

Job Description

Job Title: Administrative Assistant
Department: General Government Services
Supervisor's Title: Director of Legislative Services

Note to the reader: This job description is intended to relay information that describes the general responsibilities, tasks, and processes involved in performing the duties of this job. It is not intended to be a comprehensive list of tasks or a detailed step-by-step job manual. The information provided will indicate the general skill, effort, responsibility, and working conditions expected in the role.

Purpose of the Job

To provide effective and efficient administrative, clerical, and research support to the Director of Legislative Services. This position involves handling issues of a highly sensitive and confidential nature.

Key Responsibility 1

Administrative:

- Processing and distribution of mail, filing, word processing, correspondence, advertisements, and data entry.
- Responding to telephone, email, and visitor inquiries. Refers inquiries to appropriate staff member as required.
- Scheduling, monitoring, and confirming appointments and meetings, and preparing travel arrangements and itineraries for department staff and committees.
- Inputting, maintaining, and assessing databases and files related to municipal programs and public applications.
- Ensuring that necessary financial or other working papers are maintained where relevant.
- Keeping up-to-date on policies, by-laws, and other related legislation necessary for the performance of duties.
- Maintaining department equipment and supplies. Scheduling service and replenishing inventory when necessary.

Key Responsibility 2

Coordination:

- Researches, prepares and produces complex reports and special projects as assigned (for example: proposals, long-term planning documents, manuscripts, operations, manuals, etc.).
- Monitors special projects requiring multi-staff contributions. This includes but is not limited to monitoring completion of tasks, following up on outstanding items, and notifying individuals of actions required/status on timeline.
- Aids in the implementation of administrative policies, practices and procedures.

Job Description – Administrative Assistant

- Undertakes and coordinates special projects that may require some independent thought and action.
- Performs other duties as assigned in accordance with corporate strategic objectives.

Health and Safety

Responsible, as an employee, for health & safety under the Occupational Health & Safety Act (OHSA). This includes, but is not limited to:

- Working safely within the law and safe work practices/procedures (understanding and following standard operating procedures, wearing personal protective equipment, using MSDS information, ensuring all guards are in place).
- Immediately reporting unsafe acts, conditions, or contraventions of the OHSA to a supervisor, the JHSC, or a Health & Safety representative.
- Maintaining a clean, orderly and safe work area.

Education and Qualifications

- A college diploma in Office Administration or other related discipline, accompanied by the completion of (or willingness to obtain) the Municipal Administration Program.
- A minimum of two (2) years of administrative experience involving contact with the public and senior management preferably in a public service environment.
- A proven track record of high quality work accomplishments.

Knowledge, Skills, and Equipment

- Ability to exercise discretion and diplomacy in matters of a highly confidential and sensitive nature, including issues that may be considered personal.
- Knowledge of general office procedures and record and information management systems. Knowledge of TOMRMS and Versatile would be considered an asset.
- Strong knowledge and practical skills with Microsoft Office Suite.
- Adhere to all municipal policies and procedures.
- Ability to work independently, establish priorities, and meet deadlines.
- Demonstrated ability to exercise discretion, good judgement, diplomacy and confidentiality.
- Courtesy, discretion, and compassion when dealing with the public.
- Ability to multi-task and handle ongoing interruptions.
- Good organizational and time-management skills.
- Working knowledge of Municipal Acts and by-laws is considered an asset.
- Flexibility in regard to work load and schedule as frequent interruptions are expected and attendance outside of office hours will be required.
- Work effectively as a member of a team.

Personal

Communication with internal and external individuals is regular in this position. Internally, this includes: municipal employees, managers and members of Council.

Job Description – Administrative Assistant

Externally, this includes: the general public, consultants, members of the media, and government representatives.

Working Conditions

Work occurs in an office environment with a high degree of public contact, as well as exposure to highly sensitive and confidential issues, which may be of a personal nature. This position requires long periods of sitting, as well as consistent visual concentration upon computer screens. Occasional lifting of boxes is required. Hours of work are scheduled within the core operating hours of 8:30 A.M. - 4:30 P.M., Monday through Friday. Occasional overtime may be required to deal with peak periods. Attendance at after-hours meetings and special events will be required from time to time.