

CORPORATION OF THE TOWNSHIP OF GILLIES

JOB DESCRIPTION

POSITION TITLE: Part Time/Casual Administrative Assistant

REPORTING RELATIONSHIP: Reports to the Person who Called Him/Her to Duty – whether Solicitor-Clerk; Treasurer or Reeve.

PURPOSE OF POSITION:

To provide administrative assistant and customer service to the Gillies Township Municipal Office.

SCOPE OF POSITION:

Has a working knowledge of the functions of a municipality.

Complies with direction of supervisor.

Provides excellent customer service.

RESPONSIBILITIES:

1. General Duties

- 1.1 Performs general reception duties
- 1.2 Receives telephone and in-person inquiries and provides appropriate responses or directs inquiries to the proper staff or other organization
- 1.3 Sorts and distributes incoming mail and email
- 1.4 Assists with arrangements for meetings, receptions and special events as required
- 1.5 Assists with maintaining databases (i.e. 9-1-1 listings; assessment roll; name/address changes, etc.)
- 1.6 Pitch-in Tasks: Assists other staff with their duties as required, recognizing that this is a small office and each staff member must contribute to all required duties, regardless of seeming triviality, in order to maintain appropriate levels of service and productivity. All

staff must work co-operatively and assist whenever any one of them is under a heavier than usual workload

- 1.7 Performs other such related duties as may be assigned

2. Specific Duties

- 2.1 Provides office coverage in the absence of regular staff.
- 2.2 Assists with creation of tax billings for mailing
- 2.3 Assists with creation of community newsletter for mailing
- 2.4 Undertakes filing by placing documents into the files marked on them
- 2.5 Accepts building applications – reviews them for completeness – and submits them to Chief Building Official
- 2.6 Issues fire permits
- 2.7 Places notices on the Municipal Website as instructed/authorized; assists with upkeep of the fire safety message boards
- 2.8 Assists with compilation of council agenda, including assembling and copying and/or scanning and/or delivering the council package
- 2.9 Opens and/or closes municipal office at beginning/end of business day as required

WORKING CONDITIONS:

Works in municipal public office conditions and in full view of the public.

Intermittent hours of work on a call-in basis between 8:30 a.m. to 4:30 p.m. Monday through Thursday. When scheduled for a full working day, a half hour unpaid lunch break is anticipated.

Total average hours per week, including office hours and evening meetings, will typically not exceed 15, in order to maintain appropriate budgeting requirements. There may be occasions where, due to illness or other absence of regular office staff that this time period is exceeded.

KNOWLEDGE AND SKILLS:

Must be bondable and trustworthy with municipal assets.

Completion of post-secondary education in a related field is preferred, but not mandatory.

Experience as an administrative assistant in an office setting is preferred but not mandatory. Municipal government and/or municipal financial experience are assets.

Customer service experience is required.

Time management and organization skills, as well as administrative, research and analytical skills are required.

Ability to communicate effectively and concisely, both orally and in writing.

Ability to exercise good judgment, remaining sensitive to the needs and opinions of co-workers and the public.

Ability to work independently with minimal supervision.

Superior customer service skills.

Ability to work well under pressure and meet deadlines.

Ability to lift boxes up to 13kg (30 lbs) from time to time.

October 2013