



Internal/External Posting

* Please note: External applicants will only be considered in the absence of qualified internal CUPE 1287-15 applicants.

POSITION: **ADMINISTRATIVE ASSISTANT – OPERATIONS**

POSITION SUMMARY: The *Administrative Assistant – Operations* is a full-time position working in the Municipal Office under the direction of the *Manager of Operations*. The *Administrative Assistant – Operations* primarily supports the Operations Department Operations (Roads, Cemeteries, Recreation, Drainage), and the public, by providing financial, administrative and clerical services in order to ensure effective, efficient administrative operations.

REMUNERATION: The starting wage rate shall be \$25.30 (90% of the Collective Agreement rate in effect), increasing to \$28.11 after six months (rate under review).

START DATE: December 5, 2022.

CORE DUTIES include:

- Provide consistently high level of customer service, guidance and clarification to customers via telephone, email and counter support.
- Provide professional, dependable and efficient administrative support to the Operations Department
- Coordinate and schedule management and staff including training and meetings.
- Booking and scheduling of Township facilities and events.
- Prepare and issue invoices for Township services.
- Collect and process payments for a variety of municipal transactions.
- Source and assist with the ordering of required supplies and equipment.
- Prepare tender packages and assist with funding applications.
- Attend and take minutes for department and committee meetings as required.
- Assist with collection of data and/or writing of staff reports as requested.
- Receives and applies the appropriate accounting
- Preparation of monthly reporting to various government agencies, Council and other Departments.
- Monitors email and maintains website pages and notices in support of Operations activities.
- Provide social media and communications support for departmental initiatives.
- Prepares and mails correspondence to residents and agencies as required.
- Manage change and seek opportunities to increase the use of technology and efficient processes to support and accomplish the goals of the department.

Customer Service:

- Coordinate with families, cemetery staff and funerary officials to facilitate cremation and burials.
- Assist the front counter to address and resolve inquiries from the general public.
- Responds to telephone inquiries and direct residents to the appropriate department.
- Demonstrated ability to work in person and on the phone in a professional and empathetic manner.
- Provides cashier service and receive payments as required.
- Perform other related duties as assigned within the Operations Department, as assigned.
- Provides backup coverage to other departmental Administrative Assistants (i.e., breaks, vacation, sick leave, etc.), to ensure administrative continuity, as needed.

QUALIFICATIONS:

- 2-3 years of municipal experience with a thorough knowledge of municipal operations and functions.
- Certificate, Diploma, or Degree in Office Administration, Accounting or related field with proven commitment to ongoing professional skills development.
- Excellent computer skills utilizing Microsoft Office Suite, Social Media platforms, Internet. Ability to use Stone Orchard, Vadim, Booking Software or similar software is a considerable asset.
- Superior time management, organization, communication, customer service skills are required.
- Proven ability to deal efficiently with sensitive situations with compassion, discretion and diplomacy.
- General understanding of cemetery legislation, acts and municipal By-laws.
- Able to deal courteously and effectively with all levels of staff, the public, stakeholders and government.
- Proven ability and confidence to use personal initiative to work efficiently, solve problems, provide support and accomplish objectives with minimal supervision.

Qualified candidates are invited to submit a resume with cover letter, in confidence, outlining how their education and experience meets the above qualifications to Lee Gudgeon, Manager of Human Resources, by 8am on Tuesday, November 15, 2022. Electronic applications will be accepted at <https://www.wainfleet.ca/en/town-hall/careers.aspx>, by email at careers@wainfleet.ca.

The Township of Wainfleet is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection processes, and work environment. We will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process. Please contact the Office of Human Resources, hr@wainfleet.ca if you need assistance. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection. We thank all applicants and advise that only those to be interviewed will be contacted. Personal information is collected under the authority of the Municipal Act and will be used to determine eligibility for potential employment.