

Casual On-Call Reception & Administrative Assistant

Reports to Manager of Corporate and Legislative Services

Casual, On-Call Position – hours scheduled as required

Definition:

Under the direction of the Manager of Corporate and Legislative Services, the Casual On-Call Reception & Administrative Assistant provides relief to front office reception coverage at the Village Office. Activities will include but are not limited to meeting and greeting Village residents and customers, receipting cash transactions, reception, filing, and processing of customer service requests.

Reception Duties:

- Welcoming residents at the front desk
- Answering the telephone and forwarding calls where required
- Responding to basic enquiries (i.e.: taxes & utilities due dates, bylaw, accounts receivable), referrals to appropriate departments and follow up when required
- Opening and/or closing the Municipal offices
- 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 Roundabout Sign
- Filing as per the Village's record management system
- Providing photocopying as required
- Other duties as assigned.

Knowledge, Skills and Abilities on the Job:

- Ability to meet and deal tactfully and effectively with persons representing professional, public and community groups and providing a wide variety of Municipal information
- Ability to work effectively independently and as a member of a team
- Ability to establish and maintain effective working relationships with Managers, co-workers and the general public
- Discrete, with ability to maintain a high level of confidentiality
- Outgoing professional manner
- Thorough knowledge of business English, spelling and punctuation

- Experience in cash handling and data entry
- Knowledge of office practices and procedures
- Knowledge of Local Government an asset
- Valid BC Drivers License and satisfactory Driver's Abstract

Health & Safety:

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

- Identifying and reporting workplace hazards
- Participating in workplace incident investigations and workplace inspections
- Assisting with Job Hazard Analysis and Risk Assessments
- Adhere to all workplace safety policies and procedures
- Awareness 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

Qualifications:

- Minimum of Grade 12 or equivalent, preferably supplemented by post secondary courses in office administration, and/or local government administration
- 2 - 3 years of administrative work experience
- Working knowledge of Microsoft Office (Word, Excel, Outlook and Office 365)
- Experience using the VADIM Accounting System or similar system (Agresso etc.) an asset