

POSITION TITLE:	Corporate Services Assistant	POS. NO:	757
DEPARTMENT & DIVISION:	Corporate Services	EFFECTIVE DATE:	APRIL 2023
REVIEWED OR AMENDED DATE:	May 2025	APPROVED BY:	Director of Corporate Services

POSITION FUNCTION

Reporting to the Director of Corporate Services, the Corporate Services Assistant is responsible for working as a member of a high performing team to execute a variety of moderately complex clerical support work under strict deadlines and competing priorities in support of the department's operations, services, programs, and activities. This position requires a high degree of accuracy, confidentiality, flexibility, and a focus on outstanding service delivery to staff, elected officials, members of the public and other government agencies and community organizations.

KEY DUTIES

- Delivers general clerical and administrative support to the Corporate Services Department.
- Provides frontline customer service with a proven ability to deal tactfully and effectively with a variety of internal and external contacts to respond to routine questions pertaining to departmental operations.
- Drafts a variety of routine correspondence from copy, rough draft, or previously prepared data for the Corporate Officer's signature.
- Proofreads correspondence, reports, and other documents for grammar, spelling, and punctuation with a high degree of accuracy.
- Prepares meeting notices and statutory advertisements within prescribed deadlines and specific legal and technical requirements.
- Uses meeting management software to publish meeting agendas, interface with webcasting, and prepares and uploads meeting minutes.
- Provides relief support for the corporate reception function.
- Facilitates follow up actions resulting from Council and Committee of the Whole meetings and related requests including preparing proclamations and tracking reports.
- Assists with administrative tasks related to intake and release of Freedom of Information requests under the direction of the FOI Head and the FOI Assistant.
- Maintains departmental web site content including adding meetings to the online events calendar.
- Maintains internal departmental calendars.
- Coordinates meeting arrangements and set up meeting facilities; liaises with internal and external parties to coordinate reports and presentations.
- Prepares, processes, distributes, and reviews a variety of correspondence, documents, and reports related to the department's work including administering the department's general email addresses and respective mail logs.

- Distributes, receives, and reviews documents for completeness such as Application for Presentation or Delegation, FOI Application, Committee or Commission Volunteer Application
- Receives and processes invoices as required.
- Maintains the department's records and information management systems.
- Orders and organizes office supplies and coordinates maintenance of all office equipment.
- Assists with setting up and cleaning up after meetings as requested.
- Researches and retrieves historical reports, minutes, and other information as required.
- Enters calls for service as requested on behalf of the department, including requests to raise and lower flags at the municipal hall and drafting messaging to be sent to all staff in support.
- Provides support for local government elections, by-elections and assent voting.
- Performs other related duties as requested; May be asked to act in senior positions.

INDEPENDENCE

- Work is generated according to departmental and statutory requirements and is reviewed upon completion by the appropriate supervisor or senior staff.
- Approval of drafted documents and other non-routine matters are referred to the supervisor.

WORKING CONDITIONS

Physical Effort:

- Sit with arms unsupported while keyboarding (frequent).
- Dexterity for typing, filing, and answering phones; stand for short periods (frequent).
- Sit for long periods in meetings (occasional).
- Move from desk to counter and retrieve records (frequent).

Mental Effort:

- Interruptions from telephone and counter enquiries (frequent).
- Explain technical or detailed information in clear and simple terms (occasional).
- Prepare written correspondence, public notices, and other documents (frequent).

Visual/Auditory Effort:

- Focus on printed material, source data, and computer monitor for long periods (frequent).
- Short periods of listening with intense concentration to questions at the front counter and by telephone (frequent).

Work Environment:

- Office.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

- Experience working with the public providing outstanding customer service with an ability to build and maintain strong professional relationships.
- Excellent organizational and time management skills capable of working on a number of concurrent tasks with competing deadlines, pressures, and interruptions.
- Effective written and verbal communication skills.
- Knowledge of modern office practices and procedures.

- Strong understanding of business English, punctuation, and grammar.
- Experience editing, formatting, and posting content to websites is an asset.
- Knowledge of local government functions, responsibilities, and relevant legislation including the *Community Charter*, *Local Government Act*, and *Freedom of Information and Protection of Privacy Act*.
- Proficient in the operation of standard MS office software and website content management systems and capable of operating various other office equipment.
- Ability to be flexible and adaptable in a fast-paced environment with changing priorities.
- High degree of speed and accuracy in keyboarding skills is required.

QUALIFICATIONS

Formal Education, Training, and Occupational/Professional Certification

- High school graduation or equivalent supplemented by courses in office administration, local government, public administration, or related discipline (one year).

Experience

- One-year related office and customer service experience, preferably in corporate administration in local government.
- An equivalent combination of related training and experience may be considered.

OTHER

- Preference will be given to applicants with a certificate in Local Government Administration, or equivalent.
- Length of time to become familiar with job duties and responsibilities: 12 months.
- May be required to occasionally attend evening meetings outside of regular working hours.