

ADMINISTRATIVE ASSISTANT (Economic Development and Indigenous Relations)

Approval Date: June 2025 **Department:** Economic Development

☐ IAFF ☒ CUPE ☐ Management

Title of Excluded Supervisor: Economic Development and Tourism Manager

General Accountability:

Purpose and Scope

Reporting to and taking direction from the Economic Development and Tourism Manager, the Administrative Assistant, working independently on most assignments, performs a wide variety of administrative duties and provides support on all administrative functions associated with the Economic Development and Indigenous Relations department.

Nature and Scope of Work

Performs a wide variety of clerical duties, including, but not limited to the following functions:

- Perform customer service duties, including responding to counter, email, and telephone inquiries from various internal and external customers.
- Update and maintain the department's information on the Economic Development, Destination Campbell River and the City website.
- Process media releases and monitor social media sites as necessary.
- Scan, photocopy, and electronically file documents.
- Compose, prepare, type and issue correspondence as directed.
- Create, update and maintain a variety of publications and promotional material, including updating the department's social media platforms.
- Prepare, process and maintain a variety of departmental documents, records and files.
- Assist with marketing initiatives, as directed.
- Receive and reconcile cash and other financial transactions.
- Update and maintain reference manual for position duties for backup personnel.
- Purchase, order and track office supplies and retail inventory for department including the Visitor Information Centre.
- Receive, route, or respond to the generic economic development departmental email.
- Coordinate meetings, prepare agendas, take and/or transcribe meeting/workshop minutes and track follow-up actions.
- Enter and track data using a variety of computer programs including customer relationship software (Executive Pulse).
- Catalogue and tag physical and digital assets curated from various sources.
- Extensive use of computer software programs.
- Provide event support by consolidating guest lists, sending/tracking guest lists, booking venue space, coordinate logistics including A/V testing, participate in set up and take down.
- Attend tourism and economic development related activities as required.
- 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 written 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.
- Proficiency with MS Office applications, with intermediate proficiency in Microsoft Word and basic proficiency in Microsoft Excel (minimum 60% within the last 18 months).
- General computer literacy.

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 with minimal supervision.
- Ability to use department specific software programs and operate office equipment required for the work.
- Ability to upload and share approved posts on social media platforms.
- 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 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.

Education:

- Grade 12 or equivalent.

Experience:

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

Preferred Criteria (for external postings)

- Demonstrated proficiency with design software.

Unusual Working Conditions

- Occasional evening or weekend work.