



### **Job Description**

<b>JOB TITLE:</b>	Operations, Parks and Facilities Clerk (Contract)
<b>DEPARTMENT:</b>	Operations & Development
<b>SUPERVISOR'S TITLE:</b>	Director of Development and Operations
<b>SUPERVISES:</b>	Directly:                 None Indirectly:             None
<b>JOB DESCRIPTION DATE:</b>	March 2026

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### **Position Summary**

Administers and supports Parks and Facilities rentals and the administration of rental processes in accordance with established policies and procedures. Provides customer service at Town Hall, including telephone and counter service. Responds to inquiries and assists with customer concerns related to Operations, Parks, and Facilities. Provides administrative and operational support to the Director of Development and Operations, Manager of Operations, Parks and Facilities, and Operations Supervisor.

### **Duties and Responsibilities**

- Receives and logs public inquiries and service requests related to Operations, Parks, and Facilities; routes items to appropriate staff and updates records as information is received to support a timely resolution.
- Creates and updates service requests in City-Wide Maintenance Manager based on public inquiries and staff direction.
- Provides front-counter and telephone customer service; offers general information and refers technical, complex, or sensitive matters to Manager or Supervisor.
- Maintains service request records and prepares routine summaries for Manager and Supervisor review.
- Performs administrative and clerical duties including filing, preparing correspondence, processing documentation for road occupancy permits and road closures, and updating procedures as directed.



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- Assists with gathering documentation for budget preparation and procurement processes under management direction.
- Coordinates and processes rental requests; verifies documentation and payments; communicates operational requirements to Operations and Facilities staff.
- Coordinate seasonal user group allocations in accordance with the Town's sports fields and outdoor facilities allocation policy.
- Tracks licence renewals for Town owned fleet.
- Coordinates maintenance and replacement programs (e.g., boulevard trees, seasonal maintenance, street lighting) with external contractors as directed by the Manager or Supervisor.
- Maintains departmental calendars; schedules meetings as required.
- Perform other related administrative duties as assigned.

### **Qualifications and Experience**

- Diploma in Office Administration or related field, or equivalent combination of education and experience.
- One (1) year of administrative experience, preferably within a municipal or public service environment.
- Working knowledge of Parks, Operations, and Facilities administrative processes.
- Familiarity with applicable municipal legislation and standards considered an asset.
- Proficiency in Microsoft Office (Excel, Word, Outlook); experience with municipal systems such as Keystone and City-Wide Maintenance Manager considered an asset.

### **Skills**

- Strong customer service and interpersonal skills with the ability to respond courteously and professionally to public inquiries.
- Effective verbal and written communication skills.



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- Good organizational skills with the ability to manage multiple tasks and competing priorities in a fast-paced environment.
- Ability to exercise sound judgment and discretion when handling inquiries and confidential information, referring complex or sensitive matters to supervisory staff as appropriate.
- Ability to follow established policies and procedures while maintaining accuracy and attention to detail.
- Ability to work effectively as part of a team and collaborate with internal departments.
- Basic problem-solving skills to address routine administrative matters.
- Proficiency in standard office software and administrative systems.
- Ability to maintain confidentiality of records and information.

### **Working Conditions**

- Normal working hours are 35 hours per week, Monday to Friday, 8:30 a.m. to 4:30 p.m.
- Standard office environment with occasional need to adapt to fast-paced or stressful situations.
- Work involves mental and visual concentration with frequent interruptions, including responding to in-person inquiries, phone calls, and emails.
- Must be able to deal effectively and courteously with the public.
- May be required to work outside of normal hours to support certain functions and meet deadlines.
- The role requires 100% on-site presence and is not eligible for remote work arrangements.
- The role operates in an open-concept office with individual cubicles and exposure to routine ambient noise associated with conversations, staff activity, music, and client interactions.