



Township of Coleman Job Description

Department:	Office	Position:	Administrative Assistant
Type:	Permanent, Full-Time	Reports to:	Chief Administrative Officer
Date Created:	August 27, 2018	Revised:	March 8, 2022

Job Summary:

The Administrative Assistant provides secretarial support to Council, Committees, the Chief Administrative Officer, and other Administrative Staff as required and provides reception duties including answering telephone inquiries, greeting guests, and providing information to the public with a high level of professionalism, diplomacy and integrity.

Duties and Responsibilities:

- Provides reception duties for the Township by responding to general telephone inquiries, relaying messages, routing calls and inquiries to appropriate staff in a prompt and efficient manner.
- Greets all visitors providing general service and information regarding Township business.
- Directs visitors to appropriate staff ensuring an accessible and enhanced level of customer service and polite and tactful relations.
- Receives general funds, prepare receipts and provides general information as required for municipal taxes, dog tag licenses, building permits, waste tipping fees, fire permits and general receipts.
- Processes all incoming / outgoing mail and distributes to the appropriate staff member or department. Process items delivered or picked up by Couriers.
- Responsible for maintaining all office equipment, ordering all office supplies and keeping storage areas neat and organized.
- Assists with Municipal Elections as directed by the Elections Returning Officer and/or Assistant Returning Officer.
- Ensures the security and confidentiality of all records and personal information under the control of the Corporation of the Township of Coleman in accordance with legislation.
- Balancing of cash receipts entered at the counter along with data entry of receipts from mortgage companies, other departments, e-mail notices etc. into the general ledger system, initiates bank deposits for funds received at the Municipal Office.
- Filing and year end change-over, and organization of archived files.
- Provides support and back up to other staff in department as necessary.
- Ensures good working condition of office and mail equipment and places calls for service or maintenance as required.
- Maintaining files and post-dated payments, monthly payments and telephone banking payments.
- Deal with the public (property owners, lawyers, real estate agents, mortgage companies) through counter, telephone, e-mail and fax inquiries in relation to property taxation and water billing.



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- Assists with inputting accounts payable data and prints cheques as required.
- Assist with the preparation and issuance of tax certificates and in some instances verbal information to property owners, lawyers, etc.
- Assist in maintaining complete and accurate master files for tax and water accounts which includes adding new accounts, address changes and ownership changes.
- Assist with the processing of regular and supplementary tax/water bills and reminders for outstanding balances.
- Reviewing and processing building/demolition permit applications, ensuring compliance with Township's by-laws.
- Maintains Postage Machine with supplies and insures that machine has adequate postage for the outgoing mail requirements.
- Assists with Municipal Elections as directed by the Elections Returning Officer and/or Assistant Returning Officer.
- Assist with Emergency Preparedness activities for annual compliance.
- Knowledge of the Township's zoning by-law for review and submission of building permit applications.

The above generally describes the duties involved with the position. However, municipal work is varied in nature, employees will be required to perform duties in addition to the above from time to time as directed by the CAO.

Supervision:

- Not applicable

Job Specifications:

- Business Administration Diploma in a related field including office administration, accounting, and other municipal oriented education or equivalent experience.
- Minimum of three years of related experience.
- Working knowledge of Microsoft Word, Excel and Outlook is required.
- Working knowledge of computer hardware and familiarity with billing and collection related software in a medium size operation
- Knowledge of Municipal and Assessment Acts as they relate to tax and water billing and collection.
- A high level of confidentiality, interpersonal, communication and customer relations skills.
- Must possess the ability to work effectively with a minimum of supervision.

Key Performance Competencies:

- Demonstrated ability to work in a fast paced environment, deal with distractions and interruptions due to telephone and counter service;
- Visual and mental concentration to multitask and in use of computing etc.;



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- Demonstrated ability to manage and prioritize workload with seeking direction from the Clerk when needed;
- Demonstrated attention to detail and quality when proofing, drafting and preparing documents;
- Demonstrated ability to clearly and concisely communicate with others and to project a professional and positive image;
- Demonstrated ability to work independently as well as in cooperation with others in a team environment;
- Demonstrated ability to deal with a variety of clients and stakeholders with diplomacy and tact; (communication skills);
- Demonstrated awareness of the importance of accessible, professional customer service in representing the Township; (organizational awareness);
- Demonstrated ability to prioritize work and meet deadlines;
- Demonstrated ability to manage stressful situations while maintaining a professional manner.

Working Conditions:

- This position will be scheduled to work regular hours in an office environment. However, on occasion, some after hour work may be required to complete special requests or projects. As these scenarios present themselves, the employee will be permitted to bank time as approved by the CAO. Local travel to seminars or workshops may be required from time to time.
- Sitting, standing and regular movement with choice; use of standard office equipment; moderate visual demands involve reading; exposure to background noise.
- The position may have to serve a number of people at one time and frequent interruptions may be common. The environment may be busy, noisy, often dealing with several requests by staff during short intervals of time. The employee must be a good communicator and be able to manage various issues with staff, members of Council and the public.
- The position requires the frequent use of a computer, photocopiers, postage machine and other like office equipment.

I have read this Job Description and understand the job requirements of this position and the expected standards of performance.

Signature of Incumbent

Date

Signature of Chief Administrative Officer

Date