

## ESQUIMALT POSITION DESCRIPTION

Position No. 808

**EFFECTIVE DATE: MAY 26, 2014**

Amended: April 2018

<b>Position Title:</b>	Office Administrator - Engineering and Public Works
<b>Department/Division/Section:</b>	Engineering and Public Works

### POSITION FUNCTION

Functions as primary public contact for inquiries relating to engineering and public works, and is responsible for all departmental administration, including providing clerical support to the team. Secondary function is to provide administrative support to development, planning, and building inspection.

### KEY DUTIES

Respond to telephone and counter inquiries from the public, outside agencies, and other departments pertaining to engineering and public works and communicate and explain departmental or municipal policy and procedures; refer complex inquiries or angry clients to appropriate staff. Provides backup support to office administrator of development, planning, and building inspection.

Receive and screen applications for completeness and prepare routine permits.

Schedule inspections and appointments for professional staff and expedite messages and inquiries to appropriate staff.

Create a variety of technical and paralegal letters, memos, reports, and forms from various sources, including confidential correspondence; update and maintain various records, filing systems, and statistical data; log and distribute departmental mail and draft routine correspondence.

Responsible for being the "superuser" within the work area on Tempest (particularly Prospero) and asset management software which includes data input, tracking, reporting, troubleshooting and providing assistance to others.

Prepare draft agendas; distribute agendas; attend assigned committee meetings/open houses (often outside regular hours) and take, transcribe and distribute minutes.

Create and maintain database information on various engineering and public works activities including asset management.

Maintain records, track reports and bylaw amendments to maintain pertinent bylaws and ensure amendments are distributed accordingly.

Provide general departmental administrative support including: ordering office supplies; organizing printing projects; leave and attendance records; processing work orders; and organizing job competitions, in accordance with policy.

Operate standard office equipment such as computer, photocopier, and fax machine.

Perform related duties where qualified.

### INDEPENDENCE

Work is carried out independently in accordance with established guidelines and policies.

Projects and tasks are assigned by various staff and are reviewed for technical accuracy. Technical or interpretation requests or angry clients are referred to the appropriate staff member. Work is reviewed on completion where required by the appropriate staff or supervisor.

### **WORKING CONDITIONS**

#### **Physical Effort:**

Move from desk to counter (frequent).

Retrieve paper files from file room (frequent).

Move from desk to photocopy room (frequent).

#### **Mental Effort:**

Short periods of intense concentration while dealing with frequent telephone, counter and staff interruptions.

Deal with angry clients, complaints and negative comments (periodic).

Concentration while taking and transcribing technical minutes which form part of reports and recommendations (periodic).

Short periods of concentration while completing legal forms, calculating fees and typing and proofreading technical documents.

#### **Visual/Auditory Effort:**

Focus on source data and computer monitor for short periods; short periods of listening with intense concentration to questions at the front counter and on telephone (continuous).

#### **Work Environment:**

Office.

### **KEY SKILLS AND ABILITIES**

Knowledge of office administration, records management, and filing.

Knowledge of engineering and public works functions preferred.

Knowledge of tendering and contract preparation.

Positive attitude.

Creative problem solving.

Excellent customer service skills; ability to interact with the public and staff in a diplomatic and courteous manner; and ability to deal with confidential and sensitive information.

Ability to type and proofread technical and paralegal documents, forms, and reports.

Ability to type 60 wpm; use standard office software packages including spreadsheet programs.

Ability to communicate effectively verbally and in writing; and to take technical minutes and messages for corporate records and to maintain accurate technical records.

Ability to organize and prioritize work and maintain accurate records.

Ability to operate computer and standard office equipment and be willing to learn new software.

Ability to work under pressure and balance competing priorities and workload.

Demonstrated ability to exercise initiative within defined guidelines.

### **QUALIFICATIONS:**

#### **Formal Education, Training, and Occupational/Professional Certification**

High school graduation plus office administration certificate/diploma (one year) or equivalent.

#### **Experience:**

3 years of related experience, preferably within an Engineering or Public Works Department of a local government. Equivalent education and experience will be considered.

### **OTHER**

Length of time to become familiar with job duties and responsibilities: 1 year.

May be requested to substitute in a more senior position.

### **APPROVED**

**2018-04-16**