



TOWN OF ALTONA

POSITION TITLE: Community Services Clerk
REPORTS TO: Manager of Community Services
SUBORDINATE POSITIONS: Not applicable
POSITION SUMMARY: The Community Services Clerk creates a positive experience for residents & visitors by providing customer service, responding to requests and inquiries, and is responsible for maintaining current and accurate records.
LAST UPDATED: April 2026

DUTIES:

Community Services

- Provide customer service by responding to or re-directing in-person, telephone and e-mail inquiries, including responding to general information inquiries via email or forwarding them appropriately.
- Process all transactions accurately and effectively via e-transfer, EFT, cheque, cash and card
- Provide visitor information services, including updating physical and digital tourism and information resources
- Process requests from the public including but not limited to:
 - Street closures
 - Cemetery record inquiries and plot sales
 - Voter registration
 - Commissioner of Oaths service
 - Animal, business & raffle licenses
 - FIPPA requests
 - Tax certificates
 - Invitations to Mayor/Council for special events
 - Delegation requests
 - Water service changes
 - Clarification of bylaw/policy
 - Bulk water service

Administrative Services

- Maintain & update tax roll as changes are received from Land Titles.
- Assist the Finance Officer with the annual preparation of the tax roll.
- Sort, assemble and mail property tax bills, utility bills, and other correspondence.
- Organize and maintain filing system for correspondence, reports, property information documents
- Maintain accurate and complete cemetery records
- Assist the Public Works Manager with updating the database in the Geographical Information System including assessment information, property tax data and/or utilities infrastructure.
- Act as the point of contact for the RPGA Planning District Manager for permitting and water services
- Manage and replenish inventory of office supplies as required.
- Coordinate the scheduling of meeting spaces, arrange meals and set up meeting rooms for various meetings as required.
- Pick up and drop off mail at the post office daily. Open, sort and distribute incoming mail.
- Administration of waste collection service, including scheduling and communicating to the public, and reporting as required by MMSM/MARRC.
- Provide general administrative support to all departments as needed, or fulfill other related duties as required by the Chief Administrative Officer.

REQUIRED QUALIFICATIONS AND TRAINING:

- Strong communications skills, verbal and written
- Excellent customer service skills
- Effective interpersonal skills
- Strong organizational skills
- Detail oriented and able to follow instruction
- Ability to multi-task and prioritize
- Ability to work independently with minimal supervision, as well as in a team
- Strong Microsoft Office computer skills (Word, Excel and Outlook) are essential
- Data entry experience