: \$30.12

Pay Steps	Hourly Rate
Step 1	\$30.12
Step 2 (6 months)	\$30.71
Step 3 (18 months)	\$31.53
Step 4 (30 months)	\$31.97

This Posting Closes on May 16, 2025.

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