Position Title: Clerk II – Building and Bylaw	**Department:** Building Department
Date: July 2026	
Reporting Manager Title: Chief Building Official **Reporting Supervisor Title (if applicable):** Clerk IV – Building and Bylaw	

Position Summary:

Reporting directly to the Chief Building Official, the Clerk II – Building and Bylaw provides coverage and administrative support to Building and Bylaw and Satellite Office Clerks across the Cariboo Regional District. This position performs reception, clerical, cashiering, customer service, and building-permit-related tasks and supports daily front-office operations. The role is responsible for maintaining accurate records, processing payments, assisting with correspondence, and supporting staff and the public through professional communication and service delivery.

Essential Duties and Responsibilities:

Customer Service & Front-Counter Support

- Responsible for daily operation of the front office, including responding to customer inquiries, answering incoming calls and emails, processing complaints.
- Provide general information to the public insuring inquiries are addressed promptly and referred to the appropriate staff or resources as required.
- Maintain professional, courteous, and customer-focused service.
- Perform clerical tasks such as keyboarding, proof-reading, filing, photocopying, recording crew talks, delivering messages, and preparing routine correspondence, letters, memos, purchase orders, and reports as required.
- Receive, process, and distribute incoming mail and emails, and prepare outgoing mail.
- Maintain reception area and attendance records.
- Open and close offices as per security procedures.
- Provide backup support to other district Clerks as required.

Administrative & Clerical Support

- Provide assigned house numbers and respond to house numbering enquiries.
- Retrieve and compile file information and data as required.
- Prepare monthly rural refuse service schedules, refuse reports, and building permit summaries for distribution.
- Produce and distribute Committee agendas and record and type minutes of meetings as required.
- Assist with basic research, data analysis, and participate in special projects as assigned.

- Provide orientation for new employees as required.
- Bylaw admin tasks for district offices.
- Perform other related duties as required.

Building Department Support

- Receive, and review building permit applications for completeness to create building permit files.
- Open and track building permit files, including preparing reference cards and labeling files.
- Notify owners and builders regarding permit processes.
- Schedule building inspections and maintain inspection calendar.
- Maintain and update building permit records in both CityView and paper file format.
- Update and submit building statistic reports.

Cashiering & Financial Transactions

- Receive payments, issue receipts, and reconcile daily transactions.
- Record transaction data.
- Prepare cash receipt entries for deposits.
- Complete daily closeout duties.

Financial Resources:

- Receive and record fees.
- Maintain and monitor petty cash float.
- Order and purchase supplies as required.
- Submit expense reports as required by Finance Department.

Technical Expertise:

Knowledge

- Knowledge of customer service, administrative practices, office procedures, records management and filing systems.
- Understanding of cash handling processes and transaction balancing.
- Familiarity with building permit processes and departmental workflow requirements.
- Knowledge of booking and registration systems.
- Understanding of confidentiality and information-handling protocols.

Skills

- **Communication:** Ability to communicate effectively and interact professionally with the public and coworkers with courtesy, tact, and diplomacy.
- **Organization:** Ability to prioritize workload efficiently and manage competing tasks accurately.

- **Technical Proficiency:** Ability to use Microsoft Office applications, office equipment, and relevant databases.
- **Customer Service:** Ability to resolve enquiries effectively and direct the public appropriately.
- **Administrative Skills:** Ability to keyboard, proofread, prepare correspondence, and manage files.

Abilities

- **Teamwork:** Ability to work collaboratively with staff across multiple locations.
- **Independence:** Ability to work with minimal supervision while following procedures.
- **Adaptability:** Ability to adjust to changing priorities and provide coverage in multiple satellite offices.
- **Confidentiality:** Ability to handle complaints and sensitive documentation discreetly.
- **Customer Relations:** Ability to manage challenging or emotional customer interactions with professionalism.

Education, Experience, and Qualifications Required:

- Completion of Grade 12 or equivalent.
- Post-secondary education certificate in business/office administration or an equivalent combination of education and training that demonstrates the required competencies.
- Minimum of four (4) years' experience in office administration.
- Minimum typing speed of 50 wpm.
- Advanced proficiency in Microsoft 365 applications (Word, Excel, PowerPoint, Outlook, and Teams).
- Experience with customer service, cashiering, and administrative support in a front-office environment is considered an asset.

Working Conditions:

Work Environment: Inside office work within all district office locations. Shared workspace environment with co-workers. Regular interaction with the public. May require overnight stays within the Cariboo Regional District.

Physical Requirements: Ability to sit, stand, and perform clerical work for extended periods. Ability to lift and handle office files, supplies and materials.

Work Schedule: Schedule based on departmental needs, including coverage for staff absences, peak workloads, and operational requirements in all district offices. Flexibility is required to travel between office locations as assigned.

Stress and Responsibility: Responsible for accurate processing of payments, records, and public enquiries. May encounter difficult or upset individuals.

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