



JOB DESCRIPTION

TITLE: **Administrative Assistant**

REPORTS TO: Client Services Manager/Treasurer

LOCATION: Town Hall (Primary)

SUMMARY: The Administrative Assistant is a member of the finance unit. The Administrative Assistant carries out a range of service desk, client services and administrative duties under the supervision of the Treasurer including but not limited to receiving and directing phone calls, responding to counter inquiries, receiving payments and other administrative duties.

MAIN RESPONSIBILITIES (This is not an exhaustive list)

1. Accepts and receives all forms of payment, including taxes, fees and accounts receivable.
2. Performs daily cash receipts, balancing and daily deposits.
3. Performs various administrative support for management personnel.
4. Assists Recreation Department in the production of schedules, seasonal programming, etc.
5. Issues user passes for fitness facility.
6. Coordinates lottery licensing.
7. Receives, coordinates and ensures complaints are actioned (i.e. Public Works matters, dog complaints, etc.).
8. Monitors and tracks complaint progress.
9. Responds to a range of public inquiries both in person and by telephone or email (taxation, assessment, etc.).
10. Provides property and tax information to clients, agents and solicitors.
11. Coordinates courier activities.
12. Provides marriage applications and prepares marriage licenses.
13. Manages updates to the Township website and other social media.
14. Prepares advertisements for job postings, tenders, and other municipal activities.
15. Responsible for office inventory (i.e. ordering, replacing, stocking and restocking, etc.)
16. Assists with payroll and accounts payable as required.
17. Coordinates the Service Ontario Desk.
18. Other administrative duties as assigned.



SKILL

EDUCATION/EXPERIENCE:

1 year Community College Diploma in Administrative field.

Minimum 1 year of municipal experience.

The Township may consider a different combination of education and experience where appropriate.

ADDITIONAL COMPETENCIES/SKILLS:

REQUIRED:

AMCTO Municipal Training

DESIRABLE:

N/A

EFFORT:

Responds to inquiries and complaints from the public, agencies or Council members.

Handles and balances multiple shifting priorities.

Requires significant attention to detail while assisting with licenses, fee collection, daily cash deposits.

WORKING CONDITIONS:

General office conditions. Potential stressful situations, such as tax collection, tax sales, etc.

Prepared: October 2019

Updated: July 2022