



Township of Essa Job Description

Position Title: Administrative Support - ASE

Reports to:	Manager, ASE	Last Revision Date:	March 2025
Department:	ASE Department	Supervise staff or assign work (lead hand) or no HR responsibility?	No supervisory responsibilities
Location:	Municipal Office	List all positions directly supervised:	None
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	None
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full-time / Contract	Pay Band #:	
Pay Method: (Salary or Hourly)	Hourly	On Call (Yes reference to details)	No
Overtime (Eligible? Weekly Threshold?):	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	Eligible for all staff group benefits? (yes/no) If eligible for some describe which:	Contract – No
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

Provides administrative support to all members of the ASE Department including the Manager, ASE, Screening Officers and Provincial Offences Officers. This position acts as an initial point of contact for customer inquiries by phone and email about their Penalty Orders.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of 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.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate teamwork and a strong sense of customer service.
- Perform other duties as assigned.



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Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
Customer Care and Communications	<ul style="list-style-type: none"> • Receiving phone calls in a courteous and pleasant manner. • Responding to voicemails in a professional and timely manner. • Receives the public and assists as necessary in a pleasant manner. • Respond to emails in a professional and timely manner. • Escalate messages appropriately to Provincial Offences Officers. • Monitor and respond to email inquiries. • Print and stuff penalty orders as required. • Monitor and maintain ASE office supplies. 	<ul style="list-style-type: none"> • Exemplary customer service to registered owners.
ASE Department Support	<ul style="list-style-type: none"> • First point of contact for the ASE Department matters. • Provide office support when required such as stuffing envelopes and postage on mail. • Provide support to ASE staff where and as required. 	
Other details of the position		
1. Describe the type of problems this position may have to solve. This position is “first to the phone” and deals with a variety of issues by listening and answering inquiries.		
2. Describe the type of decisions this position may have to make. Decisions are made within a provided framework.		
3. List the non-supervisory business relationships that come with the position. Must be comfortable working in a team environment and maintain relationships with other staff, peers, etc. Deal in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times. Responds to inquiries for privileged information by taking into consideration the confidentiality of the information, along with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and municipal procedures.		
4. Any responsibility for material resources required by the position? If so list. Responsible for coordinating office supply orders for the department.		



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5. Any responsibility for information resources required by the position? If so list.

Responsible for collection of confidential information.

6. What is the spending limit for purchases of the position?

None.

7. Any budget involvement? If so explain

None.

Expected Behaviours of the position (same for all positions)

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				
(a) Written communications		X		
(b) Oral communications one-on-one or in small groups			X	
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation		X		
2. Stakeholder Contact				
(a) Knowledge of the services provided		X		
(b) Professional manner in dealing with stakeholders				X
(c) Customer focused orientation (can do)				X
(d) Build strong relationships			X	
(e) Continually improve service		X		
3. Leadership				
(a) Develop a business or strategic plan (planning)	X			
(b) Convince others to buy into our vision or a change	X			
(c) Translate the strategy & plan into action & results	X			
(d) Flexible & adaptive (open to new ideas)		X		
(e) Innovate			X	



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(f) Think critically – Think independently			X	
(g) Tolerant (diversity)				X
(h) Empathy			X	
(i) Confidence			X	
(j) Active listening			X	
4. Supervisory				
(a) Coach & mentor	X			
(b) Empower & delegate	X			
(c) Manage job performance (give continuous corrective feedback)	X			
(d) Discipline and tough decisions as appropriate	X			
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports	X			
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels		X		
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team		X		
(d) Accept all feedback (superiors, pers & subordinates)		X		
(e) Respect authority		X		
(f) Resolve conflict & difficult people		X		
6. Working Skills				
(a) Manage workload and meet deadlines (time management)		X		
(b) Deliver results (work ethic)		X		
(c) Manage stress			X	
(d) Manage quality of own work (attention to detail)			X	
(e) Ethics & integrity		X		
(f) Autonomy (independent action)		X		
(g) Creativity (originality and independent thinking)			X	
(h) Organization including project management		X		



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Qualifications

Formal Education & Training:

2 year College Diploma in Business or Office Administration. Minimum Grade 12 education.

Required in house training:

Job specific training in-house will be provided. Essa's Joint Data Processing Centre ASE Standard Operating Procedures and Guidelines.

Work Experience:

One year of experience in an administrative role, preferably within a municipality or within a customer service department.

Specific Technical & Sector Skills required:

Time management required. Excellent interpersonal skills.

Physical Skill & Effort and Working Conditions

Work is performed in a standard office environment with minimal exposure to hazards. (Sustained) manual dexterity may be required to operate normal office equipment. Work generally has a low risk of injury. Hours of work are regular with minimal overtime required. Regularly required to prioritize variable workload.

Mental Skill & Effort and Working Conditions

Interruptions by public in-person and by phone on a continual basis. Contact with the public can include conflict and verbal abuse.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Chief Administrative Officer:		