

**POSITION TITLE: Office Assistant**

**Work Relationship: Reports Directly to CAO/Clerk-Treasurer**

**Purpose of the Position:** Provides various administrative, receptionist and clerical support to Department Heads and/or Council and to maintain an efficient office environment within the Municipality.

**MAJOR RESPONSIBILITIES:**

**1. Program/Service**

- Refers enquiries and redirects telephone calls to appropriate staff members; takes messages for staff members who are absent or unavailable.
- Assists the general public at the counter by answering questions or directing them to a person who may be able to provide assistance.
- Sorts all outgoing mail and affixes correct postage before delivery to the post office.
- Files correspondence, memos, minutes, etc. as directed by Department Head.
- Sorts and distributes incoming mail.
- Maintains inventory of office stationery and supplies, orders replacement material from suppliers according to municipal purchasing policy.
- Performs various duties with regard to the tax and utility billing and collection functions.
- Maintains accounts payable and receivable records and waste site invoices and observes all procedures necessary for the flow of handling cash, prepares daily banking deposits and on a monthly basis reconciles petty cash.
- Attends committee meetings as required and accurately records the minutes of the meetings and resulting decisions.
- Photocopies, scans, and files appropriate documents.
- Conducts research and compiles data.
- Signs for delivered packages and distributes them to the appropriate recipient.
- Maintains office filing and storage systems.
- Prepares and issues lottery licences and all required reports.
- Performs other duties as assigned.

In the absence of the Deputy CAO Clerk Treasurer (Holidays, sick days, etc.):

- Prepares and performs related duties associated with payroll and related records for all staff, council and seasonal workers.
- Prepares and processes water and sewage billing.
- Prepares and processes payment for Ontario Municipal Employees Retirement System (OMERS), Workplace Safety Insurance Board (WSIB), Revenue Canada and Employer Health Tax (EHT).

**2. Human Resources:**

Not responsible for the supervision of employees.

**3. Financial Resources:**

Not responsible for the preparation of budgets or the acquisition of funds.

#### **4. Material Resources:**

Proper usage of office machines and equipment, including the computer and associated software programs.

#### **SKILL AND EFFORT:**

#### **5. Knowledge:**

The Job Requires:

- Thorough knowledge of the use of computers and computer software, office equipment and office procedures.
- Good organizational and time management skills to prioritize workload.
- General knowledge of municipal operations and organizational structure.
- Good verbal communications skills in order to provide accurate information in a pleasant and effective manner to telephone callers and visitors.
- Must be a team player and work effectively with other staff and Council.
- Must be willing to participate in training related to the job.
- Must show initiative in utilizing the tools at your disposal, e.g. computer software programs, to enhance the level of service and usability of same.

#### **6. Physical Skill and Effort:**

- Manual dexterity to operate computer and other office equipment as necessary.

#### **7. Decision Making and Judgement:**

Work is performed under the direct supervision of the CAO/Clerk-Treasurer, and in accordance with established policies and procedures.

Judgement is exercised in:

- Prioritizing workload to ensure deadlines are met.
- Responding courteously to visitors and callers, screening and referring incoming telephone calls and public requests to the appropriate staff members.
- Ensuring correct spelling and grammar in correspondence.
- Ensuring accuracy in responses to inquiries and referring inquiries to other staff as appropriate.
- Ensuring confidentiality of sensitive and/or personal information.

#### **8. Interpersonal Skills/Contacts:**

Good interpersonal skills to interact effectively and professionally with the general public, other staff and council.

Internal:

- With other staff members and departments to complete various tasks.

External:

- With the general public to provide information and direct inquiries within various departments.

**WORKING CONDITIONS:**

**9. Environment:**

- Works in a clean office environment.

**10. Control Over Work Schedule:**

- Rarely required to work overtime in order to meet deadlines, but on occasion, may be asked to do so on short notice. Will be required to attend committee meetings and record the minutes and resulting decisions; the majority of which are held after office hours.

***The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that are inherent to the position.***