



VILLAGE OF GOLD RIVER

Job Description

POSITION: Casual Float Clerical	DEPARTMENT: All
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GENERAL ACCOUNTABILITY

Under the direction of the Department Supervisor or designate, the Casual Float Clerical provides temporary support and coverage across all municipal departments as operational needs require. The incumbent performs a variety of administrative, customer service, clerical, operational, and support duties and may be assigned to different departments, functions, and work locations from time to time.

The position requires flexibility, adaptability, and the ability to quickly learn departmental procedures while maintaining a high standard of service to the public and fellow employees.

The Casual Float Clerical may be assigned to provide temporary coverage for specialized operational positions, including the Drop-Off Depot Attendant, during employee absences, vacations, training, peak workloads, or other operational requirements. Where assigned, the employee will carry out duties specific to the position being covered, provided appropriate training and orientation have been completed.

TYPICAL DUTIES AND RESPONSIBILITIES

- Provides temporary staffing support for employee absences, vacations, peak workloads, special projects, and operational requirements across all departments.
- Performs clerical and administrative duties including data entry, filing, records management, correspondence preparation, document scanning, cashier and reception duties.
- Responds to public inquiries by telephone, email, and in person, providing information or directing inquiries to the appropriate department.
- Assists with cash handling, receipting, payment processing, and balancing procedures as assigned.
- Assists with program delivery, customer service, community events, and public-facing activities as required.
- Maintains accurate records and files in accordance with organizational policies and procedures.
- Operates standard office equipment and computer software applications.
- Works collaboratively with staff across departments to ensure continuity of service.
- Performs other related duties as assigned.
- Provides temporary coverage for operational positions, including the Drop-Off Depot Attendant, and performs assigned duties such as customer service, cash handling, record keeping, weigh scale operation, and site monitoring following appropriate training.



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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Grade 12 diploma or GED equivalent.
- Experience in an office, customer service, administrative, or municipal environment is considered an asset.
- Working knowledge of Microsoft Office applications, including Word, Excel, Outlook, and related software.
- Ability to learn and use a variety of departmental software programs and office technologies.
- Strong organizational and time-management skills.
- Ability to adapt to changing work assignments and priorities.
- Ability to communicate effectively and courteously with staff, elected officials, contractors, and the public.
- Ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Ability to work independently with minimal supervision and as a member of a team.
- Ability to understand and carry out oral and written instructions.
- Ability to establish and maintain effective working relationships with employees and the public.

WORKING CONDITIONS

- CASUAL, ON-call position with no guarantee of hours.
- Hours of work will vary according to operational requirements.
- May be assigned to various departments, facilities, or work locations.
- May involve periods of standing, lifting, filing, computer work, and interaction with the public.
- May be assigned to work at the Village Drop-Off Depot and other municipal facilities as operational requirements dictate and following position-specific training.
- Must be able to adapt TO VARYING WORKPLACE ENVIRONMENTS AND RESPONSIBILITIES.