

POSITION PROFILE

ADMINISTRATIVE ASSISTANT IV

Position Title: Administrative Assistant IV (Receptionist)

Reports to: Assistant Chief Administrative Officer

POSITION PROFILE OVERVIEW

This Position Profile is an outline of the overall responsibilities involved in the position and the competencies required to fulfill those responsibilities. It is not the intent of the Position Profile to document specific job functions, rather it is expected that detailed job requirements are reviewed by the employee and supervisor upon hiring and in the event of a change in responsibilities and/or requirements. In any event, it is expected that the employee will perform all job requirements, keeping in mind the County's vision and objective to provide the highest quality service to its customers – residents and ratepayers, other staff, neighbouring municipalities, and other outside agencies and groups.

POSITION FUNCTION

The Administrative Assistant IV (Receptionist) is responsible for primary reception duties, office calendar management, office equipment maintenance, filing and document management, mail, administrative support to the Agricultural, Planning, and Finance Departments, office supplies orders, utility accounts receivable billings, and Committee of the Whole meeting agenda preparation.

POSITION RESPONSIBILITIES

The Administrative Assistant IV (Receptionist) is responsible for the following major functions under the direction of the Assistant Chief Administrative Officer. More specific functions are outlined in Attachment A to this Position Profile.

Operations

- Cooperates and participates with key contacts in all Departments.
- Maintains a focus on customer service, productivity, and cost-effectiveness. Ensures a focus on, and a measurement of, successful outcomes rather than outputs.
- Ensures adherence to all legislative requirements such as those of the *Municipal Government Act* and the County's bylaws and policies.
- Participates in the County's Health and Safety Program.

Council/Administration Liaison

- Assists the Assistant Chief Administrative Officer on municipal matters within the area of responsibility to establish appropriate and well-informed overall policy direction.
- Follows the policy direction established by Council for the Legislative and Corporate Services Department.

Strategic Planning and Development

- Assists the Assistant Chief Administrative Officer regarding implementation of short and long-term operational and strategic planning.

Customer Service/Public Relations

- Maintains productive public relations at all times and represents the County at various functions, when required.
- Exhibits behaviour to the highest standard, both personally and professionally.

More specific functions are outlined in Attachment A to this Position Profile.

The incumbent is also responsible for other related duties and responsibilities as required or as requested by the Assistant Chief Administrative Officer. The incumbent is expected to assist other staff as needed.

COMPETENCIES AND BEHAVIORS

The incumbent is expected to demonstrate the following competencies and behaviors in order to successfully meet the requirements of the position.

- A constant awareness of who the customer is, both internal and external, and a recognition of the customer's needs at all times.
- Effective interpersonal skills when dealing with staff and public under all types of circumstances. Maintain a positive and supportive approach.
- Ability to apply knowledge of the job gained through experience or training, to ensure work is carried out competently, on deadline, and results are within acceptable standards.
- A high degree of personal initiative with good planning and organizational skills.
- A high standard of thoroughness, accuracy, and attention to detail.
- Ability to work independently as well as cooperatively. Support co-workers in a positive team environment and share work expertise and knowledge.
- Maintain confidentiality at all times.
- Maintain current knowledge in applicable computer software programs and related office equipment to ensure efficient and cost-effective workplace.

DESIRED KNOWLEDGE, EDUCATION, AND EXPERIENCE

- Grade 12 plus required training in customer service and other general office systems and procedures, or an equivalent combination of education, training, and experience.
- Good clerical and computer skills and a willingness to learn new technology.
- Excellent communication and interpersonal skills.
- Ability to work cooperatively in a team environment.
- Excellent organizational and time-management skills.
- Prior related experience.

ATTACHMENT A

In addition to the general position responsibilities, the Administrative Assistant (Receptionist) is responsible for the following functions under the direction of the Assistant Chief Administrative Officer:

- Responds to telephone and public (walk-in) inquiries; handles routine inquiries and refers more complex inquiries to appropriate staff.
- Receives in-coming mail and directs to appropriate staff on a timely basis. Ensures outgoing mail is processed daily.
- Manages meeting room bookings and staff calendar.
- Assists the Tax/Assessment Administrative Assistant with cash receipts and related inquiries.
- Coordinates repair/maintenance requests for office equipment.
- Coordinates staff cell phone orders, repairs, maintenance, and accounting.
- Prepares office supply orders.
- Assists the Assistant Chief Administrative Officer and Agricultural Department Heads with administrative functions as requested. Prepares correspondence related to position responsibilities for signature.
- Files internal documents and correspondence on a periodic basis for easy and timely retrieval. Maintains filing system according to the Records Retention bylaw.
- Assists the FOIP Coordinator with retrieval and processing of information requests.
- Processes utility billings for the Hamlets of Bruce and Kinsella.
- Prepares Committee of the Whole meeting agenda packages and records meeting minutes. Provides back-up support for Council meetings.
- Reconciles safety codes inspections billings.
- Maintains accounts payable vendor files.
- Supports administrative function of other departments as requested by the Assistant Chief Administrative Officer.
- Supports co-workers as required or as requested by the Assistant Chief Administrative Officer.
- Adheres to policies related to position responsibilities.
- Other related duties in support of the Legislative and Corporate Services Department, as directed by the Assistant Chief Administrative Officer.