

TOWNSHIP OF WEST LINCOLN
CUPE 1287 JOB DESCRIPTION

JOB TITLE **Administrative Assistant**

DEPARTMENT **Corporate Services**

REPORTS TO **Supervisor of Accounting**

RATE OF PAY **Band 4**

HOURS OF WORK **35 hours a week, Monday to Friday, 9:00am to 4:30pm**

JOB SUMMARY

Reporting to the Supervisor of Accounting, the Administrative Assistant performs a wide variety of administrative and financial support services within the Corporate Services Department, which encompasses the Finance, IT and Asset Management Divisions. This role also performs reception duties for the Township Administration Office. The Administrative Assistant is a key customer relations position for the Township, providing exceptional customer service to a diverse public.

This role requires a balance of administrative and financial tasks, customer service, and strong communication skills to efficiently support the day-to-day operations of the Corporate Services Department. This position is expected to have an understanding of protocol, discretion and professionalism, strong computer skills, and be able to make decisions in accordance with prescribed procedures and practices.

QUALIFICATIONS

EDUCATION

- Post secondary education in Office Administration, Business Administration, or related field
- Bookkeeping, Accounting, Finance or related courses an asset
- An equivalent combination of education and experience may be considered

EXPERIENCE

- Minimum 2 years of experience in an administrative assistant role
- Minimum 1 year of experience in handling and processing incoming payments
- Experience in financial or accounting support role is ideal
- Experience working in a municipal office environment an asset
- Experience handling customer inquiries and providing excellent public service in an office setting

SKILLS

- Ability to work independently, take initiative, and collaborate effectively with other departments
- Strong proficiency in Microsoft Office 365, with an emphasis on Word, Excel, Outlook, SharePoint and Teams, and familiarity with accounting software or financial systems
- Ability to work with project management tools to organize work, manage deadlines, and report on progress considered an asset
- Excellent adherence to maintaining confidentiality of sensitive information

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- Strong organizational and multitasking skills, with the ability to prioritize and meet deadlines
- Strong written and verbal communication skills, with a professional and approachable demeanor
- Strong attention to detail and accuracy skills

RESPONSIBILITIES

Reception Support:

- Serve as the first point of contact for visitors to the Township Administration Office, providing a professional, courteous, and welcoming experience.
- Answer and direct incoming phone calls, emails, and general inquiries to the appropriate department or staff member, offering basic information regarding municipal services as required.
- Coordinate daily mail activities for the Administration Office, including the collection, sorting, and distribution of incoming and outgoing correspondence.
- Maintain an organized and inviting reception area, ensuring that printed materials and information displays remain up to date.
- Assist in ordering and pick-up of routine kitchen supplies for common areas, as required.

Finance Support:

- Process cash receipts at front counter; and perform back-up cash receipt duties, as assigned.
- Assist with Township's online self-serve portal by answering customer inquiries, ensuring accuracy of information, processing requests for paperless billing, and other related tasks.
- Upload and process all Electronic Funds Transfer (EFT) cash receipts on a daily basis, allocating payments to tax and water accounts, as indicated by client.
- Respond to property tax and utility billing inquiries at the front counter, telephone, and by email.
- Prepare customer notification letters, such as for NSF transactions or incorrect account numbers noted on EFT cash receipts, and process the related charges.
- Maintain and update financial spreadsheets, files, and records, ensuring all information is accurate, up-to-date, and in compliance with municipal policies and relevant regulations.
- Serve as purchasing card program administrator, by assisting staff with technical issues, and reconciling departmental transactions as directed.

Administrative Support (Corporate Services):

- Provide day-to-day administrative support to the Corporate Services Department.
- Provides direct administrative and operational support to the Department Director to ensure effective management of departmental priorities, communications, and initiatives.
- Deliver daily bank deposits to bank, ensuring timely and secure processing.
- Assist with organizing departmental meetings, including scheduling, preparing materials and agendas, and recording minutes as required.
- Monitor and maintain information and documents on the department's website pages.
- Assist with the preparation and distribution of departmental internal and external communications, notices, reports, and documents.
- Monitor departmental shared email inboxes and distribute and respond to messages, as needed.
- Conduct research and analysis for various departmental projects, as requested.
- Assist department in making use of project management tools, to streamline workflows and administrative processes.
- Manage departmental office supply inventory, including ordering and purchasing standard items.

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- Support shared office equipment (ie. postage meter, multifunction printers), by overseeing related supply orders and performing basic maintenance.
- Maintain the department's records filing system, in accordance with established policies.
- Perform other related duties as assigned.

JOB ENVIRONMENT

- An indoor office environment with exposure to loud noises, interruptions, lack of privacy and fluctuating temperature.
- Occasional exposure to people who are difficult to deal with.

JOB SPECIFICATIONS

Supervision Exercised

- None

Independence of Action / Judgement

- Assignments are covered by well-defined methods and procedures
- Some latitude exists for organizing work or exercising judgement within established guidelines
- Most unusual problems are referred to the supervisor

Decisions on which you seek consultation

- New or unusual situations which are not covered by established procedures

Relationships/Contacts

Internal:

- Employees, including Members of Council
- Heads of Departments

External:

- Contractors and suppliers
- General public
- Professional agencies and government departments
- Business representatives

Physical Demands/Dexterity

- Light activity of intermediate duration
 - Sitting, standing, walking, stooping / crouching / kneeling
- Require the accurate coordination of fine movements
 - Keyboarding, use of mouse
 - Writing
- Require completion of the following coarse movements
 - Filing, copying, stapling
 - Preparing mail

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Concentration Demands

- Intermediate periods of mental effort required frequently
 - Computer work
 - Customer Service
 - Filing
- Frequent interruptions are common, so multi-tasking abilities are needed

Job Environment

- An indoor office environment with exposure to loud noises, interruptions, and lack of privacy
- Occasional exposure people who are difficult to deal with
- Handle cash

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.
