



# Job Description

**POSITION TITLE:**

Customer Service and Administrative Support Summer Student

**DEPARTMENT:**

Corporate and Protective Services

**TITLE OF IMMEDIATE SUPERVISOR:**

Legislative Coordinator and Deputy Clerk

**STATUS/HOURS OF WORK:**

Full-time; 35-hour work week

**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:**

1. 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.
2. 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.
3. 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.
4. Provides support to Finance department as required and receives direction from Financial Analyst/Deputy Treasurer or designate.
5. Perform other related duties.

**QUALIFICATION REQUIREMENTS:**

Student or recent Graduate in public administration, social sciences, or a related field.

Municipal knowledge and experience is an asset but not required.

Must have, and maintain, valid Class "G" driver's licence.

### **KNOWLEDGE AND SKILLS:**

Organize and prioritize work.

Demonstrated proficiency in Microsoft applications, including Word, PowerPoint, Excel, Outlook, Teams, and SharePoint.

Synthesize and analyze information and compose reports and documents.

Coordinate projects and develop related work/action plans.

Establish and maintain effective working relationships.

Represent the Township to the public and outside agencies.

### **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 which requires staff flexibility and the acceptance of non-routine assignments.

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

If you require this document to be in an accessible format, please contact the Director of Corporate and Protective Services at [clerk@zorra.ca](mailto:clerk@zorra.ca) or 519-425-2305.