SIMON FRASER UNIVERSITY
HUMAN RESOURCES

Date August 12, 2014

Invites applications for the following position (s):

COMPETITION NUMBER: 318

C.U.P.E. Local 3338 – Continuing Position

CLERK, GRADE 6
RESIDENCE & HOUSING

POSITION NUMBER: 102658

POSITION OUTLINE:

Acts as the first point of reference for all clients to provide high levels of customer service related to Residence & Housing and Guest Accommodations. In accordance with university policies and department procedures, responds to general enquiries and problems regarding applications, reservations, maintenance requests, payments, and room selections. Receives and processes payments for all services and materials supplied through Residence & Housing and is responsible for maintaining accurate student and guest records. Performs other duties and responsibilities consistent with the job description and classification on request. **Please note: This position works Sunday to Thursday either 9:15am to 4:45pm or 9:45am to 5:15pm.**

QUALIFICATIONS:

- ** High School graduation and training of moderate duration (equivalent to one semester) in word-processing and database applications, and in office practices.
- **2 years of related experience.
- 55 wpm keyboarding skill with a high degree of accuracy.
- Ability to use word processing, database, and electronic mail applications (e.g., Word, PeopleSoft, Zimbra) at an intermediate level.
- Excellent interpersonal and customer service skills.
- Excellent oral and written communication skills.
- Excellent analytical reasoning, problem solving and organizational skills.
- Ability to exercise mature judgment and initiative.
- Ability to perform arithmetic calculations with a high degree of accuracy.
- Ability to perform credit card, debit card, and cash transactions and to balance receipts with a high degree of accuracy.
- Ability to maintain records with a high degree of accuracy.
- Ability to handle confidential/sensitive material with discretion.
- Ability to complete a high volume of work accurately.
- Ability to work with frequent interruptions.
- Ability to prioritize work and to multitask.
- Good problem solving skills.
- Good intercultural communication skills
- Good knowledge of standard office practices, methods and equipment.
- Good knowledge of Freedom of Information and Privacy Act as it applies to student records.
- Ability to work flexible hours including weekdays, weekends, evenings, and holidays.
- Ability to lift, move or carry materials up to 10 kg.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

BI-WEEKLY SALARY: $1,446.22
START DATE: ASAP

A detailed resume and cover letter quoting **Competition #318** must be received in our office by **4:30 pm on August 18, 2014,** addressed to the attention of Deborah Walker, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.
We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment
A more detailed job description may be obtained at www.sfu.ca/jobpostings