

The Corporation of the Town of Gravenhurst

POSITION DESCRIPTION

Position Title: Office Assistant (Student)

Area/Department: Infrastructure Services

Reports to: Admin Clerk 3

POSITION SUMMARY

The Office Assistant for the Infrastructure Services department assists the Administration Clerk's by providing support to the Management Team and responding to public inquiries.

DUTIES & RESPONSIBILITIES

1. Greet and assist residents and external customers at the Infrastructure Services counter. Document public inquiries/concerns using an Operations Management System and circulate to the appropriate staff action.
2. Respond to inquiries via email and telephone from the general public, community and special interest groups, internal staff/departments etc. local government services in general, in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times.
3. Processes and coordinate departmental mail, faxes and courier shipments, and distribute to the appropriate staff member.
4. Assist with department file maintenance, including making up new files, filing, year-end recording and boxing of files in accordance with policy and procedure set by Legislative Services.
5. Assist with examining and evaluating activity sheets for employee wages for payroll, materials for inventory, town equipment for revenue, hired equipment for payment to the job and accomplishment for the Town and District of Muskoka for posting to the general ledger
6. Assist with the renewal and purchase process for seasonal and daily boat slips at the Muskoka Wharf. Including creating files, formatting and typing correspondence letters and emails, scheduling daily slip rentals and coordinate with the Finance Department for seasonal and daily boat slip purchases.
7. Providing clerical and administrative support to Infrastructure Services staff and updating various documents and forms related to department operations.
8. Carrying out special projects and other duties as assigned by the Director of Infrastructure Services or designate.

SUPERVISION REQUIREMENTS

Positions Supervised directly: N/A

EDUCATION, SKILLS and EXPERIENCE

1. Must be currently enrolled as a student in a post-secondary environment (preferably in an Accounting or Finance program)
2. Good mathematical, oral and written skills
3. Clerical/administrative experience would be considered an asset
4. Proficiency in a computerized environment, operating systems, database software; Microsoft Outlook, Word, Excel, Publisher, Power Point
5. Excellent interpersonal, customer service and communication skills, both oral and written
6. Ability to exercise discretion and good judgment in providing information to internal or external customers in a courteous and tactful manner; and when dealing with sensitive or confidential issues; ability to project a professional image
7. Attention to detail and accuracy, and ability to thrive in a fast-paced environment
8. Ability to work independently and as part of a team
9. General working knowledge and understanding of the Occupational Health and Safety Act and Regulations
10. WHMIS 2015 certification is required for all new hires and must be presented at the time of hire.
11. Valid G license with a clean drivers abstract satisfactory to the corporation (Use of own vehicle may be required)

HEALTH & SAFETY RESPONSIBILITIES:

1. To learn, understand and practice standard Town operating procedures.
2. To be familiar with and comply with the provisions of the Occupational Health and Safety Act and Regulations; and the Towns Health and Safety Policies and Procedures.
3. To take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
4. To report unsafe acts or conditions to their supervisor or a Health and Safety Committee Representative.
5. To report any occupational injury or illness immediately to their supervisor.
6. To use personal protective equipment, where required.
7. To report any contravention of the Occupational Health and Safety Act.

PHYSICAL/PSYCHOLOGICAL DEMANDS and WORKING CONDITIONS

Environment: Work is conducted in an office environment with some exposure to criticism from the public. Requirement to juggle priorities, verbally communicate to exchange information, deal with constant interruptions and changing demands during the course of a working day; occasions whereby an extremely short amount of time is available to complete a project or task (regularly); wide variety of tasks requiring ability to manage multiple projects; while maintaining a pleasant, professional and positive demeanour.

Physical: Require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; walk on uneven terrain, loose soil, and sloped surfaces; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; travel to other locations; operate equipment and vehicle.

Normal hours of work are 35 hours per week, Monday to Friday, as required. 2023 Rate of pay is \$16.05 to \$18.05/hr.

CONTACTS

Incumbent communicates regularly with municipal staff and the general public.

REVIEW/APPROVAL

Incumbent: _____ **Date:** _____

Immediate Supervisor: _____ **Date:** _____

Human Resources: _____ **Date:** _____

Affiliation: Non-Union