



Township of Essa Job Description

Position Title: Administrative Assistant - Clerk/Customer Care Representative

Reports to:	Clerk	Last Revision Date:	May 2020
Department:	Clerk's Department	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 #:	
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)	Yes
		If eligible for some describe which:	
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

Provides administrative support to all members of the Clerk's department including the Clerk, Deputy Clerk and Municipal Law Enforcement Officers; updates social media outlets and distributes communications; and oversees the operation of telephones, printers and photocopiers by all staff. Supports by-law service with letters, data entry and legal searches.

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)
Customer Care and Communications	<ul style="list-style-type: none"> • Website administration/design. • Social media posts – accuracy and judgement required. • Printer and copier maintenance and supplies. • Telephone set up, programming and orientation. • Places requests for service to technicians. • Distributes news releases. • Prepares newsletters and other forms of correspondence and communication for management review. • Answers calls and directs inquiries. • Receives the public and assists as necessary in a pleasant manner, refers the public to other staff as appropriate. 	<ul style="list-style-type: none"> • Ensure website and social media is current, accurate and easy to read – positive feedback from peers and public • Phones, printers and copiers are accessible by other staff and supplies are readily available • Clearly laid out forms of communication for proper protocol
Clerk's Department Support	<ul style="list-style-type: none"> • First point of contact for Clerk's Department matters. • Processes various permits. • Business Licenses, Marriage Licenses and Burial Permit administration. • Conducts research. • Joint Health and Safety Committee Secretary – records minutes and distributes agendas. • Maintains Records Management system. • Types correspondence and reports with a high level of accuracy and confidentiality. • Filing. 	<ul style="list-style-type: none"> • Positive feedback from business • Files entered into records management database in a timely manner, within 1 week • Filing pile remains small
By-law Support	<ul style="list-style-type: none"> • Receives and enters inquiries into computer tracking program. • Schedules inspections. • Drafts correspondence. • Parking ticket administration (NIC's/CRC's). • Dog tag administration. • Organizes rabies clinics. 	<ul style="list-style-type: none"> • Parking ticket tracker kept up to date • (Max Galaxy) or similar software – dog tag purchase date vs. entered into tracker



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	<ul style="list-style-type: none"> • Assist with Court filings when necessary. • Prepares Taxi and Tow Truck Licenses. • Prepares inspection forms. 	
General Administrative Support	<ul style="list-style-type: none"> • First point of contact for all general phone inquiries: tries to assist and refers calls to others as appropriate. • Oversees the administration and implementation of the photocopy machines and printers. • Responsible for mail distribution. • Responsible for maintaining stationary supply levels and ordering same when supply levels are low. • Title searches. 	<ul style="list-style-type: none"> • Vaults are well-organized and well-stocked maintained (full of stationary, etc.) • When copier down – call placed on the same business day

Other details of the position

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

This position is “first to the phone” 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.

Decisions are made within a provided framework.

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

Must be comfortable working in a team environment and maintain relationships with other staff, peers, suppliers, service providers etc. 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 orders within an approved budget, generally under \$10,000.

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

Issues communications subject to the oversight of a Supervisor. Responsible for collection, storage, retrieval of records.

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			



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(b) Empower & delegate	X			
(c) Manage job performance (give continuous corrective feedback)	X			
(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.

Required in house training:

Job specific training in-house will be provided for parking ticket administration (NIC's/CRC's), dog tag administration, licensing and roles and responsibilities of a Joint Health and Safety Committee. Will be trained in website maintenance, municipal freedom of information and privacy legislation.

Work Experience:

One year of experience in an administrative role, preferably within a municipality or within a customer service department.



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Specific Technical & Sector Skills required:
 Data entry and social media platforms.

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:		