



JOB DESCRIPTION
Administrative Assistant
(Maternity Leave Coverage)
CAO Office
June, 2017

Under the direct supervision of the Chief Administrative Officer, the Administrative Assistant provides support by managing various internally-based projects, assisting with externally-based events, as well as providing administrative support to the Mayor and CAO. In addition, the Administrative Assistant will provide front counter coverage for the Finance Division of the Corporate Services Department during high volume customer service times. The successful candidate must be available to work evenings and weekends on occasion for special meetings and events.

REPORTING RELATIONSHIPS:

Reports To: Chief Administrative Officer (CAO)

KEY WORKING RELATIONSHIPS:

Internal:

- Applicable Departments
- Other Town Departments

External:

- Community Organizations
- Local Government
- Citizens

RESPONSIBILITIES/ACCOUNTABILITIES:

- Provide confidential administrative support, as directed by the CAO, such as typing (minutes, letters, memo etc.), file maintenance, photocopy and scan documents, assist with mail-outs, maintain computerized and hard copies of the Town's policies for Council and public information, assist with data analysis and compilation, and maintain departmental stationary supplies;
- Provide confidential administrative support to the office of the Mayor, Council and CAO to include answer and/or transfer incoming calls, record messages, respond to public inquiries and provide general information and direction to the public; respond to general website email;
- Providing exceptional customer service to the Finance Division of the Corporate Services Department, which includes the processing and monitoring of payments, answering phones and directing inquiries to the appropriate department and responding to customer inquiries in a courteous and respectful manner;
- Assist with the coordination of structured internal events and activities such as: Volunteer Appreciation and Long Service Awards, staff Christmas party, New Years' Levee, African Heritage Month Launch, etc., as directed;

- Assist Town Staff with the coordination of structured external events and activities, such as special summer events, annual Easter Egg Hunt, Embrace Festival, etc.;
- Respond to general inquiries in a courteous manner, and provide high quality customer service; answer and/or redirect incoming telephone calls and/or record messages;
- Support the Human Resource Officer, Emergency Management Coordinator and Fire Services in administrative related tasks, as required;
- Assist the Human Resource Officer with the Diversity Advisory Committee;
- Coordinate, organize and liaise with staff for Service Excellence Committee;
- Provide office administrative support, such as, file maintenance, safekeeping, and retention of departmental files, photocopying & faxing; composing, transcribing, editing, typing technical and routine correspondence; developing presentations, as directed; complete daily computer data entry, using Microsoft Office Suite;
- Ensure material being posted to the Town's website, Twitter, Facebook and Everbridge is acceptable to the CAO, Mayor and Council;
- Maintain promotional items; distribute information on events, programs and/or activities to staff and department as directed;
- Participate and act as resource to the Tourism Committee, Service Excellence Committee;
- Other duties, as may be required within the scope of the position and personal qualifications.

PROFESSIONAL SKILLS

- Completed Grade 12 or equivalent and post-secondary education in a field of administration;
- Experience in project and program planning, an asset;
- Experience in office administration including office reception, an asset;
- Proficient computer skills specifically with Microsoft Office Suite;
- Familiar with Adobe Acrobat software, an asset;
- Experience in file management, an asset;
- Demonstrated organizational and administrative abilities.

COMPETENCIES:

- Excellent interpersonal skills;
- Excellent organizational skills;
- Excellent written and oral communication skills;
- Professional and helpful demeanor; realize the value of diversity;
- Experience in recording and transcribing minutes;
- Possess the ability to prioritize work and meet deadlines; have flexibility to respond to a variety of administrative functions; be self-directing and innovative; have the ability to multi-task and possess concentration for detail.

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Office environment and “team concept”
- Maintain confidentiality
- Provide a criminal records check