TOWN OF REDCLIFF
POSITION DESCRIPTION

Title: **Service Writer- Temporary Full Time**

Pay Grid: Clerk 4

Position Requirements:

- Certificate, Diploma, or a degree or enrolled in program related to field from a recognized post-secondary institute.
- Minimum of 2 years' experience in a position related field
- Working knowledge of the Municipal Government Act, and legislation related to position
- Experience with publishing software, and other position related technology
- Well-developed organization and interpersonal communication skills
- Must possess the necessary organization and time management skills to meet strict deadlines while performing a wide variety of tasks
- Excellent reading, writing and verbal communication skills
- Excellent customer service and interpersonal skills
- Ability to work independently with minimal supervision
- Ability to plan, prioritize and manage workload including the ability to tolerate frequent interruptions and still meet deadlines
- Strong prioritizing and multi-tasking skills
- Knowledge of procedures and regulations related to position
- Ability to control and balance various records and summaries related to the position
- Ability to make decisions in accordance with established procedures and policies
- Advanced skill level with Microsoft Office Products
- Ability to work independently and as a part of a highly efficient team
- Ability to ensure all work-related information is kept confidential as per policy and in accordance with the Freedom of Information and Protection of Privacy Act
- Ability to deal wit the public with professionalism, diplomacy, and tact
- Ability to understand and execute written and oral instructions
- Criminal records check in accordance with Policy 55.

Relationships and Contacts:

Supervisor: Municipal Works Manager

Subordinate: N/A

Responsibilities:

- Possess and maintain a valid class 5 driver's license.
- Plans, controls, and delegates the delivery of Fleet Services.
- Conducts research relative to vehicles and parts as well as improves on or creates policies and procedures for Fleet Services.
- Remains aware of and ensures completion of annual equipment maintenance inspections based off annual maintenance contracts as required.
- Attends and participates, as required, in regular staff meetings in conjunction with

technicians.

- Provides input into corporate and strategic planning sessions.
- Contributes and assists in a positive manner as a team member Fleet Services.
- Responds in a timely manner to inquiries from administration.
- Completes purchase orders and works with Accounts Payable to ensure prompt payment of invoices.
- Monitors department expenditures and fuel usage, inputs fuel consumption records into Town's asset/fleet management software.
- Assists in ensuring compliance with Town policies and health and safety policies and programs.
- Ensures a positive image is portrayed to the public indicating the municipality's commitment to excellence in service for the residents of the Town of Redcliff.
- Assists with the preparation of the operating/capital budgets and monitors department expenditures.
- Creates work orders upon request by phone, email, or in person communication.
- Liaises with technicians on all work being performed.
- Creates, tracks, and completes work orders once service is complete in the Town's asset/fleet management software.
- Orders parts as necessary or as indicated by technicians.
- Assists administration with surplus equipment disposal as required.
- Monitors inventory use as directed.
- Other duties as assigned.

Approved: _____
Municipal Manager

Approved/Revision Date: Nov 5, 2026