



Job Description

Office Coordinator

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

Summary:

Under the direction of the Manager of Corporate and Legislative Services, the Office Coordinator will be responsible for opening and closing Municipal Hall to the public, supporting the Receptionist with day-to-day coverage, processing Customer Service Requests and Records Management.

Responsibilities:

- Welcome residents at the front desk.
- Open and close the Municipal Hall to the public.
- Cash float maintenance and balancing.
- Review, acknowledge and respond to Customer Service Requests on behalf of all departments.
- Partnering with the Communications and Grant Coordinator to monitor and capture Customer Service Requests within our Social Media platforms.
- Analyze and review trends within our Customer Service Request system.
- Escalate Customer Service Requests to senior members of the team where appropriate.
- Promote and enforce information governance and records management principles.
- Participate in long- and short-term record management plans.
- Work with departments to ensure procedures are in place to support organization requirements and demands of various types of incoming correspondence and records.
- Organize, maintain and update records of the organization.
- Maintain inventory of all filing systems and archives.
- Provide administrative support to Bylaw Services including facilitation of the Bylaw Notice Enforcement adjudication process.
- Support the Freedom of Information Head and Coordinator in processing Access to Information Requests.
- Support the Legislative Assistant with meeting agenda preparation and distribution and post council correspondence.
- Support HR with training to departments around FOIPPA and the importance of records management.
- Train, develop and coach the Receptionist.
- Providing coverage of reception where required.
- Other duties as assigned.

Skills and Experience:

- 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.

- Ability to communicate in a tactful manner and defuse situations.
- Discrete, with ability to maintain a high level of confidentiality.
- Thorough knowledge of business English, spelling and punctuation.
- Experience in cash handling and data entry.
- Knowledge of office practices and procedures.
- Confident producing letters and writing reports.
- Knowledge of Local Government legislation an asset.
- 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.
- Previous customer service 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.

Emergency Operations Responsibilities:

All persons employed by the Village of Pemberton will be required to assist the Village in providing emergency services. Duties assigned during an emergency may differ from regular duties.