

**ADMINISTRATIVE ASSISTANT****Approval Date:** August 2025**Department:** Utilities – Water☐ IAFF☒ CUPE☐ Management**Title of Excluded Supervisor:** Departmental Manager**General Accountability:****Purpose and Scope**

Reporting to and taking direction from the Departmental Manager, the Administrative Assistant performs a wide variety of administrative duties and provides support to all administrative functions within the department. The incumbent is expected to work independently on most assignments, and to deal with internal and external clients with courtesy and tact, and a focus on service.

**Nature and Scope of Work**

Performs a wide variety of administrative duties, including, but not limited to:

- Perform customer service duties, including responding to counter, email, and telephone inquiries.
- Respond to general inquiries from various internal and external customers.
- Manage the department's generic email accounts, and update and maintain the department's City website.
- File and maintain the department's records management system.
- Prepare, process, and maintain a variety of departmental documents, correspondence, records, and files.
- Process and maintain accounting data including, but not limited to, work orders, purchase orders, invoices, cheque requisitions, and expense claims.
- Receive, process, and reconcile cash and other financial transactions.
- Enter and track data using a variety of computer programs.
- Scan, photocopy and electronically file documents.
- Create, update, and maintain a variety of department reference material, publications, promotional material.
- Process media releases and monitor social media sites as necessary.
- Receive, sort, and distribute mail, interoffice correspondence and courier deliveries and process all out-going mail and courier deliveries.
- Purchase, order, and maintain office supplies
- Coordinate equipment repairs and maintenance schedule
- Prepare agendas, organize meetings, and take meeting minutes.
- Transcribe meeting minutes from others' notes.
- Complete special projects as assigned.
- Provide assistance to department colleagues in response to workload demands.
- Other related duties as may be assigned.

**Necessary Qualifications****Knowledge:**

- General knowledge of modern office procedures, digital records management, composition of letters and customization of documents.
- Working knowledge of City operations and services.
- Working knowledge of WorkSafeBC regulations and safe work procedures.

**Skills:**

- Excellent customer service and conflict resolution skills.
- Good oral, listening and writing skills.
- Strong attention to detail and high degree of accuracy amidst frequent interruptions.
- Good keyboarding/typing skills.
- Good time management and organization skills.
- Good decision-making and problem-solving skills.
- Safe work habits and practices.
- Proficiency with MS Office applications, with intermediate proficiency in Microsoft Word and basic proficiency in Microsoft Excel (minimum 60% within the last 18 months).

**Abilities:**

- Ability to deliver a high level of customer service and deal calmly, courteously, and tactfully with all customers, both internal and external.
- Ability to deal effectively with confrontational clients and remain calm during hostile or stressful situations.
- Ability to receive and reconcile cash and other financial transactions.
- Ability to work independently with minimal supervision.
- Ability to work within and contribute to a proactive team environment.
- Ability to work under pressure, effectively respond to a high volume of inquiries and do a multitude of tasks.
- Ability to accurately process, check and maintain a variety of office records, files, reports, documents, and related materials, as well as file and retrieve information (both manually and electronically).
- Ability to use department specific software programs and operate office equipment required for the work.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- For work assignments in Recreation & Culture only – ability to pass and maintain a clear Criminal Record and Vulnerability Check.

**Education:**

- Grade 12 or equivalent.

**Experience:**

- Minimum three (3) years' clerical or administrative work experience in an office environment.

**Preferred Criteria (External Postings)**

- Experience working in a municipal environment.
- Certificate or Training in Office Administration.