

TAY VALLEY TOWNSHIP

Position Description: Corporate – 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: Clerk
Community Services Coordinator

INDIRECTLY RESPONSIBLE TO: Chief Administrative Officer

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 Clerks Department.
2. Processes the day's mail by date stamping and distributing to the respective department.
3. Organizes, receives and distributes all courier packages to respective staff.
4. Updates electronic shared Corporate Calendar and Corporate Contacts.
5. Maintains Township website, social media platforms and Interactive Map.
6. Assists with the preparation and distribution of promotional and advertising material.
7. Maintains the stock of Township promotional items.
8. Prepares the Council Communication Package.
9. Responsible for meeting set-up for Council and Committee of the Whole meetings, and other meetings as required.
10. Coordinates Livestock Evaluator claims.
11. Coordinates False Alarm notices and maintains database.
12. Researches and applies for funding for summer students.
13. Coordinates registration for the Township's Recreation programs.
14. Maintains inventory of Recreation equipment and supplies.
15. Assists with the maintenance of electronic and hard copy office records in accordance with the Township's records management system.

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16. Prepares correspondence.
17. Provides clerical support for the Clerk, Community Services Coordinator, Chief Administrative Officer and other staff as directed by the Clerk.
18. Provides clerical/secretarial support to various Boards, Committees and Working Groups.
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 perform secretarial and administrative skills with a high degree of accuracy
- Strong time management and organizational skills
- Ability to take initiative
- Punctual and reliable
- Team oriented

2. Experience

- Post-secondary school courses in office administration
- Two (2) years' experience in an office environment
- Excellent computer skills, proficiency using Outlook, Word, Excel and PowerPoint, Publisher would be considered an asset
- Capable of carrying out duties with minimal supervision
- Experience dealing with the public and suppliers
- Municipal training and/or experience 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.

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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.

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.

10. Contacts – Interpersonal Skills

Internal Contacts: Clerk
Community Services Coordinator
Chief Administrative Officer
Board, Committee and Working Group Members
All Township Staff

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

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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 Clerks 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 Clerks Department.

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

Dated – January 20, 2022