

Job Vacancy

Intermediate Clerk

Service Centre & Service Fredericton

CUPE Local 1709 Salary Scale Step G : \$2,254.10 - \$2,463.10 bi-weekly

Requirements

- Exceptional customer service experience.
- High School and 1-2 year(s) post secondary education. A combination of education and experience deemed equivalent.
- Ability to speak in both official languages at an intermediate level.
- Knowledge of Cogsdale, Oracle, Amilia, HotSpot, and/or other financial systems is desirable.
- Knowledge of Customer Relationship Management and Work Order systems.
- Thorough knowledge of modern office practices, procedures and equipment, including Microsoft 365 Suite.
- Knowledge of the street system and the geography of Fredericton is an asset.
- Ability to effectively and efficiently manage time, workload, and resources to accomplish assigned tasks successfully. Displays reasoning and critical thinking to help solve problems, achieve assigned tasks, collaborate, set goals, and meet deadlines



Send your resume to

HR@fredericton.ca

before July 18, 2025 at 4:30 p.m. AST

Intermediate Clerk

Service Centre & Service Fredericton

Are you ready to be at the heart of Fredericton's action? Connect. Serve. Shine. Shape the City You Call Home.

Join our energetic team as an **Intermediate Clerk**, where you'll be the welcoming voice and trusted resource for residents, businesses, visitors, and internal departments. In this role, you'll ensure our city runs smoothly by managing service requests, processing payments, handling parking administration, and responding to inquiries—all while being part of a supportive, high-energy team. Your work will involve a mix of financial tasks, customer service interactions, and problem solving, making every day unique. If you thrive in a fast-paced environment, love staying organized, and take pride in delivering top-tier service (even over the phone!), this opportunity is for you. Working for the **City of Fredericton** means playing an essential role in making our community a better place to live, work, and play.

What You'll Do:

- Be the friendly first point of contact for requests for services from the public, contractors, outside agencies or internal departments, processing and transmitting information and instructions, tracking the activities of others, and dispatching personnel.
- May be required to perform quick and accurate assessments of calls and handle stressful situations.
- Display reasoning and critical thinking to help solve problems, achieve assigned tasks, collaborate with the public and with coworkers, set goals and meet deadlines.
- Prepare reports to departments as required.
- Provide quality customer service by remaining calm in stressful situations.
- Process payments for city services and permits.
- Create and update statistics.
- Work may vary according to the time of year.
- Other duties as required.

What You Bring:

- A passion for helping people and excellent communication skills both written and verbal.
- Knowledge of Fredericton's geography.
- Ability to effectively and efficiently manage time, workload, and resources to accomplish assigned tasks successfully.
- Team spirit, with the ability to adapt to the ever-changing demands of municipal work.
- Experience with modern office software and a knack for learning new systems.
- Ability to identify issues and develop creative solutions, strategies or ideas for a resolution.
- Adaptability to changing circumstances and situations while being flexible and innovative.

Perks:

- Bi-weekly benefit spending allowance of \$263.26
- Health, Dental and Pension plans
- Get a behind-the-scenes look at how the city operates.
- Work with great people in a fun and fast-paced environment.
- Play a key role in making life in Fredericton even better!

Candidates need to supply a current clear Criminal Records check with their application

Ready to be part of something exciting? Apply today!

How to apply:

Email your resume and cover letter to HR@fredericton.ca on or before July 18, 2025 at 4:30 p.m. AST.



Fredericton



**WHERE CAREERS AND
COMMUNITY FLOURISH**

