

TOWNSHIP OF NORTH HURON

POSITION PROFILE



Position Title Public Works and Facilities Administrative Assistant

Report to Title: Director of Public Works and Facilities

Revised: March 2025

Pay Range: **Band 5**

Position Status: **Full time employee**

Pay Method: **Hourly**

Normal Work Week: **37.5 hours**

Overtime paid **Eligible after 40 hours per week**

Location: **North Huron Municipal Office**

A – POSITION DESCRIPTION

1. **Scope of Position:**

The Public Works and Facilities Administrative Assistant is responsible for all administrative activities related to the Public Works and Facilities Department. The position provides administrative and clerical support to the Director of Public Works and Facilities as well as the three (3) Lead Hands within the Department. The Public Works and Facilities Administrative Assistant is responsible for maintaining Departmental records, managing Departmental complaints and service requests, maintaining monthly and annual reporting, providing excellent customer service in a fast-paced environment, and performing landfill and gravel pit administrative duties. This position also coordinates the delivery of cemetery services and death registrations and is an administrative contact for the water and wastewater service provider.

2. **Key Responsibilities**

- (a) Provides customer service duties for the Public Works and Facilities Department, including responding to telephone calls and counter inquiries relating to the Public Works and Facilities Department functions.
- (b) Provides administrative and clerical support to the Director of Public Works and Facilities and Lead Hands by typing correspondence, reports, documents, statistical reports, public notices and other material, as required.
- (c) Is responsible for cemetery coordination, billing and updating of cemetery maps, including new section development in the Stone Orchard cemetery software.
- (d) Maintains accurate records of all cemetery activities including plot sales and burials.

- (e) Liaises with the public for the purpose of selling and locating plots and columbarium niches, as well as creating cemetery contracts, receiving payment, and scheduling burials.
- (f) Liaises with patrons, funeral homes and government agencies, including the Bereavement Authority of Ontario.
- (g) Is the Township's primary contract for the signing of death registrations and burial permits.
- (h) Maintains accurate records, prepares reports and policies, issues correspondence, codes invoices, and conducts research for the Public Works and Facilities Department.
- (i) Maintains the Public Works and Facilities Department areas of the municipal website, including the bids and tenders website.
- (j) Assists with research for policies and reports, communications and the development of promotional materials and mailouts including flyers and newsletters for the Public Works and Facilities Department.
- (k) Assists with the delivery of the Public Works and Facilities health and safety program in conjunction with the Director and the Human Resources/Health and Safety Coordinator.
- (l) Maintains a general and current understanding of the relevant municipal by-laws.
- (m) Receives and processes entrance, civic address, road crossing and other permits, as well as road closure requests, both scheduled and in emergency situations.
- (n) Receives and processes water and wastewater service utility requests.
- (o) Oversees the utility locate compliance and oversees the completion of all Township utility locate requests.
- (p) Assists the Director of Public Works and Facilities to prepare tenders and contract documents, advertise, make recommendations regarding tenders and contracts and maintain tender and contract files.
- (q) Performs administrative duties related to the Township's landfill and gravel pit operations, including reporting, inspections, and licensing.
- (r) Assists the Director of Public Works and Facilities with the tracking, responding to, and scheduling work in response to received complaints and service requests.
- (s) Assists the Director of Public Works and Facilities in the purchasing of equipment and materials for servicing vehicles and equipment in compliance with Township's purchasing policies.

(t) Performs other duties as assigned by Director of Public Works and Facilities.

3. Key Relationships

Internal

Director of Public Works and Facilities: daily interaction re: administrative support

Public Works Lead Hands and Facilities Lead Hand: daily interaction re: administrative support

Public Works and Facilities Department: regular interaction re: support of public works department

External

Public: daily re: public works and facilities issues, complaints, service requests, and cemetery administrative duties.

Funeral Directors: regular interaction re: cemetery administration

Township Contractors and other professionals: as appropriate

4. Decision Making Authority

The Administrative Assistant reports directly to the Director of Public Works and Facilities.

The Administrative Assistant consults the Director of Public Works and Facilities daily concerning most aspects of assigned duties.

The Administrative Assistant is encouraged to make recommendations to the Director for development and implementation of policies, procedures and practices in relation to their job duties.

5. Problem Solving Responsibility

Most of the duties performed by the Administrative Assistant are in accordance with established policies and procedures under the supervision of the Director of Public Works and Facilities.

Normally the problems to be solved are predictable and require minimal research beyond established policies and procedures. The position consults with the Director of Public Works and Facilities as applicable on issues outside their realm of responsibilities.

B – POSITION SPECIFICATIONS

The formal education, training, work experience and other key skills of an individual must be evaluated simultaneously.

1. Formal Education and Training

Desired Minimum degree

- Post-secondary education in business or office administration.
- Working knowledge of public works or cemetery operations is considered desirable.
- Knowledge of Health and safety legislation desirable.
- MAP, AMCT or other similar designations would be considered an asset.

2. Work Experience

- One to three years of experience in a municipal or related field, preferably in a Public Works Department.
- At least three years of administrative and clerical experience, preferably in a Public Works or Engineering setting.
- At least three years of experience providing customer service, preferable in a municipal government setting.

3. Other Key Skills

- Strong interpersonal skills
- Proficient verbal and written communication skills.
- Possess excellent public relations skills.
- Strong time management skills.
- Ability to work independently with minimal supervision and in a team environment.
- Ability to multi-task in a fast paced environment
- Ability to analyze, research problems, and recommend solutions
- Ability to operate a computer and working knowledge of various software programs including Word, Excel, and Outlook.
- Attention to detail
- Well organized
- Reliable and committed.

C – POSITION CHARACTERISTICS

1. Impact & Accountabilities

The key impact of the Administrative Assistant is to ensure the Director of Public Works and Facilities receives accurate, complete and timely information.

2. Supervisory Responsibility

No supervisory responsibilities.

D – WORKING CONDITIONS

1. Physical Effort and Environment

Work is normally performed in an acclimatized office environment. Appropriate workspace is provided to complete tasks.

2. Mental Effort

Work involves deadlines, interruptions and many distractions. Concentration is required to complete tasks. Accuracy and attention to detail is critical to the position. Potential for stressful interactions with members of the public, contractors and employees.