

	Administrative Assistant/Reception Clerk Job Description	Department	Administration
		Date Approved	November 2024
		Revised	

REPORTS TO: Deputy Chief Administrative Officer

REPORTS: None

Accountability/Responsibility

This position reports to the Deputy CAO and is primarily responsible for providing administrative office support, as well as primary front line customer service for in person, telephone and electronic requests. This position also performs basic accounting functions related to general and utility functions, accounts receivable and payable, and is responsible for maintaining accurate records.

This position acts as a backup to the Finance Clerk with the support of management, in the event of sickness, vacation or other leaves of absence.

Primary Duties:

1. Greets customers at the customer counter and on the phone, responds courteously and constructively to public requests and complaints by providing or obtaining the appropriate information and/or directing them to the appropriate person.
2. Performs accounting functions related to all general and utility functions, accounts receivable and payable, and maintains accurate records of requisitions and invoices.
3. Receives, distributes and disseminates incoming mail (both electronic and hard copy) for Council and CAO.
4. Ensures efficient and effective conventional and electronic record-keeping systems are in place for the CAO and personnel files and all required data, documents, reports, and correspondence are maintained in accordance with legislation and corporate policy.
5. Performs administrative support for Council, the Chief Administrative Officer, Deputy CAO and Public Works Foreman as required.
6. Ensures that the Town's property lists are kept current and accurate.
7. Maintains and schedules meetings for Council and the CAO as required.
8. Provides administrative and technical support to the CAO related to the processing and tracking of development and building permit applications, including stop work orders, and public or in-camera presentations to Councils, boards and/or commissions related to the approval and appeal processes on behalf of the Municipality.
9. Assists as required with the preparation of the annual budget.
10. Assists with researching information such as legislation, bylaws, reports, contracts, files, minutes and any other assigned matters.
11. Orders office supplies and maintains office filing system.
12. Maintain business license records, agreements, invoicing, collections and inquiries.
13. Will maintain and update the municipal website as required and directed.
14. Performs other duties as may be assigned from time to time.

Experience & Qualifications

- Completion of grade 12 is required.
- A minimum of one year of experience in an office or customer service environment, and/or a certificate or diploma in an accounting and/or business administration related field is preferred. An equivalent combination of experience and training would be considered.
- The incumbent shall have knowledge of basic office procedures and equipment and shall demonstrate a good understanding of word processing and spreadsheet skills.
- Having an Urban Certificate and/or willingness to obtain or demonstrate the equivalency of skills, qualifications, and abilities with a related diploma would be an asset.
- A working knowledge of municipal processes and Munisoft applications, including Financials (General Ledger & Custom Reporter, Accounts Payable, Paymate Acclaim Payroll); Receivables (Tax, Utility Billing, Receivables, and Receipting) would be an asset.

Computer software and equipment use

Microsoft applications such as Word, Outlook, and Excel; Munisoft applications, including Financials (General Ledger & Custom Reporter, Accounts Payable, Paymate Acclaim Payroll); Receivables (Tax, Utility Billing, Receivables, and Receipting); online applications; fax, multi-line telephone, copier, scanner and printer.

Unique Position Requirements

- The position requires persuasive diplomacy and courtesy when discussing matters either internally or externally with others. There is a need to exchange information requiring explanation and consideration with the public and senior employees from other organizations.
- The incumbent may work directly with or be aware of confidential information in the course of their job duties and is expected not to disclose or use any confidential information in any manner for any purposes other than the proper discharge of their duties and responsibilities for the employer. Confidentiality is to be maintained at all times during, as well as after termination of employment for any reason.
- Analytical thinking, strong verbal and written communication skills, the ability to work independently as well as collaboratively within a team environment, along with attention to detail, organizational and time management skills are required competencies.
- The work involves exposure to a fast-paced environment, with conflicting timelines, and the ability to balance multiple priorities is considered an asset.
- This position requires a valid Saskatchewan Class 5 driver’s license and is subject to a Criminal Records Check.

Incumbent

Chief Administrative Officer

Date