



Township of Essa Job Description

Position Title: Administrative Assistant – Public Works November 2020

Reports to:	Manager of Public Works	Last Revision Date:	November 2020
Department:	Public Works	Supervise staff or assign work (lead hand) or no HR responsibility?	No supervisory responsibilities
Location:	Municipal Office	List all positions directly supervised:	None
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	None
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full time	Pay Band #:	9
Pay Method: (Salary or Hourly)	Salary	On Call (Yes reference to details)	No
Overtime (Eligible? Weekly Threshold?):	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	Eligible for all staff group benefits? (yes/no) If eligible for some describe which:	Yes
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

To be the primary point of contact for roads-related inquiries at the counter or via telephone/internet. To create and maintain files and records. Perform scheduling and administrative duties including tracking permits/ticket progress, entering data and reporting on status, fees and inspections. Data entry and manipulation using spreadsheets and other reporting software.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate teamwork and a strong sense of customer service.
- Perform other duties as assigned.



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Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
Public Works Administrative Support	<ul style="list-style-type: none"> Provides administrative support for all infrastructure-related matters. Provides administration assistance with preparing, modifying and managing procurement documents. Reports all streetlight issues and outages for maintenance and repair. Responds to general enquiries at the administration centre counter; directs such enquiries to the proper personnel or department in a courteous fashion. Explains general policies of the municipality where appropriate. Advises residents on processes and status of activities. Assists the public in applying for permits by providing forms and indicating information needed. Ensure all information needed is collected. Follows through on applications where information may be outstanding. Prepares Reports to Council on results, etc., under the supervision and guidance of the Manager. Prepares and reconciles detailed monthly reports on permits/accounts and distributes reports to others as required. Manipulates and filters data to respond to other reporting requests. Receives and tracks lot grading certificates from Township Engineer. Intakes requests from developers, builders and the public for the return of lot grading deposit; composes memos to Treasury for the release of deposits as required. Tracks and sends responses to lawyers' requests for file searches; and reports on all non-compliance issues. Assigns 911/civic addresses and updates databases accordingly. 	



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	<ul style="list-style-type: none"> Records and tracks energy expenditures/consumption for assets and facilities. 	
Utilities Support	<ul style="list-style-type: none"> Properly files all assigned paperwork/documents. Updates account information into Excel Spreadsheets and/or utility and tracking software programs. Assists the Public Works Utility Coordinator with billings. Assists the Public Works Utility Coordinator with notifications and coordination of meter reads and shut offs. Delivers notices/orders as necessary. Reports on issues of non-compliance or requests for inspections and/or waiving of charges. 	
Roads Administrative Support	<ul style="list-style-type: none"> Preliminary review of each permit application (i.e. entrance or road occupancy, etc.). Receives roads-related calls from the public. Provides information and forwards matters to appropriate staff. Entry and tracking data for vehicle maintenance, inspection records and quarterly reports. Directing all emergency calls to Roads crews during regular scheduled hours of operation. Scheduling and researching training courses for the Department and staff when required. Enter concerns and complaints into data-tracking software and ensure follow up in a polite and prompt fashion. Properly files permits and all roads paperwork. Collects FOI (Freedom of Information) requests and copies information as required. Types letters, Orders, reports and minutes. Supports staff with managing special studies and projects, and reporting to Council on such studies. Creates maps for multiple departments or retrieves and dispenses engineering drawings. 	



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Other details of the position

1. Describe the type of problems this position may have to solve.

This position deals directly with the public and deals with a variety of issues by listening, answering inquiries and directing calls.

2. Describe the type of decisions this position may have to make.

This position decides whether a permit is complete upon application. Decisions are made within a provided framework.

3. List the non-supervisory business relationships that come with the position.

Works directly with: Nottawasaga Valley Conservation Authority staff and professionals such as Lawyers, Real Estate Agents, Engineers, Site Supervisors, Contractors, Suppliers and Homeowners. Deals with all contacts in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times. Responds to inquiries for privileged information by taking into consideration the confidentiality of the information, along with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and municipal procedures.

4. Any responsibility for material resources required by the position? If so list.

Responsible for coordinating office supply orders for the department including forms for applications, signs and business cards, etc.

5. Any responsibility for information resources required by the position? If so list.

Responsible for collection, storage, retrieval of records containing confidential information.

6. What is the spending limit for purchases of the position?

None.

7. Any budget involvement? If so explain

None.



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Expected Behaviours of the position (same for all positions)				
	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				
(a) Written communications		X		
(b) Oral communications one-on-one or in small groups			X	
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation	X			
2. Stakeholder Contact				
(a) Knowledge of the services provided		X		
(b) Professional manner in dealing with stakeholders				X
(c) Customer focused orientation (can do)				X
(d) Build strong relationships			X	
(e) Continually improve service		X		
3. Leadership				
(a) Develop a business or strategic plan (planning)	X			
(b) Convince others to buy into our vision or a change	X			
(c) Translate the strategy & plan into action & results	X			
(d) Flexible & adaptive (open to new ideas)		X		
(e) Innovate			X	
(f) Think critically – Think independently		X		
(g) Tolerant (diversity)				X
(h) Empathy			X	
(i) Confidence			X	
(j) Active listening			X	
4. Supervisory				
(a) Coach & mentor	X			
(b) Empower & delegate	X			
(c) Manage job performance (give continuous corrective feedback)	X			



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(d) Discipline and tough decisions as appropriate	X			
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports	X			
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels		X		
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team		X		
(d) Accept all feedback (superiors, pers & subordinates)		X		
(e) Respect authority		X		
(f) Resolve conflict & difficult people		X		
6. Working Skills				
(a) Manage workload and meet deadlines (time management)		X		
(b) Deliver results (work ethic)		X		
(c) Manage stress		X		
(d) Manage quality of own work (attention to detail)			X	
(e) Ethics & integrity		X		
(f) Autonomy (independent action)		X		
(g) Creativity (originality and independent thinking)			X	
(h) Organization including project management		X		

Qualifications

Formal Education & Training:

2 year College Diploma in Business or Office Administration or an equivalent program.

Required in house training:

Job specific in-house training on how to process permits, use of computer tracking software, municipal GIS software.

Work Experience:

One year of experience, preferably within a municipality.

Specific Technical & Sector Skills required:

Thorough knowledge of spreadsheet applications, good knowledge of data tracking and reporting and mapping programs.



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Physical Skill & Effort and Working Conditions

Work is performed in a standard office environment with minimal exposure to hazards. (Sustained) manual dexterity may be required to operate normal office equipment. Work generally has a low risk of injury. Hours of work are regular with minimal overtime required. Regularly required to prioritize variable workload.

Mental Skill & Effort and Working Conditions

The mental effort requires a significant degree of concentration on a variety of activities and the processing and interpretation of information. There are constant interruptions and deadlines. Required to interact politely and effectively with the general public and required to respond to questions and minor complaints from the public.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Chief Administrative Officer:		