

Job Description
Finance/Recreation Administrative Assistant

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| Position: Finance/Recreation Administrative Assistant | |
| Reports To: Deputy Treasurer/Director of Recreation and Facilities | Revised: December 23, 2020 |
| This Position Is: <input type="checkbox"/> New <input type="checkbox"/> Existing <input checked="" type="checkbox"/> Revised | |

Job Summary:

Reporting to the Deputy Treasurer/Director of Recreation and Facilities, the Finance/Recreation Administrative Assistant provides confidential and front-line administrative assistance to the departments of Finance and Recreation and Facilities.

Duties and Responsibilities

Receptionist:

- Primary telephone reception and responds to inquiries and redirection of calls if needed;
- Primary reception of residents and visitors and redirection as needed;
- Primary email reception for general Trent Lakes email;
- Answers inquiries and makes appropriate referral of questions if required;
- Responsible for creation of spring/fall newsletters and information brochures;
- Picks up mail daily from mailbox, opens and directs mail, prepares outgoing mail, including courier and handles deliveries;
- Processes and investigates all returned mail;
- Assists with resolving problems and complaints;
- Prepares burn permits and dog tags at front counter;
- Other duties as assigned or required.

Finance and Tax:

- Enters current and postdated tax payments received at front counter and in mail;
- Performs property owner mailing address changes as well as ownership changes;
- Prints and re-mails tax documents as required;
- Performs tax searches;
- Assists with the maintenance of roll files in accordance with the Records Retention By-law;
- Prepares bank deposits for monies received;
- Assists with interim and final tax bill process;
- Assists with reminder notice process;
- Maintains a cash float;
- Enters and deposits transfer station tip fees and debit transactions;
- Maintains asset management software and entry of data;
- Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act;
- Other duties as assigned or required.

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Customer Service and Office Assistant

Recreation and Facilities:

- Responds to office, telephone, and e-mail inquiries, and provides general service, and business information;
- Ensures that requests received for service are dealt with in a timely manner or forwarded to the appropriate staff person;
- Responsible for maintaining various databases either by a computer software program or a written log system;
- Maintains all Recreation & Facilities files in accordance with the Records Retention By-law;
- Drafts and composes letters, reports and memo's including those of highly confidential nature;
- Schedules appointments, meetings, books conferences/workshops and makes travel arrangements as required for department staff;
- Attends and participates in meetings and takes notes for the department;
- Assists in development and implementation of departmental policies and procedures;
- Assists in the development of procurement documents and implementation;
- Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act;
- Prepares, inputs, and files inspection reports of municipal facilities, 911 requests, health and safety inspection forms, and water sampling forms for completion;
- Creates internal forms for use through MESH software;
- Conducts product, service, and program research;
- Maintains and updates pages on website for the department;
- Reviews and codes invoices for the department;
- Responsible for cemetery management including but not limited to cash receipting, inputting information to records management system, and general service
- Other duties as assigned or required.

Qualifications:

- Minimum two (2) year post secondary diploma in a related field;
- Minimum one (1) year experience performing similar duties as listed above;
- Demonstrated experience in cash receipting, cash handling and balancing;
- Demonstrated experience using Geographic Information System (GIS) applications.

Key Competencies:

- Excellent organizational and administrative skills, demonstrating attention to detail and accuracy;
- Demonstrated time-management skills with the ability to prioritize workload and meet deadlines effectively with minimal supervision;
- Capable of developing and maintaining databases for inventory and invoice purposes;
- Ensures accuracy when handling monies;
- Proficient with Microsoft Office and Adobe Pro;
- Excellent analytical, interpersonal and public relations, written and oral communications;
- Ability to multi-task with frequent interruptions in a dynamic workplace;
- Ability to meet deadlines;
- Familiarity with a variety of office equipment;

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- Proven experience in dealing with the public in a customer service focused position.

Health and Safety:

All Employees are responsible to be aware of, understand and follow Occupational Health and Safety regulations by taking reasonable precautions to protect themselves and fellow workers from health hazards and unsafe situations. Employees are required to follow any Health and Safety policies and procedures established by the Municipality.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

Contacts:

Internal: Has contact with all employees and Council.

External: With the public, other Municipalities, private businesses, lawyers, real estate agents, mortgage companies, delivery persons, and all levels of government.

Work Environment:

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- Typical office environment conditions with minimal travel outside the office to attend meetings/conferences/seminars;
- Works in an environment that is subject to interruption and demands accuracy, attention to detail and multi-tasking;
- Tasks are somewhat diverse and some interpretation is required;
- Work is confidential in nature and requires discretion;
- 35-hour work week and may require occasional overtime;
- Works within the administrative policies and procedures of the Municipality;
- Requires general understanding of the public's needs;
- Occasionally required to deal with minor conflicts/complaints.

Physical Demands:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

While performing the responsibilities of the job, the employee is required to talk and listen. The employee is often required to sit for long periods of time and use their fingers for typing. Simple, easy muscular movements and limited intricate or repetitive tasks. Typical activities include sitting, standing, visual attention to details and movement of average weight materials. This job has limited capability to control interruptions and pace of work.

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Impact of Errors:

- Improper exercise of tact could cause confidentiality problems and reflect negatively on the Municipality;
- Misinformation to the public could have a negative and/or legal impact;
- Financial impact could occur if accuracy is not a top priority;
- Errors could result in loss of money for the Municipality.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

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

Employee

Date