



Position Description ADMINISTRATIVE ASSISTANT

Position Information

Position Title:	Administrative Assistant
Department:	Infrastructure Services Department
Reports To:	Manager of Infrastructure Services
Hours of Work:	Monday to Friday office hours, occasional evening meetings may be required
Date Completed:	August 2025
Date Revised:	

Reason for Submission

New Position:	Provide additional administrative support to the Infrastructure Services Department
Change in Responsibilities:	
Other (specify):	

Position Summary

The Administrative Assistant provides administrative and clerical support including confidential areas to Infrastructure Services Department under the direction of the Manager of Infrastructure Services. Responsibilities include responding to public inquiries, preparing meeting materials and minutes, maintaining departmental records and databases, preparing quarterly water and wastewater bills and supporting regulatory reporting. The position plays a key role in coordinating permits, licences, equipment inventories, and fleet data while upholding Township policies and safety standards.

Key Accountabilities

Administration
<ul style="list-style-type: none">• Respond to phone, email and front counter inquiries related to the Infrastructure Services Department in a professional and courteous manner.• Schedule appointments for departmental staff; arrange facilities for departmental meetings and schedule appointments and travel arrangements for managers or supervisors.• Perform confidential recording secretary duties for assigned departmental and staff committees, prepare agendas and schedule meetings; record, compile, transcribe and distribute meeting minutes.• Assist the Manager with project management related to initiatives assigned to the Department by maintaining project schedules, deadlines, deliverables, etc.• Assist in preparing documentation for regulatory reporting and monthly Council reports for the Department.

- Maintain the records management and archiving systems for the Department, ensuring that all correspondence, records, reports and documentation are properly filed and dated for retention.
- Perform general administrative and confidential clerical support to the Department.

Key Performance Indicators:

- *Meetings and travel arrangements are organized efficiently with attention to detail and accuracy.*
- *Records management practices adhere to the Corporate standards and requirements*
- *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.*

Operational Support

- Prepare water and wastewater bills, respond to user inquiries and maintain utility accounts.
- Record and track purchasing documents in accordance with Township policies.
- Track and maintain up-to-date records of contractor insurance documentation to ensure compliance with regulatory requirements.
- Assist with the preparation and circulation of notifications and information regarding infrastructure maintenance, repairs, projects, and unscheduled activities.
- Develop content for website pages, public education campaigns on the Township's social media channels, and newsletter to support outreach and engagement initiatives.
- Update various information systems and databases (e.g., Permits and Licences, Infrastructure Assets, Work Orders).
- Develop and maintain various departmental equipment inventories and maintenance records.
- Coordinate the application and renewal process for municipal permits, licences, and services; create work orders and follow up with supervisory staff for completion.
- Assist with annual license renewals for department's fleet.
- Assist with tracking fuel usage data across all departments. May be required to support urgent response situations such as; preparation and delivery processes for notices to public regarding emergency boil water advisories.
- Provide support to the Customer Engagement Lead/Administrative Assistant at the front counter as required.
- Provide support to the Finance Department with the preparation of billing and collection processes as required.
- Adheres to the Township's Health and Safety requirements and Employee Code of Conduct.

Key Performance Indicators:

- *Water and wastewater bills are prepared with a high degree of accuracy and in a timely manner.*
- *Contractor insurance on file is current and meets Township requirements.*
- *Demonstrates diligence in maintaining data integrity across multiple systems.*
- *Communications items for Departments are accurately prepared and delivered in timely fashion.*

- *Demonstrates awareness of personal responsibility for Health and Safety and that of public and co-workers.*

Knowledge, Skills & Experience

Education	<ul style="list-style-type: none"> • College diploma in business or office administration.
Experience	<ul style="list-style-type: none"> • Three (3) years of experience in a related office or customer service role, preferably in a municipal setting. • Experience with purchasing, finance, and data management is considered an asset. • Experience in billing and collections, including invoice preparation and payment follow-up, is considered an asset. • Working knowledge of municipal government, infrastructure services, fleet and engineering functions, activities and procedures considered an asset. • Thorough working knowledge of MS Windows and Office applications.
Skills	<ul style="list-style-type: none"> • Excellent written communication skills. • Superior skills using standard office software for administrative purposes. • Demonstrated ability to problem-solve through active listening combined with a commitment to delivering a superior customer experience. • Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities. • Ability to communicate effectively with the public, colleagues, and management and to resolve and respond to complaints and concerns. • Ability to work independently, plan and prioritize unscheduled work to meet deadlines • Valid Class "G" driver's licence and reliable vehicle • Satisfactory Criminal Record and Judicial Matters Check

Approvals:

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

Approved By: _____
Director of Infrastructure Services

Approved By: _____
Chief Administrative Officer

Date: _____