



# Job Description

## Operations Administrative Assistant

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Reports to: Manager of Operations and Projects  
Full-time, Permanent position

### Summary:

Providing clerical and administrative support to the Manager of Operations and Projects and the Operations Team this new and exciting role is vital to keep the team organized, enabling them to fulfill their day to day Village operations including water, sewer, parks, roads, trails, snowclearing and more!

### Responsibilities:

- Screen calls, book appointments, prepare agendas, record minutes and prioritize items.
- Compose, research, proofread, edit, and finalize a variety of documents on behalf of the Manager of Operations and Projects.
- Support the department with data entry and analysis relevant to wastewater treatment and collection, water quality and distribution, roads, streetlights, trails and parks maintenance.
- Organize and schedule planned maintenance and inspections of Village equipment, vehicles, and infrastructure.
- Research suppliers, obtain quotes and assist the preparation of 'Request For Proposals'.
- Process expenses, create purchase orders and submit invoices and receipts.
- Obtain approval for time off requests and timesheets and submitting to Payroll.
- Track and log call-outs, standby and overtime worked by the team.
- Acknowledge and respond to residents regarding basic operations queries and complaints.
- Correspondence with suppliers, contractors and technical consultants.
- Support Health & Safety initiatives, document incident reports and near misses.
- Schedule and coordinate training for the team and logging certifications.
- Develop and maintain standard operating procedures, filing and record keeping systems.
- Assist and support the recruitment process and orientation process for any new hires.
- Other duties as assigned.

### Skills and Experience:

- Highly organised with strong administrative experience.
- Confident using Microsoft Excel and analysing data.
- Competent producing letters and writing reports.
- Strong problem solver under pressure and able to meet tight deadlines.
- Communicates in a tactful manner and able to diffuse challenging situations.
- Experience processing confidential information and knowledge of FOIPPA.
- Proactive, independent and a strong team player.
- Ability to interpret and translate technical information.
- Experience working within an operations environment 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.