

TOWNSHIP OF NORTH HURON POSITION PROFILE

Position Title **RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

Department **CLERK'S DEPARTMENT**

Report to Title **CLERK/PLANNING COORDINATOR**

Revised September 2022

Pay Range:	Band 5
Position Status:	Full time employee
Pay Method:	Hourly
Normal Work Week:	37.5 hours
Hours over 37.5 to 44.0 hours in a week:	Time off in lieu on a one to one basis
Overtime greater than 44.0 hours in a week:	Paid at time & half
Location:	North Huron Municipal Office

A – POSITION DESCRIPTION

1. Scope of Position:

Reporting to the Clerk/Planning Coordinator the Receptionist/Administrative Assistant acts as a receptionist and office coordinator at the North Huron municipal office in terms of, responding to general front counter and phone inquiries, ordering and inventorying office supplies, distributing and processing incoming mail and providing data entry services, including the receipt and posting of tax payments and other payments such as municipal water and dog tags. The Receptionist/Administrative Assistant is responsible for undertaking these functions while ensuring that that all members of public are given courteous, timely service.

This position is responsible for coordinating the Township of North Huron's resident complaint processes as well implementing the customer service standards and complaint handling policies. This position also provides secretarial, clerical and administrative support to the Clerk/Planning Coordinator, Chief Administrative Officer (CAO), Council members, and other senior staff as required.

2. Key Responsibilities:

- (a) Welcomes and serves the public at the North Huron municipal office front counter.
- (b) Answers the North Huron general phone line and directs calls to the appropriate employees.

- (c) Provides secretarial, clerical and administrative support to the Clerk/Planning Coordinator, Chief Administrative Officer, Council members, and other senior staff as required, including:
- word processing services such as preparation of correspondence, memos, and letters;
 - scanning, photocopying and printing;
 - conducting research;
 - scheduling meetings and training sessions; and
 - opening, sorting and distributing mail.
- (d) Maintains Township's staff contact information.
- (e) Acts as office coordinator including: ordering and inventorying office supplies.
- (f) Compiles, packages and posts outgoing mail.
- (g) Prepares the operating till for each day's activities and ensures that the proper float is present.
- (h) Provides data entry services, including the receipt and posting of tax payments and other payments such as municipal water, dog tags, etc.
- (i) Receives and records payments including processing of post-dated cheques.
- (j) Makes travel arrangements and accommodations for both staff and Council.
- (k) Coordinates the Township of North Huron's resident complaint processes and tracks departmental follow-up.
- (l) Implements the Township's complaint handling policy and customer services standards policy.
- (m) Assists with the coordination, preparation, and implementation of the Township's Dog Counter Licencing process.
- (n) Contributes to the creation, updating and maintenance of the Township website, advertising, newsletters and other communication vehicles and processes of the Clerk's Department.
- (o) Is responsible for assisting in the development, implementation and updating of administrative and corporate procedures, including communication and customer service plans.
- (p) Provides a wide variety of information and assistance to various internal and external contacts; researches, records minutes, prepares agreements, correspondence and documents as required.
- (q) Provides records management/filing support to the Clerk/Planning Coordinator, the CAO, or other members of the Senior Management Team.

- (r) Provides support to the Senior Management Team on projects as assigned by the Clerk/Planning Coordinator.
- (s) Assists the Clerk/Planning Coordinator in overseeing the preparation and distribution of agendas, minutes, and other relevant information for Council or Committees.
- (t) Attends and records proceedings of Council, Boards, and Committees on an as-needed basis as directed by the Clerk/Planning Coordinator, including minute preparation, disposition of resulting actions, unfinished business follow-up, the identification of reports requiring by-law preparation etc.
- (u) Assists the Clerk/Planning Coordinator in drafting by-laws and related materials arising from Council, Board, or Committee decisions.
- (v) Coordinates and organizes staff and Council events, including: preparing and booking, meeting rooms, ordering food, etc. as required.
- (w) Assists with special projects within the Clerk's Department or as multi-departmental projects.
- (x) Performs other tasks as assigned by the Clerk/Planning Coordinator that relate to this position.

