

Position Description

ADMINISTRATIVE ASSISTANT

Position Information

Position Title:	Administrative Assistant
Department:	Fire/By-law Enforcement and Parks and Recreation Departments
Reports To:	Fire Chief/Director of By-law Enforcement
Hours of Work:	Monday to Friday office hours, occasional evening meetings for District Chiefs meetings and Council
Date Completed:	January 21, 2020
Date Revised:	March 25, 2021

Reason for Submission

New Position:	
Change in Responsibilities:	March 25, 2021
Other (specify):	

Position Summary

The Administrative Assistant provides clerical and administrative support including research, document preparation and handling of confidential files, records management, prepare meeting minutes, scheduling of meetings and assistance in budget preparation to the Fire Chief. Backup support to Customer Service Representative and Parks & Recreation Dept. for some facility rentals.

Key Accountabilities

Identify the key areas of responsibility then for each area describe the accountabilities. For each area of responsibility provide the Key Performance Indicators (KPI's).

Accountability Description	Key Performance Indicators
Administration: <ul style="list-style-type: none"> ■ Coordinate appointment schedules for the Department including set-up of meetings, arrangement of meeting facilities and meeting materials/ documentation, and notification of concerned parties regarding meeting times, location, purpose of the meetings, etc. ■ Provide problem-solving assistance for conflicts in scheduling, changes in priorities, setting meeting agendas and meeting locations, etc. 	<ul style="list-style-type: none"> ■ Accurate scheduling and set-up for meetings. ■ Accurate note taking and on-time distribution of minutes. ■ Customer service delivered in timely, helpful and professional manner ensuring relay of appropriate and accurate information.

<ul style="list-style-type: none"> • Attend meetings as needed and ensure the preparation and distribution of minutes. • Assist the Directors with project management related to improvement projects / initiatives assigned to the Department. • Maintain a tracking system for the Director regarding project milestones, deadlines, deliverables, etc. • Process incoming communications to the Department and transferring to appropriate parties. • Greet visitors, suppliers and others courteously, provides helpful and positive responses to visitors when confirming nature/purpose of visit, completing transactions and/or making referrals as necessary. 	
<p>Operational Support:</p> <ul style="list-style-type: none"> • Act as confidential secretary for the Fire Chief/Director of By-law Enforcement, ensuring that confidential information/ data is processed and filed with provincial authorities according to established policies and procedures. • Update and maintain employee training files for the Department. • Prepare routine and special reports as assigned by the Directors. • Oversee the annual dog licensing program for the Township, provide recommendations for improvements and educational materials. Administrator of the Dog Licensing software and respond to inquiries to pets@southstormont.ca email address. • Provides facility rental support to the Parks and Recreation Dept. • Assists with the development and distribution of some Parks and Recreation communications. • Conduct research and analysis as required for the preparation of correspondence, documents and reports. Maintain the records management (hard copy and electronic) and archiving systems for the Director, ensuring that all correspondence, records, reports and 	<ul style="list-style-type: none"> ■ Timely completion and submission of Fire Department reports to Ontario Fire Marshall's Office ■ Maintains employee training files in accordance with Township standards and records management protocols. ■ Accurate and timely distribution of reports, documents. ■ Maintains and adheres to Township standards related to records management. ■ Dog licensing program delivered in a timely and customer focused manner. ■ Delivers excellent customer service for facility rental services, provides information and follows up as needed. ■ Communications items for Departments is accurately prepared and delivered in timely fashion ■ Demonstrates awareness of personal responsibility for Health and Safety and that of public, renters, and co-workers ■ Is aware of and demonstrates the responsibilities and

<p>documentation are properly filed, dated for retention, diarized for follow-up and can be quickly accessed.</p> <ul style="list-style-type: none"> • Perform other administrative support duties and tasks, including photocopying, ordering of supplies, office equipment maintenance, etc. • Support and assist other employees as appropriate and needed. • Adheres to the Township's Health and Safety requirements and Employee Code of Conduct 	<p>accountabilities of the Employee Code of Conduct</p>
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Knowledge, Skills & Experience

Identify the minimum education and experience required along with required and preferable skills.

Education	<ul style="list-style-type: none"> • College diploma in business or office administration.
Experience	<ul style="list-style-type: none"> • Minimum 2 years clerical experience and relevant customer service experience, preferably in a municipal setting.
Skills	<ul style="list-style-type: none"> • Superior skills using standard office software for administrative purposes. • Knowledge of public sector, particularly municipal, reporting and information systems. • Excellent organizational, verbal and written communication skills. • Excellent interpersonal and customer service skills. • Knowledgeable in research methods and communicating concisely findings suitable for purposes required. • Team member with ability to work independently.

Approvals:

The above statements reflect the general duties considered necessary to describe the principal functions of the job as defined and shall not be considered as a detailed description of all the work requirements of the position.

Approved By: 
 Director

Approved By: Debi LucasSwitzer, Chief Administrative Officer

Date: March 2021