



THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA
JOB DESCRIPTION –OFFICE ASSISTANT SUMMER STUDENT

POSITION: Temporary, full-time

REPORTING RELATIONSHIP: Reports to the Clerk

RESPONSIBILITIES:

1. Performs general office administration duties, including but not limited to:
 - a. answering the telephone and directing questions and concerns of the public
 - b. data entry
 - c. filing and shredding paperwork
 - d. scanning and digitally filing documents
 - e. general office organization and cleaning
2. Performs receptionist duties and provides information to the public with regard to municipal policies, programs, services and regulations.
3. Completes on-line research, create brief reports, conduct on-line or telephone surveys and contact participants to arrange events or programming.
4. Assists with drafting, creating and producing advertising for upcoming events, social media and web site updates, planning activities and assisting in managing and conducting special events.
5. Assists members of the public with signing out, picking up and returning equipment made available through our recreation equipment lending hub as well as monitor and manage equipment inventory, follow up with outstanding returns and ensure agreements/waivers are processed properly.
6. Assists with recreation and seniors programming through planning and execution of events, collecting data and completing reports.
7. Performs all actions and activities in a responsible manner and consistent with policies/guidelines of municipality.
8. Conducts themselves in a manner that considers the health and safety of every individual including the public and all other staff members.
9. Actively participates in identifying potential and actual hazards, taking steps to eliminate or minimize them and to work towards completing hazard identification in conjunction with the health and safety rep and supervisors.
10. Interact verbally and in writing with the general public, Council and other municipal employees on a regular basis through written staff reports, electronic messaging, in person and via telephone.
11. Other duties as assigned from time to time by the Clerk.

WORKING CONDITIONS:

1. May be required to work in full view of the public subject to frequent interruptions to provide assistance/information to the public.
2. Will work within regular office hours.
3. Work is performed with a high degree of independent activity in a computerized environment seated at a desk. Some occasional light lifting is required. Subject to eye strain and physical fatigue from computer use and prolonged desk work.
4. Work is subject to constant internal and external deadlines as imposed by legislation, Council schedules, or Council policy with frequent changing priorities.

WORKING RELATIONSHIPS:

1. With Clerk-Treasurer, Administrative Assistant and Office Assistant; serves as support person and assistant in whatever capacity needed.
2. With the public; provides information and assistance.

KNOWLEDGE AND SKILLS:

1. Manual dexterity and computer literacy with knowledge of word processing (Microsoft products) and internet research skills.
2. Basic math skills.
3. General office administration skills.
4. Excellent oral and written communication skills in order to provide accurate information in a pleasant and effective manner to telephone callers and visitors. Must be courteous, diplomatic and able to problem solve.
5. Excellent reading, prioritization and multi-tasking skills.
6. High level of concentration is required to ensure accuracy.
7. Respects confidentiality.
8. Must be precise and accurate in performance of duties.
9. Time management and organization skills.
10. Must be able to follow instructions well and ask for clarification if required
11. Must be flexible in that this position as many different aspects of administration and recreation exist within this position.