

Reception & Administrative Assistant

Permanent, Full-time – Reports to Manager of Corporate and Legislative Services

Monday – Friday – 8:30 am – 4:30 pm

Definition:

Under the direction of the Manager of Corporate and Legislative Services, the Reception & Administrative Assistant provides front office reception plus additional administrative services for the departments (i.e. Finance, Legislative Services, Development Services and Public Works). Daily activities will include but are not limited to receipting cash transactions, reception, filing, processing of service requests, drafting basic letters and memos, administrative project research, completing procedural forms and compiling various spreadsheets and information.

Reception Duties:

- Welcoming residents at the front desk
- Answering the telephone and forwarding calls where required
- Responding to basic enquiries (i.e.: taxes, utilities, bylaw, accounts receivable), referrals to appropriate departments and follow up when required
- Opening and/or closing the Municipal office
- Administering over the counter programs (i.e.: the dog licence, business licence, statutory declarations)
- Cash receipting – taxes, utilities, business and dog licenses and other revenue received over the counter or by mail
- Cash float maintenance and balancing
- Other duties as assigned.

Administrative Duties:

- Coordinating the shipping, receiving and distribution of mail, courier packages and faxes,
- Taking, routing, recording and following up for completion, customer service requests on behalf of all departments
- Coordinating the booking of the meeting rooms and the Community Event signboard,
- Maintaining and updating the VoP Public Notice Boards
- Maintaining schedules/calendars of resources & meeting rooms
- Coordinating food & beverage requirements for meetings
- Ordering and maintaining office supplies
- Coordinating training events for new staff on office equipment, telephone/voice mail system and maintain staff phone lists
- Seeking quotes or cost estimates for basic purchases
- Data entry of purchase orders to VADIM accounting software and ordering departmental inventory where needed
- Filing and maintaining the Village's record management system
- Drafting routine letters
- Providing photocopying as required

- Maintaining or coordinating the maintenance of office equipment (fax/photocopiers, stamp machine, printers)
- Performing basic research duties
- Entering data and generating various reports
- Other duties as assigned.

Knowledge, Skills and Abilities on the Job:

- Work effectively as a team, being respectful of all others and pitching in when needed
- Ability and interest to take initiative and work independently
- Outgoing professional manner
- Thorough knowledge of business English, spelling and punctuation
- Strong letter writing skills
- Strong intuitive computer skills
- Knowledge of Municipal Government and how it functions
- Cash handling and data entry, some bookkeeping or accounting experience an asset
- Knowledge of office practices and procedures.
- Ability to follow rules, regulations and policies and to make decisions based upon them
- Ability to compose letters and reports relative to departmental policies and procedures.
- Ability to meet and deal tactfully and effectively with persons representing professional, public and community groups in providing a wide variety of Municipal information,
- Working knowledge of personal computers and computer-based applications
- Ability to establish and maintain effective working relationships with supervisors, municipal officials, other employees and the general public
- Discrete, with ability to maintain a high level of confidentiality.

Health & Safety:

As per the Village's commitment to the physical and psychological health and safety of its employees, the Reception & Administrative Assistant must adhere to the following accountabilities:

- Identifying and reporting workplace hazards
- Participating in incident investigations and inspections
- Assisting with Job Hazard Analysis and Risk Assessments
- Adhering to all workplace safety policies and procedures
- Being aware of the following safety considerations identified for this position:
 - Lifting awkward loads
 - Dealing with difficult customers
 - Extension of regular work hours during peak operations
 - Computer workstation ergonomics
 - Operating company vehicles

Qualifications:

- Minimum of Grade 12 or equivalent, preferably supplemented by post secondary courses in office administration, accounting and/or local government administration
- 2 - 3 years of administrative work experience, based on level achieved

- Working knowledge of Microsoft Office (Word, Excel, Outlook and Office 365) with 55 wpm typing ability
- Available to attend occasional evening meetings if and when required and/or work on a weekend for special events; such as elections or community events sponsored or hosted by the Village.
- Experience using the VADIM Accounting System or similar system (Agresso etc.) an asset