3. Key Relationships:

Internal

Clerk/Planning Coordinator: daily interaction re: assignments, duties, and affairs of the Township.

CAO/Deputy Clerk: frequent interaction re: CAO administrative support functions.

Senior Management Team: as required to complete projects.

Council/Committee members: interaction as arranged by the Clerk/Planning Coordinator.

External

Public: daily interaction at front counter and on phone.

Consultants, Office Suppliers, Contractors and Other Agencies: as required to fulfill the duties of the position.

4. Decision Making Authority and Judgement Used:

This position mainly provides support for the Clerk/Planning Coordinator, CAO and other senior managers in the Township. There is little authority for independent decision making. If a decision is required outside their authority, they will consult the Clerk/Planning Coordinator or the relevant senior manager.

The Receptionist/Administrative Assistant may make recommendations to the Clerk/Planning Coordinator for improving the efficiency and effectiveness of their duties.

Judgement is required:

- to prioritize the many tasks in process at any time to ensure deadlines are met

- to provide guidance and assistance to staff
- to ensure the documents typed are accurate and without spelling or grammar errors
- to deal with members of the public

The Receptionist/Administrative Assistant is the first point of contact with the public. They must use judgement to ensure the person is handled promptly and professionally. Problems must be assigned to the appropriate North Huron employee tactfully and promptly.

5. Problem Solving Responsibility:

Most of the duties performed by the Receptionist/Administrative Assistant are within established policies and procedures and under supervision. Normally the problems to be solved are predictable and require no research beyond established policies and procedures.

B – POSITION SPECIFICATIONS

The formal education, training, work experience and other key skills of an individual must be evaluated simultaneously. For example, a person may not possess the minimum designation or degree but may have compensating work experience.

1. Formal Education and Training:

- Minimum Degree Required: Grade 12 or equivalent.
- Community College or equivalent diploma/certificate in Secretarial/Office Legal Administration or related field would be considered an asset.
- MAP, AMCT, or other similar designations would be considered an asset.

2. Work Experience:

- Five (5) years of experience in Office Administration and in customer service.
- Three (3) – five (5) years of progressive experience in municipal government would be an asset.

3. Knowledge:

- Thorough working knowledge of municipal functions and responsibilities, applicable Provincial legislation, regulations, and Council functions would be considered an asset.

4. Other Key Skills and Competencies:

- Proficient in MS Office software and familiarity with document management, scanning functions and various other software such as Keystone, Stone Orchard, etc.;

- Demonstrated ability to be a team player with effective oral, written and interpersonal communication skills to ensure effective working relationships with other employees, Council, and the general public;
 - Valid Ontario Driver's License in good standing and a personal vehicle for use on the job;
 - Strong time management and organization skills;
 - Professional under pressure;
 - Ability to work in a fast-paced environment under pressure and meet deadlines; and
 - General knowledge of municipal statutes, policies and procedures.
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C – POSITION CHARACTERISTICS

1. Impact and Accountabilities:

The Receptionist/Administrative Assistant is responsible to the Clerk/Planning Coordinator.

The incumbent must work independently, but with frequent supervision from the Clerk/Planning Coordinator.

This is a support position so the impact on the organization is indirect.

If the Receptionist/Administrative Assistant is not able to keep up with the workload, important deadlines may be missed and the municipality may be negatively impacted.

2. Supervisory Responsibility:

None.

D – WORKING CONDITIONS

1. Physical Effort and Environment:

At certain times the Receptionist/Administrative Assistant may have to work in excess of their normal work week, as determined by the Clerk/Planning Coordinator. The assignments require many hours sitting at a computer screen.

The Receptionist/Administrative Assistant requires manual dexterity to operate a computer keyboard and other office equipment.

The physical working environment is comfortable, normally indoors in a clean office.

2. Mental Effort:

The mental strain resulting from the work of the Receptionist/Administrative Assistant is constant. The volume of work is considerable. Many tight deadlines must be met.