



IDENTIFICATION

Department	Position Title	
Environment and Climate Change	Field Operations Support Clerk	
Position Number	Community	Division/Region
23-15996	Fort Simpson	Dehcho

PURPOSE OF THE POSITION

The Field Operations Support Clerk coordinates license issuance at the regional level and assists with Department of Environment and Climate Change (ECC) program delivery through the provision of administrative and reception functions in support of Regional Field Operations and Wildlife functions within the Dehcho Region.

SCOPE

The Field Operations Support Clerk is located at the Dehcho Regional Office in Fort Simpson and reports to the Manager, Wildlife & Environment. The position is responsible for providing field operations support and administrative services at the regional level to Officers, Staff, Clients and the General Public. The position is responsible for coordination of all resource harvest license issuing in the Dehcho Region.

Maintaining records of permits and licenses, ordering required license forms, tags, and other related stock items, maintaining cash controls, processing of applications for General Hunting license, Resident and Non-resident small/big game, guide and outfitting license; Completing data inputs into the licensing information system (LISIN). The position supports field officers in program delivery including the Mackenzie Valley Fur Program which includes tasks such as purchasing fur, entering and maintaining records in the Fur Harvesters Management System (FHMS), assisting local harvesters with fur sales, and exporting fur to auction. The incumbent's workstation is the front desk and they will be the first point of contact for clients and visitors to the Regional Office.

RESPONSIBILITIES

- 1. Coordinates Licensing within Dehcho Region, issues and maintains Records of Permits and Licenses.**



- Maintains an appointment as a Wildlife Guardian required to authorize issuance of license.
- Holds Delegation of Authority to issue Free Timber Cutting Permits up to 60m³.
- Verifies the eligibility of applicants for Outfitter, Guide, Sport Fishing, Sport Hunting, General Hunting and Trapping License.
- Issues or disallows issuance of license pending application review and or the receipt of additional information required to process applications.
- Issues Export Permits.
- Issues Free Timber Cutting Permits.
- Verifies all licenses are complete and correct by review of all license and audit of Vendor Returns.
- Collects revenue for all issued permits, tags, and licenses on a daily basis.
- Maintains an inventory control system to track all accountable license, tags, forms.
- Reviews and confirms completeness and accuracy of all regionally submitted license and forms.
- Data enters all applicable licenses, tags, permits into licensing information system (LISIN).
- Consults with applicable Program Managers and regional staff to ensure current and proposed licenses conform to the NWT Wildlife Act and its associated regulations.
- Inputs wildlife research applications into the research application tracking system.
- Appropriately circulates applications internally for review and comment.
- Reviews applications for appropriate consultation response.
- Prepares permits and letters for issuance as directed.

2. Provides Field Operations Support and Administrative Services at the Regional Level

- Answers general inquiries from callers and visitors.
- Answers telephone and re-routes calls to appropriate staff.
- Takes complaints/ calls for service and refers them to appropriate officers.
- Receives and distributes incoming/outgoing external and internal communications via mail, email, faxes, voice messages.
- Maintains daily tracking of Officer movements, attendance, leave and schedules to ensure accountability for days on strength and direction of messages, calls and correspondence.
- Monitors officer check-in, check-out in support of operational calls, patrols and field work.
- Monitors “Spot/In-Reach” tracking messages for officer safety.
- Maintains inventory controls for accountable items, enforcement forms, tags, documents.
- Tracks shipping and receiving of packages related to administration of field operations.



- Provides word processing and clerical services in support of Field Operations filling system (ORCS/ARCS).

3. Support Regional Delivery of the Fur Program.

- Communicates with Officers, Staff, Trappers and Fur auction to maintain accurate reports regarding fur pricing and sales for trappers, order shipping supplies, and coordinate fur shipment tracking.
- Assists with reconciliation of fur advances issued to trappers with sales data by verifying regional documentation and provision of information to Finance staff.
- Ensures up to date and accurate fur trapper files are maintained within the region.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual physical demands.

Sensory Demands

No unusual physical demands.

Mental Demands

Application of interpersonal skills tact and diplomacy is required when dealing with Clients, Staff and the public who may be upset. Travel may be required to assist other regional offices, assist with regional program delivery or for training.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience and/or training in law enforcement, reading, interpreting, understanding and practical application of Wildlife, Environmental and Forest Management legislation.
- Understanding of Environment and Natural Resources mandated programs and program delivery principles.
- Working knowledge of GNWT policy, practices, procedures.
- Knowledge of word processing, spreadsheet and database software applications.
- Experience or training with computers, data entry for computerized accounting, licensing and financial accounting systems.
- Organizational and coordination skills.
- Verbal and written communication skills.
- Interpersonal relations and customer service skills.



- Accurate word processing ability, transcription, document creation, manipulation and editing.
- Training or experience with basic financial management and accounting processes.
- Materials management and inventory tracking skills.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

The completion of a post- secondary diploma in business administration or related field of study, or directly through one year of related experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

No criminal records check required
 Position of Trust – criminal records check required
 Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
 French preferred

Indigenous language: Select language

Required
 Preferred