

# Administrative Assistant

### Position Summary

This position focuses on assisting the Manager of Corporate Services in the administrative functions of the Municipality and is responsible for the reception of customers at the Main Office. A large part of this role involves public relations, as it is the first point of contact for most residents and business owners to the Municipality. This role also involves processing facility rentals for the Community Centre, Bill Barber Rink, South Shore Community Centre and other facilities/parks throughout the Municipality and issuing dog/cat registrations and fire permits.

### Reporting Requirements

This position reports directly to the Manager of Corporate Services.

### Responsibilities

#### *Administration:*

1. Receives telephone calls and inquiries sent to [info@callander.ca](mailto:info@callander.ca). Communicates information and resolves problems. Researches and responds to all with few exceptions that are of a complex nature.
2. Accepts all payments, including but not limited to tax/water, building permits, planning applications, fire permits, animal tags, and prepare receipts.
3. Assists the Treasury Department in maintaining the cash drawer, including but not limited to counting down the cash drawer at the end of the day.
4. Assists with maintenance of the filing system, the records management process, retention of records and all issues related to MFIPPA and protection of personal property.
5. Files a wide range of files for Administration and Treasury Divisions.
6. Prepares and mails correspondence on behalf of the Manager of Corporate Services.
7. During tax season, assists the Treasury department in responding to property tax enquiries regarding income tax receipts.
8. Maintains databases for dog and cat registrations and issues licenses.
9. Provides information on municipal programs, by-laws and policies to the public.
10. Maintains OCWA public information binder and water reports.
11. Maintains staff directory.
12. Sets up Council Chambers for Council meetings.
13. Assists, when necessary, the Manager of Corporate Services and the Deputy Clerk to prepare and distribute Council package, agenda, resolution, by-laws and minutes and completes correspondence, reports, etc.
14. Schedules meetings in the Council Chambers.

15. Orders stationery, supplies and maintains supplies inventory for the municipal office.
16. Provides in/out mail services and coordinates couriers, distributes incoming faxes.
17. At the request of the Manager of Corporate Services, assists with the technical aspects of remote attendance and livestream of the regular or special Council meetings.

#### *Facility and Park Rentals*

18. Main point of contact for all facility and park rentals.
19. Shows prospective renters the various indoor and outdoor facilities available for rental use.
20. Manages private facility rental agreements and maintains accurate records. Oversees related contracts to ensure compliance with contract documents and legislation.
21. Implements the Community Affiliation Policy and arranges for applications to be added to Council agendas.
22. Coordinates with operations to ensure that the facilities are appropriately cleaned before and after each event.
23. Signs keys/fobs in and out for municipal buildings and receives payment from renters.

#### *Health and Safety*

24. Complies with all health and safety policies and privacy procedures of the Municipality of Callander and identifies to management areas to address to maintain a safe and healthy workplace.

#### *Other*

25. Contributes to a strong and integrated municipal team through positive attitude, training and creativity.
26. Participates as part of the municipal team in serving the residents, business owners and visitors of Callander and providing high quality and affordable services to the taxpayers.
27. Contributes to departmental and municipal-wide goals and objectives and recommends new or improved ways to perform the corporate function.
28. On a back-up basis, assist with the Executive Assistant's role.
29. On a back-up basis, assists with the Deputy Clerk's role.
30. On a back-up basis, assists with the Service Request and Procurement Coordinator.
31. Assists community groups and committees, and provides administrative support, when necessary.
32. Complies with policies and procedures of the Municipality of Callander.
33. Performs other tasks as assigned by supervisor.
34. Back-up for lottery licensing, in the absence of the Deputy Clerk.

#### **Knowledge/Skills**

- Knowledge of records management, retention, MIFPPA.
- Ability to read, understand and interpret clearly all related legislation, regulations, bylaw and policies.
- Ability to recognize, interpret, and analyze discrepancies in information and data.
- Strong verbal communication and writing skills.
- Good networking skills.

- Good computer skills.
- Good listening, problem solving, conflict resolution, customer service and complaint management skills.
- Ability to read, understand and interpret documents.
- Good understanding of the various services provided by the municipality. Ability to reach out and ask questions to various staff to collect the appropriate information and respond back to inquiries in a timely manner.
- A working knowledge of how to complete basic research.
- Good day to day planning, multi-tasking and prioritizing skills.
- Good customer service skills.
- Attention to detail.
- Working knowledge of all office equipment.
- Good keyboarding skills.

### **Experience/Education/Training**

- Post-secondary training in business or office administration or equivalent experience.
- Two (2) years of working experience. Experience in a municipal setting an asset.
- Completion of the Municipal Administration Program through AMCTO an asset.
- Sound working knowledge of statutory and procedural requirements related to Council, and its committees and boards

### **Working Conditions**

This position involves sitting in-office, for desk-related work on a computer with periodic standing to assist customers at the counter. The facility rentals require this individual to access and show the facilities prior to rental confirmation, when requested. The individual must have their own vehicle in order to access the facilities and will be compensated for mileage.

### **Professional Development**

- Municipal Administration Program (Unit 1 and 2)

### **Council's Vision**

It is important for each employee to keep the strategic areas of focus at the forefront of their work practices:

## Strategic Areas of Focus

**BUILD** an Identity

**GROW** private sector investment

Keep Callander **AFFORDABLE** while maintaining quality services

**SUPPORT** a dynamic municipal team