Job Description

Working Title:	ADMINISTRATIVE ASSISTANT, OPERATIONS
Position Type:	PERMANENT
FTE (ie: 1.0, 0.5):	1.0
Classification:	LEVEL 3
Division:	PARKS AND ROADS
Department:	PLANNING AND INFRASTRUCTURE
Reports To:	MANAGER, PARKS AND ROADS

☐	New Position
☒	Update of current position
☐	Significant changes (at least 50% of job has changed) – Job Evaluation required

SECTION 1: PURPOSE OF POSITION

This position is the first point of contact at the Public Works facility and acts as the liaison between Public Works and Town residents. They serve as a resource to staff regarding applicable policies, procedures, and provide a broad range of administrative support to Parks and Roads, Civic and Municipal Operations, and Management Duties include: providing front counter customer service, answering and directing all incoming calls, handling resident complaints, drafting correspondence and general office administration such as distributing mail, ordering office supplies, taking minutes, filing and various assigned projects. This position ensures the Public Works internal and external service levels are adhered to and issues are addressed in a timely manner.

SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
30	**Reception and Office Administration** • Provides general reception duties including directing incoming calls, mail, and e-mail • Greets and signs in visitors, determines visitor/customer needs, and provides information and direction as required • Assists staff and residents with inquiries and complaints, ensuring items are directed to the appropriate departments and followed up in a timely and professional manner • Responsible for coordinating and organizing departmental communication to the appropriate area (i.e. Internal Employment Opportunities, Meeting Minutes, Notices, etc) • Prepares general correspondence such as agendas, reports, spreadsheets and letters to residents related to Public Works services • Compiles and formats Public Works Quarterly Report updates • Preparation of accounts payable • Tracks invoices into and out of the Public Works facility, ensuring they are processed in a timely manner • Attends meetings and take meeting minutes as required • General office administration – Electronic and hard copy filing, data entry, forms maintenance, create contact lists etc. • Coordinates departmental functions as required
10	**Facility Administration** • Coordinates servicing of office equipment as needed • Orders supplies and maintains inventories for all aspects of Public Works as directed • Issues and assigns keys to PW facilities such as Recycle Centre, Outdoor Rinks, Dewatering Station, Lift Stations, snow dump site as required • Coordinates the annual order of coveralls and jackets for unionized staff • Administers the Cardlock Fuel System; issues fuel cards, and tracks fuel consumption per vehicle/dept both for reconciliation of invoices and determining charge out to appropriate GL • Sets up/ issues/tracks staff security alarm system codes in building alarm system
10	**Records and Information Management** • Maintains public works records and filing ensuring they are up to date and filed accordingly in the Town's electronic records management system • Creates and enters data into systems as directed • Monitors and tracks renewal dates of service contracts, OHS contractor orientations, registrations, and licenses

35	**Stakeholder Relations** • Event and Program Coordinator for public works events and programs such as, Team Up to Clean Up, Adopt-A-Barrel, Large Item Drop Off, and Shred and Go • Plans and coordinates the annual Don't Just Trash It campaign in conjunction with Corporate Communications and Circular Materials, Integrity and GFL • Prepares brochures, schedules and advertising for media • Develops, maintains, and creates website pages on the Town of Stony Plain website as they pertain to Public Works related updates, information, and resources • Updates the Town of Stony Plain website and posting notifications throughout the season to ensure public works related programs, services, and information is up-to-date • Maintain the Sharepoint pages for Parks and Roads, Civic and Municipal Operations
10	**Waste and Recycling** • Maintains and updates Recycle Coach with related information for residents and community events • Assists with the Tracking and reports monthly and annual stats on curbside and roll off collection tonnage
5	**Other** • Provides input on modifications or improvements to administrative policies, procedures, and practices to improve the function of the business unit • Fire Warden for the Public Works Facility; responsible for Roll Call during emergency evacuations and ensures records are sent to the Town's OHS Advisor and Fire Services • Act as a steward of the Town's corporate culture by demonstrating our Core Values • Contribute to a positive safety culture by reading, understanding, and complying with the Town's Health and Safety Policy and job specific safe work practices and procedures • Performs all other reasonable duties as assigned and within the scope of this position

SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
	☐	☐

SECTION 4: QUALIFICATIONS

Level of education and experience required:
• Post-secondary certificate in Business or Office Administration • Basic Accounting experience including Accounts Payable & Accounts Receivable • Minimum five years' experience in an industrial office setting. • Municipal experience is considered an asset

Required designations, licenses, Certificates required:

Required Knowledge, Skills and Abilities:

- Comprehensive knowledge of data entry processes, office practices and procedures
- Strong interpersonal, skills with the ability to demonstrate diplomacy and tact with a variety of internal and external clients
- Excellent written and verbal communication skills
- Strong customer service skills
- Ability to work with a diverse group of people
- Strong organizational skills with the ability to adapt to varying workloads, set priorities, and meet deadlines
- Ability to work independently with minimal supervision
- Able to provide technical support for software and meeting room setups

Software/Technology

- Proficient knowledge of Microsoft Office Suite (Word & Excel)
- Basic knowledge of office equipment, phone systems, and electronic records management system
- Working knowledge of security and fuel tracking systems (Cardlock)

PHYSICAL EFFORT	
☒	Routine office environment. Limited physical effort. A variety of typical office requirements such as sitting, standing and walking. Limited physical effort. Limited intense visual concentration is required. Infrequent physical effort (lifting, bending, etc); Infrequent peaks of concentration are necessary for short periods from time to time (e.g. several minutes up to half an hour) Interruptions or distractions occur occasionally, but do not interfere with completion of quality of work as the nature of the work is highly repetitive and routine
☐	Moderate physical effort, requires occasional lifting, bending, standing, climbing ladders, etc. Requires extended periods of standing or moving. Manual dexterity can include handling of items or tools of various sizes, sorting or manipulating small parts or materials or tools, where the pace of work can largely be controlled. Intense visual concentration is greater than 50% of the time. Moderate peaks of concentration (e.g. up to half day) are a typical, with some ability to control this by taking breaks from the task. Interruptions or distractions occur frequently and sometimes interfere with output quality or timeliness. Time pressures with the job are noticeable, but are not frequent or significant. May perform a moderate level of heavy physical activities (pulling, lifting, pushing heavy or awkward objects, etc). May require some specialized training and/or use of safety equipment.
☐	Regular, frequent or sustained and considerable physical effort tis required with limited opportunities to rest except at scheduled breaks. May require a degree of major physical effort over an extended period of time. Requires frequent or regular considerable moving, standing or heavy physical activities (e.g. lifting, moving, or pulling heavy awkward objects on a regular basis). Typically requires some specialized training (certifications, etc) and/or use of safety equipment. May also require personal protective equipment. Regular, frequent or sustained, and substantial peaks of concentration are a typical throughout the day. It may not be possible to take breaks from tasks due to time pressures and deadlines that often oblige continuation until task completed. Interruptions and distractions occur frequently, and often to significantly interfere with the ability to complete the task correctly/in timely manner and consistently.
WORK ENVIRONMENT	
☒	Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc

☐	Moderate exposure to disagreeable aspects of the work environment. The job may require occasional exposure, but is limited in terms of frequency, severity, and/or duration. May require some specialized training, and/or use of safety equipment.
☐	Considerable, frequent or ongoing exposure to disagreeable aspects of the work environment. The job requires regular exposure in terms of frequency, severity, and/or duration. Typically requires some specialized training (certifications, etc), and/or use of safety equipment. May also require personal protective equipment.