
THE CORPORATION OF THE TOWNSHIP OF ESSA



POSITION DESCRIPTION

ADMINISTRATIVE ASSISTANT/RECEPTIONIST

POSITION: Administrative Assistant/Receptionist

DEPARTMENT: Clerks

REPORTS TO: Clerk

POSITION DETAILS:

Position Status: Full Time

Pay Method: Salary

Normal Work Week: 35 hours

Overtime Status: Unpaid, 1½ hours off for each hour worked in excess of regular hours, subject to Clerks approval.

PURPOSE and SCOPE:

As the first point of contact for callers, the Administrative Assistant/Receptionist is responsible for responding to the public over the telephone and direct incoming calls to the appropriate department. Other duties include telephone system administration, sort and distribute incoming mail, manage the central filing system, order and maintain a continual stock of office and cleaning supplies, provide administrative support to the Municipal Law Enforcement Officer, maintain databases, and provide clerical support to the Clerk's Department, and other departments as required.

SPECIFIC DUTIES:

1. Intake, solve and redirect public inquiries over the telephone using a switchboard, to the appropriate department in a polite, efficient and accurate manner in such a way as to provide excellent and prompt customer service, and to leave the public with a positive impression of the municipality.
2. As System Administrator, maintains the Township's telephone system, including leaving appropriate messages on the mailbox and responding to staff queries regarding functions and features of the telephone system. Ensures that appropriate greetings are left for after hours, statutory holidays, office closures, etc. Also responsible for calling the phone system service providers and arranging for service calls when necessary.
3. Maintains a database of all licensing functions including, but not limited to: dog licenses/dog ownership information, business licensing and sign permits within the Municipality; receive complaints by telephone or at the counter for various by-law and canine control issues and prepare letters of notices and order to comply at the request of the Clerk, Clerk's Assistant or the By-law Officer.
4. Maintains a database for tracking Parking Enforcement including utilizing the Ministry of Transportation's Authorized Requester Information Services (ARIS) in accordance with

the user agreement for parking infractions. Perform administrative duties including transaction logs, Notice of Infraction letters and MTO reports.

5. Provide clerical assistance for the Municipal Law Enforcement Officer and other departments as required, keeping track of complaints and correspondence, and ensuring that materials are filed in the appropriate property file.
6. Provide support when necessary in backing up the Clerk's Assistant in performing website maintenance of the Township website. This also requires attending training sessions.
7. Deputy Division Registrar; recording, processing and tracking vital statistics and when required, issue burial permits.
8. Assist with Township Lottery Licensing; ensuring all applications are complete and all licensing requirements are met in accordance with Provincial legislation.
9. Represents the Township by sitting on the Georgian Bay Area Public Purchasing Cooperative which may include attending monthly meetings and communicating new/existing commodity information to the proper Township department head.
10. Maintain and oversee the management of the Central Roll File System (property files). Ensure that files are properly coded and classified, and filed accordingly, and that an accurate and up to date database of the central filing system is maintained. Also utilize TOMRMS or other central filing systems.
11. Continuously ensure an adequate stock of office supplies, forms, paper and accessories at all times, establishing relationships with suppliers and vendors.
12. Open and sort all incoming mail, date stamp, and distribute mail to the appropriate department in a timely fashion. Maintain working relationship with local post office staff.
13. Provide back up support to Cashier position by preparing outgoing mail, registered mail, courier packages and special delivery items, including weighing and affixing proper postage.
14. Each business day, ensure that upper level lobby entrance doors are unlocked in the morning, retrieve and distribute items left in drop box, and lock the lower lobby and staff room doors at end of each day.
15. Open upper level vault in morning and ensure it is locked at the close of each business day.
16. Maintain system of Purchase Orders for all items, and also prepare purchase orders for office supplies, water, and other items as needed, working closely with suppliers.
17. Maintain consistent supply of drinking water for Administration Centre, Roads Department and OPP Community Office.
18. Prepare and distribute agendas for the Township Health & Safety Committee, attend meetings, record minutes, and type and distribute minutes.

19. Provide back-up clerical and administrative support to all departments, including assistance for programming related inquiries in the Parks and Recreation Department, upon approval of the Clerk.

20. Any other duties as assigned by the Clerk or CAO

HEALTH & SAFETY

- Have a good understand of, and recognize standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- To take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- To report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- To report any occupational injury or illness immediately to their supervisor.
- To use personal protective equipment where required.
- To report any contravention of the Occupational Health and Safety Act or Regulations to their supervisor or employer.

HUMAN RESOURCES:

- Not responsible for the supervision of staff

FINANCIAL RESOURCES

- Not responsible for the preparation of operational budgets or for the acquisition of funds.
- Responsible to ensure that items invoiced match items ordered.

MATERIAL RESOURCES

- Proper use of a desktop computer and various software programs, telephone system/ switchboard, fax machine, photocopiers, laminator, shredder and postage equipment.

SKILL AND EFFORT – Knowledge

- General knowledge of municipal operations and organizational structure to direct enquiries and provide advice.
- Demonstrated organizational, records and document management skills required to ensure effective control of the central filing system.
- Skilled at dealing with the public in a polite and efficient manner through the use of excellent verbal communication skills.

- Ensures proper spelling, punctuation, grammar, sentence structure and application of proper English language skills in all written documents.
- Excellent computer, database control, document manipulation and switchboard/ telephone skills.

SKILL AND EFFORT – Physical

- Carries out work assignments using a variety of office equipment including copiers, desktop computer, postage machine, shredder, scanner, laminator, etc.
- Fine movement dexterity required to multi task, including operate a switchboard and computer simultaneously.
- Ability to move between offices and throughout the building quickly and easily.
- May be required to sit at a desk for long periods of time.

DECISION MAKING AND JUDGEMENT

- Judgment and quick thinking is required to match telephone enquiries to the appropriate department, and direct callers to an available staff member.
- Responds courteously to callers and visitors, providing helpful advice as needed.
- Ensure that necessary supplies and equipment stock are not depleted.
- Must be able to respond to tasks assigned with a positive attitude and demonstrate that positive attitude over the telephone.

INTERPERSONAL SKILLS

- **Internal** – As a team player, has the capability to interact pleasantly, effectively and cooperatively with coworkers, department heads, and with Members of Council. Ability to establish effective working relationships with other employees. Willing to share knowledge and adapt to a wide variety of duties.
- **External** - Ability to interact pleasantly and effectively with members of the public, suppliers, vendors, contractors and related agencies to arrange service, provide information or refer callers to appropriate department.

WORKING CONDITIONS

- **Physical Environment (nature of physical environment, exposure to hazards/risk of injury):**
 - Normal office environment
 - Some lifting of boxes in vaults, minor exposure to dust and injury while lifting or climbing step ladder
 - Required to sit at a desk for prolonged periods of time
 - May be exposed to document/file dust, printer's ink, germs and other odours

- **Mental Environment (frequency of interruptions, contact with public, deadlines, control of work schedule):**
 - interruptions by public by phone and in person
 - contact with the public can include conflict and verbal abuse
 - takes direction from other department heads as required, upon approval of the Clerk or Chief Administrative Officer.

ACKNOWLEDGEMENT:

I hereby acknowledge that the above duties and responsibilities are generally the main duties and responsibilities that are performed in this position.

Signature:

Print name

Position Description approved by:

Greg Murphy, Chief Administrative Officer