



The City of Pembroke Treasury Department is currently seeking a **Full-Time Temporary Office Clerk** to join their team for up to 5 months. This is a replacement position.

About Us

The City of Pembroke is the Heart of the Ottawa Valley. You can do it all from beautiful Pembroke thanks to our unparalleled quality of life, competitive property costs, cost of living, critical infrastructure, healthcare, education resources, and proximity to Ottawa. Enjoy a work-life balance set according to your terms in Pembroke. Learn more about us at www.pembroke.ca

Position Summary: Reporting to the Treasurer, Director of Corporate Services, the Office Clerk provides front-line customer service, reception, and clerical support for City Hall operations. The position responds to telephone, email, and counter inquiries; provides information to the public; issues a variety of licences, permits, and receipts; and performs administrative support duties for multiple departments.

Qualifications:

- (1) Minimum College Certificate/Diploma in Business or Office Administration and familiarity with office procedures and bookkeeping principles.
- (2) Marriage Officiant and Commissioner of Oaths training is an asset.

Hours of work:

Monday- Friday 8 am- 4pm
1820 hours annually (35 hours a week) with occasional overtime.

Salary and Benefits:

- \$52,986.94 annually (2026) plus 4% vacation pay.
- OMERS defined pension, including 100-per-cent employer matching.

Applicants are invited to submit in confidence a detailed cover letter and resume by 12pm on **Friday May 8th, 2026.**

Arin Crinnion - Human Resources Advisor
City of Pembroke
1 Pembroke St. East, Pembroke, ON K8A 3J5
Email: HR@pembroke.ca

The City of Pembroke is an equal opportunity employer and encourages applications from all qualified individuals.



We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. No telephone calls please. We may use AI in our hiring process.

Personal information submitted will be used for the sole purpose of this competition. It is collected under the authority of *The Municipal Act, RSO 2001*, and will be used in accordance with *The Municipal Freedom of Information and Protection of Privacy Act* for employment purposes.



City of Pembroke
Treasury Department
Job Description

TITLE:	Office Clerk
DEPARTMENT:	Treasury
REPORTS TO:	Treasurer/Deputy Clerk

Position Summary:

Reporting to the Treasurer, Director of Corporate Services, the Office Clerk provides front-line customer service, reception, and clerical support for City Hall operations. The position responds to telephone, email, and counter inquiries; provides information to the public; issues a variety of licences, permits, and receipts; and performs administrative support duties for multiple departments.

Education/Qualifications/Experience:

- (1) Minimum College Certificate/Diploma in Business or Office Administration and familiarity with office procedures and bookkeeping principles.
- (2) Marriage Officiant and Commissioner of Oaths training is an asset.

Skills and Abilities:

- 1) Must possess a high level of interpersonal and customer service skills, in order to meet and serve the public well.
- 2) Must possess an excellent telephone manner and project a good public image.
- 3) Must possess a general knowledge of bookkeeping procedures and practices and apply this knowledge with a minimum of supervision.
- 4) Must have the ability to type letters, reports, minutes and other documentation, accurately and with satisfactory speed, and update the City's website.
- 5) Be capable of acquiring, within a short period of time a good knowledge of the City's telephone system, website, and City operations.
- 6) Be capable of lifting, handling, delivering City mail up to 10 lbs.



- 7) Be familiar with computer applications including Microsoft Word, Excel and Outlook. Familiarity with Canva would be an asset. A high level of confidentiality, communications and customer relations skills and the ability to prioritize workload and meet deadlines.
- 8) Knowledge of municipal vital statistics requirements, and licensing is an asset.

General Scope of Duties:

- 1) To handle incoming and outgoing calls through the City's telephone system, incoming emails to the City's general email account and provide front desk customer service, provide a broad range of information on the Community and provide a high level of competence in meeting these demands.
- 2) To carry out, under supervision, these duties imposed by, The Marriage Act and similar legislation.
- 3) To issue licences. (Marriage, Lottery, Business, etc.) and manage any associated inquiries and reporting. Ensure compliance with regulating laws, regulations, by-laws and departmental requirements, liaising with City departments, outside agencies and organizations as required.
- 4) To serves as Commissioner of Oaths and Marriage Officiant.
- 5) To administer City Hall mail including pickup, distribution and mail outs including registered mail.
- 6) To issue donation receipts and maintain log.
- 7) To issue parking permits and maintain log.
- 8) To administer and coordinate City Hall Treasury purchasing and equipment maintenance.
- 9) To provide backup to existing staff in the capacity of a cashier for the receipt of revenues received or to be received by the City, its Departments and Local Boards; and an accounts payable clerk for the processing accounts payable invoices—if and when required.
- 10) Assist the Clerk's department in the processing of burial permits.
- 11) To receive, record, reconcile and safeguard the receipt of funds due and payable to the City.
- 12) To provide administrative support to the Treasurer/IT Dept/Ottawa River Transit (ORTC) including monthly credit card reconciliation.
- 13) To update/maintain portions of the City website and the ORTC website.



- 14) With content provided by Treasury staff, to develop Treasury Department and ORTC flyers, brochures and other communication materials for distribution to the public or internal staff.
- 15) Assist Treasury staff with mail-outs.
- 16) To carry out other related duties as assigned.

Decision Making and Judgement:

- The incumbent exercises judgment in the performance of assigned office clerical duties in situations where guidelines exist but are not always specific to the circumstance. The position requires the ability to assess information, establish priorities, respond to routine inquiries, and take appropriate action within established parameters, referring matters outside normal practice to the appropriate authority.

Accountability:

- The incumbent is accountable for the accuracy, completeness, and timeliness of clerical and administrative support functions. The position has responsibility for ensuring information, documentation, and records are processed and maintained correctly, recognizing that errors or omissions may negatively impact workflow, customer service, and departmental operations.

Leadership/Supervision:

- This position has no supervisory responsibilities.

Interpersonal Skills and Contacts:

Internal

- Council
- Senior and support staff of other departments

External

- General public
- Government ministries and regulatory officials/agencies
- Other municipalities

Working Conditions:

- Office Environment
- Required to work 35 hours per week.
- Overtime work may be required.
- Travel may be required for training.
- Hold a valid Ontario Driver's License.



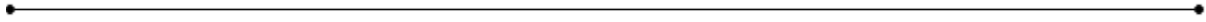
Physical Skill and Effort:

- Lifting or moving up to 10lbs may be required.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and ensuring overall compliance with the City's health and safety program. Follows all guidelines and requirements for employees and employers as legislated under the Ontario Occupational Health and Safety Act.



The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this position.



Hours of Work: 35 hours/week (8:00 AM to 4:00 PM) Monday to Friday
Occasional overtime.