

POSITION TITLE:

Part-time Customer Service/Administrative Support Student.

DEPARTMENT:

Corporate Services.

TITLE OF IMMEDIATE SUPERVISOR:

Legislative Coordinator/ Deputy Clerk.

STATUS/HOURS OF WORK:

This is a part-time position, 8.75 hours per week, working one day a week, as needed. Pay range is \$17.55 - \$20.00 per hour.

PURPOSE OF POSITION:

To provide a variety of clerical, receptionist, and administrative support services for the efficient operation of the Township with an emphasis on customer service, reception, cash receipts, communications and administrative support to all departments.

RESPONSIBILITIES:

Under the supervision of the Legislative Coordinator/Deputy Clerk, provide administrative support to all departments, including a wide variety of projects, tasks, and assignments with varying levels of responsibility and independence.

Opens, sorts, and distributes incoming mail, general email, faxes, parcels and other information; ensures that information is directed to the correct person – deals tactfully with information that may be of a personal or confidential nature.

Primary contact for answering the telephone and greeting visitors at the Township Office - answers questions directly by providing information in a prompt courteous manner. Assists customers and ratepayers at the counter, receives payments for taxes, licenses and fees, provides information about Township, County and Provincial programs.

Provides support to Finance department as required and receives directions from Financial Analyst/Deputy Treasurer or designate.

Perform other related duties.

QUALIFICATION REQUIREMENTS:

- Student or recent Graduate in public administration, social sciences or related.
- Municipal knowledge and experience would be preferred but not essential.
- Must have, and maintain, valid Class "G" driver's licence.

KNOWLEDGE AND SKILL:

- Organize and prioritize work.
- Demonstrated proficiency in Microsoft applications, including Word, PowerPoint, Excel, Outlook, Teams and SharePoint.
- Establish and maintain effective working relationships.
- Represent the Township to the public and outside agencies.
- Excellent written and verbal communication skills and interpersonal skills for dealing with the public, members of Council, and other members of the staff.

WORKING RELATIONSHIPS:

Directly responsible for implementing policies and procedures related to administrative duties.

Policies and procedures in force - work is subject to general supervision; maintains a close working relationship with the senior administrative staff.

Deal efficiently with inquiries from other municipalities, government agencies and public in a timely and courteous manner.

Working from home is not available for this position.

IMPACT OF ERROR:

Providing inaccurate information to the public (i.e. rate payers, media contact) could result in confusion, public annoyance, and unfavourable public relations.

WORKING CONDITIONS:

Reception counter in a public office with distractions, interruptions by telephone calls, visitors and employee enquiries.

Priorities and workloads subject to change requiring staff flexibility and the acceptance of non-routine assignments.

Work is subject to potential hostility and stress when dealing with irate ratepayers.