

ESQUIMALT POSITION DESCRIPTION

Pos. No: to be determined

EFFECTIVE DATE: JUNE 2022

Approved by: Manager of Corporate Services

Position Title:	Administrative Assistant – Corporate Services (Auxiliary)
Department/Division/Section:	Corporate Services

POSITION FUNCTION

This administrative position provides customer service and administrative, secretarial, and clerical support to the Corporate Services Department.

KEY DUTIES

Provides excellent customer service to internal and external Corporate Services patrons with a particular emphasis on positive and efficient interactions with staff, Council, and the public.

Responds to telephone, counter, and email inquiries from the public, outside agencies, and other departments, referring complex requests to senior staff.

Manages departmental mail, maintains electronic mail log, and provides routine responses as directed.

Maintains various paper and electronic records and filing systems in accordance with the Township's established records management system using MS Office, Tempest, and TAB FusionRMS.

Provides support to Corporate Services leadership team (Manager of Corporate Services and Director of Corporate Services and Human Resources). Tasks may include handling sensitive information in relationship to the preparation of a variety of correspondence, technical documents, job postings, and statutory notices and advertisements.

Posts and distributes notices, job postings, advertisements, and other information to staff and official notice boards as directed.

Receives forms and applications including business licence applications, bylaw offence notice disputes, bylaw complaint forms, presentation or delegation applications, requests for access to records; reviews forms and applications for accuracy, makes routine corrections as required, and inputs them into applicable databases.

Assists with online application system and payment options and enters bylaw offence notice (BON) data from Bylaw, VACS, & VicPD - issued tickets into Excel spreadsheet and assists with the BON dispute registry.

Provides back-up support to administrative roles within the department (Office Administrator, Admin Clerk II) and provides temporary coverage during periods of staff absence (e.g., vacation relief).

Coordinates meeting room bookings, including set up and take down, and may include arranging for external facilities, catering as required. Attends meetings as required.

Operates a variety of office equipment such as a personal computer, photocopier, calculator, facsimile machine, and telephones.

Provides general departmental administrative support including ordering of office supplies and organizing printing projects

Performs related duties as required.

INDEPENDENCE

The Administrative Assistant will primarily report to the Manager of Corporate Services and will provide occasional support to other members of the Corporate Services team.

Work is performed according to established procedures or assigned by supervisor. Work is reviewed upon completion by senior staff or supervisor.

Independence in judgement in providing information and establishing priorities is necessary to meet operating requirements. Issues of a sensitive nature, policy interpretations and legal matters are referred to supervisor or appropriate departmental staff.

WORKING CONDITIONS

Physical Effort:

Sit with arms unsupported while keyboarding (frequent).

Dexterity for typing, filing, and answering phones; stand for short periods (frequent).

Mental Effort:

Interruptions from telephone and counter enquiries (frequent); Deal with frequent interruptions, multiple deadlines, complaints (frequent).

Focus on source data and computer monitor (frequent).

Visual/Auditory Effort:

Short periods of listening with intense concentration to questions on the telephone or at the counter (frequent).

Work Environment:

Office.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Promote, incorporate and role model the Township's core values into all program activities:

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behaviour and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

Passion – we approach our work with conviction and enthusiasm.

Positive interpersonal skills and ability to work collaboratively in a small work team.

Excellent customer service skills and ability to interact effectively with elected officials, staff, outside agencies, and the public in a courteous and tactful manner.

Familiarity with administrative work methods and processes.

Effective written and verbal communication skills.

Ability to draft routine letters and proofread documents.

Maintain confidentiality of oral and written information, both internal and external, which is sensitive or confidential.

Experience working with records classification systems and ability to maintain accurate records and files.

Demonstrated ability to work independently and to organize and prioritize work under competing deadlines.

Excellent computer skills including keyboarding (60 w.p.m.), use of MS Office (Word, Excel, Outlook), Tempest, TAB FusionRMS programs, and standard office equipment.

QUALIFICATIONS

Formal Education, Training, and Occupational/Professional Certification:

High school graduation.

Office administration training (1 year certificate) or equivalent.

Willingness to undertake training specific to position or organization.

Experience:

1 year of related experience. An equivalent combination of education and experience may be considered.

OTHER

Length of time to become familiar with job duties and responsibilities: 6 months.