

## ESQUIMALT POSITION DESCRIPTION

Pos. No: 765

**EFFECTIVE DATE: MAY 12, 2015**

Updated: January 2024

Approved by: Human Resources Manager

<b>Position Title:</b>	Office Administrator – Human Resources & Community Relations
<b>Department/Division/Section:</b>	Human Resources & Community Relations.

### POSITION FUNCTION

Reporting to the Director of Human Resources and Community Relations, the Office Administrator assists with a variety of essential administrative tasks and plays a crucial role in supporting the management team within the department, and also the municipality with various human resources, communications and economic development needs. This position requires self-discipline, problem-solving skills, a high level of confidentiality, organization, time management and working independently while managing tasks and responsibilities with minimal supervision.

### KEY DUTIES

#### Human Resources duties:

- Creating a variety of technical and paralegal letters, memos, reports, and forms from various sources, including confidential correspondence; updating and maintaining various records, filing systems, and statistical data; handling and distributing departmental mail and drafting routine correspondence.
- Accurately inputting and maintaining information such as a grievance tracking system, job evaluation database, human resource database, and attendance management tracking system
- Coordinating staff training, annual programs and policy requirements, and Township events (e.g., flu clinic, long-term service recognition)
- Competition administration (e.g., issuing competition numbers, posting vacancies, receiving applications, compiling screening sheets, coordinating testing and interviews)
- Assisting with editing and drafting job postings and job descriptions
- Assisting with a new employee orientation program
- Assisting with updating policies and procedures
- Assisting with records management retention and destruction
- Coordinating and updating the Contract Interpretation manual
- Liaising with Payroll, tracking and submitting employee attendance records.
- Coordinating long-term service awards recognition event and identifying eligible employees
- Ordering and preparing long-term service gifts (pins, pens, medallions framed photos etc.)
- Supporting the organization with maintaining human resource templates/resources for hiring managers.
- Monitoring human resource related queries via email, phone, etc

#### Occupational Health and Safety duties:

- Maintain and update the Workplace Safety section of internal staff website.
- Assist in preparing documentation for audits and inspections.
- Maintain accurate and up-to-date records related to WorkSafe BC and Long-Term Disability claims.
- Assist in the implementation and monitoring of safety programs and initiatives.

**Economic Development duties:**

- Assist in maintaining and updating the Township's business database using Economic Development's Customer Relations Management (CRM) system and datasets from Statistics Canada and the North American Industry Classification System (NAICS).

**Communications duties:**

- Adding departmental content to the Township intranet
- Adding departmental content to the Township website
- Assistance with electronic and paper file maintenance
- Occasional social media support (posting content, monitoring)
- Occasional proofreading of communications materials

**Community Relations duties:**

- Liaises, supports, develops partnerships, and consults with community groups and agencies on a variety of townships community projects, events, and programs; attends community and facility user meetings as required.
- Assists with Indigenous Relations; support Directors and Managers to foster positive relationships between Indigenous communities, facilitating hosting events that incorporate celebration of Indigenous culture, municipal ceremonies, gatherings and or collaborations.

**Administration duties may include:**

- Providing back-up support to administrative roles within the department and providing temporary coverage during periods of staff absence.

**General administrative support may include:**

- Performing other related administrative duties as required

**INDEPENDENCE**

- Issues such as difficult public requests are referred to the Supervisor or senior department staff.
- Liaises with other departments and outside agencies as required.
- Work on project-based tasks with minimal supervision.

**WORKING CONDITIONS****Physical Effort:**

- Sit with arms unsupported for short periods; dexterity for typing, filing and answering phones; stand for short periods. (frequent)

**Mental Effort:**

- Interruptions from telephone and counter enquiries. (frequent) Conduct yourself tactfully and courteously when handling complaints and negative comments. (periodic)

**Visual/Auditory Effort:**

- Respond to telephone calls and counter enquiries; focus on computer. (frequent)

**Work Environment:**

- Office  
Some evening work required.

**KNOWLEDGE, KEY SKILLS, AND ABILITIES**

- Promote, incorporate and role model the Township's core values into all program activities.
- Good knowledge of general office/ administration function and client reception.
- Excellent customer service skills both in person and on the telephone.
- Effective verbal communication skills to respond to telephone and in-person inquiries.
- Demonstrated ability to work well as a part of a team.
- Ability to manage projects, multi-task, organize and prioritize work.
- Ability to communicate effectively with elected officials, government officials, business representatives and the public in a courteous and tactful manner.
- Ability to maintain confidentiality of oral and written information, both internal and external, which is sensitive or confidential.
- Ability to draft letters and reports and to maintain accurate records and files.
- Experience working with databases and online systems such as CivicInfo and BC Bid.
- Proficient in Office Suite software applications (e.g. MS Word, PowerPoint, Excel and Outlook) and ability to operate standard office equipment.

**QUALIFICATIONS**

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

- High school graduation; with one-year applicable post-secondary education.
- **Experience:**
- 3 years of related experience. An equivalent combination of education and experience may be considered.

**Preferred Qualifications:**

- Human Resources courses and/or experience.

**OTHER**