



JOB DESCRIPTION

Position Title:	Municipal Services Assistant
Department:	Administration
Reports To:	Chief Administrative Officer
Location:	Municipal Office – 859 Melrose Rd, Shannonville, ON
Date Approved:	April 27, 2022

Position Summary:

Reporting to the Chief Administrative Officer, the Municipal Services Assistant is responsible for providing administrative support to departmental staff and for delivering superior customer service to members of Municipal Council as well as residents and ratepayers accessing municipal services. The key duties of this position require exceptional organizational and accuracy skills in combination with an ability to manage multiple tasks while adhering to legislative deadlines.

Functional Responsibilities:

- Acts as first point of contact in the office for the public, answering enquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required.
- Receives, logs and distributes incoming mail, faxes and emails to appropriate party either manually or electronically.
- Processes all outgoing mail, and schedules and coordinates scheduling of courier pick-ups, etc.
- Receives payments over the counter, through a variety of methods. Posts all tax and general payments to the journal and issues receipts using the municipal computer program.
- Assists with preparing and distributing various Planning Act notices to public, proponents, agencies and Council as required and in accordance with legislative deadlines.
- Circulates Notices of Passing and Adoption for Zoning By-law Applications. Maintains and upkeeps a record of application circulation information.
- Assists with maintaining and managing the filing system for both electronic and paper records in accordance with the records retention by-law.
- Assists with the maintenance of retention schedules in accordance with The Ontario Municipal Records Management System (TOMRMS).
- Assists with the transfer and disposition of corporate records.

- Undertakes ongoing projects related to the upkeep of the corporate records inventory.
- Performs all administrative support services which includes but not limited to the production of all forms, correspondence, reports, statements and presentation materials on behalf of the CAO.
- Provides backup support to the Township for website and social media.
- Responsible for ensuring all documents published are AODA compliant.
- Assists in data collection for annual reporting.
- Acts as the alternate Scribe on the Emergency Control Group.
- Registers CAO, Leadership Team and Council for conferences and seminars and arranges accommodation and travel and tracks information as required.
- Co-ordinates WSIB/Certificates of Insurance for the CAO and provides guidance to other Municipal staff on this process.
- Conducts general research to support municipal projects and initiatives.
- Provides support corporate wide for municipal projects with respect to corporate and department initiatives and goals.
- Provides administrative support in preparation of corporate and community events and programs.
- Schedule, monitor, and confirm appointments and meetings for the CAO.

Qualifications

Education and Training

- Completion of post-secondary education in Business Administration, Finance or related field.
- A minimum of 2 (two) years of administrative experience involving contact with the public and senior management.
- Completion of Municipal Administration Program (MAP) and from the Association of Municipal Clerks and Treasurers of Ontario (AMCTO) considered an asset.

Knowledge

- Working knowledge of the Municipal Act and the Municipal Freedom of Information and Protection of Privacy Act is an asset.

Skills and Competencies

- Knowledge of computer applications and software (Microsoft Office Suite, Adobe, MuniSoft, LaserFiche).
- Excellent interpersonal and communication skills with the ability to interact effectively and courteously with all levels of staff and contacts in a customer service-excellence environment.
- Strong organizational skills, attention to detail and ability to multi-task.
- Demonstrated knowledge of administrative processes and office equipment.

Effort, Physical Demands and Working Conditions

- Performance of duties is spent in the office during normal working hours. Frequent interruptions occur to respond to phone inquiries/requests as well as in-person contact with the general public at the front counter.
- The position typically balances multiple priorities and operates under frequent pressure of deadlines. The position involves sitting and working at a computer monitor for lengthy periods of time including continuous keyboarding and requires strong manual dexterity.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete inclusive description.

I have read the job description outlined above and understand the requirements and responsibilities of my job. I understand that this job description may change from time to time depending on business circumstances and that I will be informed of any changes.

Employee Signature

Date

Print Name

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The Township of Tyendinaga promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code.