

TAY VALLEY TOWNSHIP

Position Description: Finance – Administrative Assistant

The following description reflects the general duties necessary to describe the principal functions of the position and shall not be construed to be all of the work requirements inherent in this position.

DIRECTLY RESPONSIBLE TO: Treasurer

INDIRECTLY RESPONSIBLE TO: Deputy Treasurer

KEY ACTIVITIES

1. Receives incoming visitors and telephone calls, identifies client needs, directs clients to the appropriate staff member or organization and answers general inquiries for the Township and Finance Department.
2. Administers cashier operations by receiving and recording payments from various manual and electronic sources.
3. Prepares financial transactions involving payments and accounts receivable for posting to sub-ledgers and to the general ledger.
4. Prepares accounts receivable for all departments.
5. Maintains and reconciles multi-year security deposits sub-ledgers for zoning, site plan, development agreements, development charges, septic permits, road closures, road assumptions, road naming, entrance permits, building permits, community hall rentals, etc.
6. Coordinates petty cash, dog tag and garbage bag tag records and transactions.
7. Educates the public on the property tax process and payment requirements/options, responding to enquiries, resolving related issues and referring unresolved matters to the Treasurer and Deputy Treasurer.
8. Updates property tax changes in the property tax software, election software and with MPAC, and files the changes in the property files, both electronic and hard copy in accordance with the Township's record management system.
9. Prepares tax certificates and liaises with lawyers' offices regarding questions of ownership, etc.
10. Processes accounts payable invoices and payments utilizing both electronic funds transfers and paper cheques, and files all invoices.
11. Prepares and delivers bank deposits.
12. Maintains inventories of and orders office supplies.

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13. Coordinates community hall bookings, including processing applications, collecting fees and security deposits, releasing security deposits, etc.
14. Processes cemetery financial transactions.
15. Responsible for Lottery Licensing in accordance with the Alcohol and Gaming Commission of Ontario.
16. Maintains electronic and hard copy office records for the department in accordance with the Township's records management system.
17. Provides clerical support for the Treasurer and Deputy Treasurer and other staff as directed by the Treasurer.
18. Provides clerical/secretarial support to Working Groups, as assigned.
19. Performs other related duties as assigned.

FACTOR DESCRIPTION

1. Knowledge

- Ability to deal with various agencies, the public and internal staff in a pleasant, positive, professional manner
- Excellent communication skills
- Ability to process large volumes of financial transactions with a high degree of accuracy and in a timely manner
- Strong time management and organizational skills
- Ability to take initiative
- Punctual and reliable
- Team oriented

2. Experience

- Post-secondary school courses in office administration, including an accounting component
- Municipal Accounting and Finance Program Course would be considered an asset
- Two (2) years financial experience in a municipal environment
- Two (2) years experience in an office environment
- Experience with cash handling and processing financial transactions
- Experience processing accounts payable and accounts receivable
- A working knowledge of relevant legislation and financial and taxation matters
- Excellent computer skills, proficiency using Outlook, Word, and Excel
- Experience with Microsoft Dynamics (Great Plains) would be considered an asset
- Capable of carrying out duties with minimal supervision
- Experience dealing with the public and outside agencies

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- Municipal training is an asset
- Municipal designation would be considered an asset

Knowledge may be learned through on-the-job training and post secondary school courses.

3. Complexity/Problem Solving

Determines work priorities. Decides on how to respond to complaints and when to refer complaints to the appropriate staff member or management official.

4. Mental Effort

Mental effort is required for the entire day to remember priorities and to maintain composure when dealing with interruptions and the various moods and needs of callers and customers.

5. Physical Effort

May be required to sit for extended periods of time while using the computer and to meet deadlines.

May be required to lift boxes of paper weighing 20 kilograms.

6. Impact of Decisions

Failure to provide secretarial, clerical and administrative services in an efficient and effective manner will result in disruptions in the provision of services.

Failure to provide proper advice and follow appropriate legislation may result in unnecessary time delays and financial expense to both the public and the Township.

Errors in dealing with the public may cause an escalation of the individual's complaint.

7. Financial Authority

N/A

8. Supervision

N/A

9. Policies and Procedures

Required to work independently under established policies and procedures. Follows the policies and procedures of the Township.

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10. **Contacts – Interpersonal Skills**

Internal Contacts: Treasurer
Deputy Treasurer
All Township Staff

External Contacts: General Public
Solicitors
Suppliers and Contractors
Other Municipal Employees
Other Public Agencies

Provides information to the public; uses tact to address their inquiries and concerns. Is the first point of contact for visitors and callers in the Planning Department and must present a pleasant, positive and professional image regardless of their demeanor or work stress. Communication skills are required to find out the nature of inquiries and concerns so that they are addressed appropriately.

11. **Work Environment**

The duties of the position are performed primarily in an office environment.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

12. **Working Conditions and Pressure**

Township Municipal Office – Office Area.

Frequently deals with public complaints, refers contentious issues to management staff. Must deal with the stress of frequent interruptions and the various moods of people while maintaining a pleasant and calm manner as the first point of contact with visitors and telephone callers for the Finance Department.

Normal Working Hours are Monday to Friday - 8:30 a.m. – 4:30 p.m. with an hour lunch. Attendance at Working Group Meetings is mandatory. Evening meetings may be required. Additional overtime may be required.

Dated – October 15, 2021