



POSITION TITLE: Administrative Assistant

DEPARTMENT: Administration

PURPOSE OF POSITION:

- Deliver exceptional front-line customer service.
- Provide administrative support primarily for the Planning and Clerk's departments.

DIRECT REPORT: Director of Corporate Services/Treasurer

MAJOR RESPONSIBILITIES:

Administration (100%)

- Provide customer service by responding to incoming phone calls, emails as well as greeting and assisting visitors at the front counter.
- Accept and process cash receipts, issue dog tags, garbage stickers and waste bins.
- Perform general office duties including typing, filing correspondence, photocopying, scanning, labelling, processing mail, etc.
- Maintain records and filing systems, including property roll files and general correspondence, in accordance with Township's records management policy.
- Assist with administering the records retention policy including storage, monitoring, archiving and destruction of documents.
- Assist Clerk with by-law enforcement matters.
- Maintain and update the Township's website.
- Create social media posts and Township newsletters.
- Issue lottery licenses and permits and maintain vital statistics information.
- Assist with the municipal elections.
- Assist the planning department with building permits and assessment tracking.
- Answer general planning enquiries from the public or real estate agents.
- Organize and tidy the general office areas including the Council chambers, committee room, lunchroom, storage room, and basement.
- Assist with set up and clean up for meetings including coffee and refreshments.
- Assist with daily opening and closing of the front counter.
- Provide back up for all other administrative duties.
- Prepares and maintains internal job manual(s) for this position.
- Other duties as assigned.



QUALIFICATIONS:

- Completion of a post-secondary diploma or degree in office administration, public relations, or equivalent work experience.
- Minimum 2 years of relevant experience, preferably in the municipal sector.
- Working knowledge of Microsoft Office and Adobe Pro.
- Excellent customer service, organizational, and time management skills.
- Exceptional written and oral communication skills.
- Working knowledge of Facebook, Instagram, and X.
- Self-starter with the ability to work independently and as part of a team.
- Experience with TOMRMS filing systems, an asset.
- Working knowledge of municipal and provincial legislation including the *Municipal Act*, and the *Planning Act*, an asset.

WORKING CONDITIONS:

- Moderately routine
- Full-time hours plus additional time as required

PHYSICAL REQUIREMENTS:

- Computer work
- Continuous
- Not physically demanding