



<u>Position:</u> <b>Administrative Assistant</b>	<u>Date:</u> July 2024
<u>Affiliation:</u> Contract Full-time Non-Union	<u>Issued By:</u> CAO/Deputy Treasurer

**Position Summary:**

The Administrative Assistant is a tech-savvy, customer service-focused professional responsible for assisting with front counter duties at the municipal office, responding to and/or redirecting inquiries by telephone, email, and in-person, managing the customer service request platform and municipal website/social media administration. The Administrative Assistant provides clerical support for various departments, including researching/compiling communications, gathering background information, and completing special projects.

**Hastings Highlands Corporate Values:**

At the Municipality of Hastings Highlands all our team members believe in:

- Being **Committed** by always being ready to jump in and striving for better
- Having **Integrity** by being honest and knowing the right thing to do
- Being **People Smart** by asking good questions, listening to others, staying engaged in conversations and having strong judgment

**Reporting Relationships:**

**Directly** – Chief Administrative Officer/Deputy Treasurer

**Indirectly** – Various Department Heads

**Key Responsibilities:**

**Reception/Administrative:**

- Greets, receives, directs or answers/records general questions/inquiries from the general public from various sources such as, but not limited to telephone, email, and in-person including taking messages for staff members who are absent or unavailable;
- Receives in-person payments as required;
- Manages the Municipal Customer Service Request platform and assists with customer responses as required by various departments;
- Monitors and maintains current information on the municipal website and social media in accordance with policy;
- Creates and maintains marketing and educational communication documents as required;
- Drafts correspondence and other communications on routine matters;
- Various administrative duties as requested such as reviewing and updating forms, data entry, and photocopying;
- Inputs and maintains information on the digital office calendar;
- Files paper and digital correspondence, memos, minutes etc.
- Picks up and distributes daily mail when required;
- Assists with maintenance and adherence to requirements under the *Accessibility for Ontarians with Disabilities Act* and other various legislation;
- Covers for the Administrative/Community Services Coordinator in their absence;
- Performs other duties as assigned

**Financial:**

- Receives property tax and general payment

**Position Qualifications:**

- Post-secondary diploma in Office Administration, Communications, or an equivalent mix of education and experience will be considered;
- Minimum of two (2) years of experience in a progressive administrative position;
- Demonstrated ability to maintain a high degree of confidentiality, professionalism and sound judgment, and to exercise discretion and tact;
- Must be proficient working in Microsoft Office and Outlook for email;
- Must show initiative and be adaptable in learning to utilize software applications and program specific software e.g. Access E11, Govstack website and Canva for social media;
- Ability to prioritize, organize and complete multiple assignments simultaneously within tight deadlines;
- Effective verbal communicator who provides accurate information in a pleasant manner to telephone callers and visitors;
- Good written communication skills with a demonstrated attention to detail and accuracy;
- Must be a team player, and work effectively with other staff and elected Members of Council;
- Must be willing to participate in training related to the position or task, as required;
- Adheres to employment policies, practices, rules, and regulations

**Working Relationships:**

Strong interpersonal skills to interact effectively and professionally with the general public, various organizations, other staff members and Council.

**Internal:**

With other staff members and departments to complete various tasks

**External:**

With the general public and organizations to provide information and direct inquiries within various departments

**Working Conditions:**

Administration Office – busy office area.

Normal working hours are 8:00 a.m. to 4:00 p.m. Monday – Friday.

On occasion the position may be asked to work overtime on short notice to meet deadlines.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.