



MUNICIPALITY of NORTHERN BRUCE PENINSULA

JOB DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT/CUSTOMER SERVICE REPRESENTATIVE

PURPOSE OF THIS POSITION

Reporting to the Treasurer, this position acts as a customer service representative for all departments. As the first point of contact, this person provides assistance and support to all stakeholders. This position is also responsible for providing clerical support to the Treasury department and the Chief Administrative Officer (CAO).

PRIMARY RESPONSIBILITIES OF THIS POSITION

- Provide front line customer service for all departments
- Provide administrative support to ensure efficient office operations
- Maintain Laserfiche digital filing system
- Answer calls and direct customers to appropriate personnel
- Respond to emails and other correspondence
- Schedule appointments and manage calendars for treasury staff and the CAO
- Draft letters, reports, and other documents for treasury staff and the CAO
- Input and update information in various computer programs
- Coordinate meetings, including room setup and catering as directed
- Operate and maintain office equipment
- Work with staff and vendors to order supplies
- Ensure deadlines are met and adapt to changing priorities

Other

- Operate various computer software programs
- Attend meetings and training sessions as required
- Comply with policies and procedures of the Municipality
- Adhere to Occupational Health & Safety regulations
- Perform other tasks as assigned by management.

Supervision received

- Works under the daily supervision of the Treasurer
- Works independently once tasks are assigned and must be able to prioritize duties to meet requirements of various departments
- Supervision not required on a regular basis

Supervision Given

- Not responsible for the work or performance of other staff

QUALIFICATIONS

The position specifications outlined below are intended as a guideline. In some cases, an individual may have sufficient related experience to offset the formal education requirements. Education and related experience will be assessed simultaneously to ensure all qualified applicants are considered.

Education Required

- Post-secondary education in a business or accounting field
- AMCTO Municipal Administration program would be an asset

Experience Required

- 2 years' experience in an office environment

Other Requirements

- Computer knowledge and experience, including Microsoft Office applications
- General knowledge of municipal functions and procedures
- Excellent written and oral communication skills
- Exceptional time management and organizational skills
- High level of tact and ability to communicate effectively with the public

WORKING CONDITIONS

Mental Conditions

- Work is subject to frequent interruptions and impediments to concentration
- Potential for stressful interaction with taxpayers

Physical Conditions

- Generally pleasant office environment
- Open office environment generates high level of noise at times

Working Hours

- Hours of work – 37.5 hours per week
- Overtime may be required to meet deadlines at the request of the Treasurer