

**CITY OF FORT ST. JOHN  
POSITION DESCRIPTION**

**Class Title:** Administrative Assistant II  
**Department:** All Departments  
**Date:** March 2018

**NATURE OF WORK**

Positions at this level, under minimal supervision and direction, are responsible for providing a high level of administrative support services to the department. This position is responsible for composing correspondence, compiling statistical reports, preparing draft reports requiring research of source material, maintaining a variety of departmental and organizational records and responding to inquiries that require considerable knowledge of the department. The specific duties assigned vary according to the assigned department and the type of function being performed.

**SUPERVISION RECEIVED**

Works under the general supervision of the department manager, director or general manager.

**SUPERVISION EXERCISED**

None.

**KEY RESPONSIBILITIES**

Performs a variety of administrative support and clerical duties, sometimes of a sensitive nature including drafting correspondence, transcribing minutes, assisting with tender document process, receiving visitors, answering telephone calls, operating a high volume multi-line switchboard, making appointments and preparing itineraries.

Reviews and screens incoming correspondence and responds independently, redirecting, or drafting responses as appropriate.

Provides a variety of information and assistance to internal and external contacts as well as the general public pertaining to matters requiring extensive knowledge of the department, referring inquiries to other departments as appropriate.

Compiling information of a confidential or sensitive nature as per Freedom of Information regulations and submits information to Freedom of Information Coordinator.

Gathers research information or data and prepares statistical reports; produces reports, spreadsheets, flowcharts, and/or graphs of prepared data.

Records and transcribes meeting minutes and prepares agendas for formal meetings as per legislative requirements, often of a time sensitive nature; photocopies and distributes agendas and other information packages as required.

Checks invoices and departmental financial documents for accuracy as assigned; codes invoices with general ledger account numbers within purchasing level of authority.

Coordinates and controls the purchasing of related office supplies inventories, gift stocks, brochures, pamphlets, etc.

Coordinates, with the Records Management Coordinator, the departmental filing system, indexing files and materials to be filed; conducts file searches for requested information; maintains the main records management system as per established standards and procedures for the department.

Reviews permits/licenses/registration applications of a complex nature and deals with inquiries; provides administrative assistance with tendering processes.

Arranges appointments and coordinates the use and set-up of meeting and other rooms or areas for facility bookings; prepares and distributes the daily and monthly meeting schedules, calendar of events schedules, etc. for the department.

Reports incidents and responds in emergencies as directed and/or required.

Performs related duties as assigned.

#### **REQUIRED KNOWLEDGE, ABILITY AND SKILLS**

- Accurate keyboard skills and typing 60 words per minute
- Ability to obtain a good working knowledge of the departmental operations, policies, procedures and bylaws, services and functions within a short time frame.
- Excellent organizational, communication, public relations and time management skills; demonstrated problem solving ability.
- Demonstrated ability in handling a complex and varied workload in a flexible manner, often under pressure or in emergency situations.
- General knowledge of municipal finance and budgeting.
- Excellent interpersonal skills; ability to maintain harmonious relationships with all members of the public, and other staff members while working courteously, professionally and tactfully.
- Ability to work independently and complete daily activities according to work schedules while adapting to changing priorities.
- Proven ability taking and transcribing dictation and minutes rapidly and accurately; ability to type with considerable speed and accuracy
- Knowledge of and experience in using the proper form of business letters and office procedures.
- Knowledge of Freedom of Information Act regulations relating to the disclosure of confidential matters of the Municipality.
- Ability to work shift work or flexible working hours as required.

#### **REQUIRED QUALIFICATIONS, LICENSES, CERTIFICATES & REGISTRATIONS**

- Grade 12 or GED equivalent
- Certificate in Office Administration, Business Management/Administration or a closely related field (1 year program)
- Minimum of three (3) years of related office administration experience, preferably in a municipal setting
- Occupational First Aid certificate – Level One or acquire the same during probationary period, if departmental requirement
- Valid Drivers' License
- Ability to pass police information check, if departmental requirement
- Ability to obtain a Drivers' Abstract, if departmental requirement

## **PERFORMANCE FACTORS**

- Knowledge, Ability and Skills
- Customer Service
- Quantity of Work
- Cooperation
- Reliability
- Attendance and Punctuality
- Compliance
- Health & Safety

## **TOOLS and EQUIPMENT USED**

Tools and equipment are consistent with duties related to the Clerical functions for the related department. Tools and equipment may include, but are not limited to: computer equipment, calculator, cash register, switchboard telephone system, photocopiers, facsimile machine, and postage meter machine.

Additionally, the employee may train, under supervision, on a variety of other specialized tools/equipment consistent with the employment in the related departmental functions.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to stand and sit for long periods of time, and talk or hear. The employee is occasionally required to climb or balance; stoop; kneel; crouch and smell.

The employee must occasionally lift and/or move up to 10 kg.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an environment that is indoors and is reasonably quiet with constant interruptions and various deadlines.

## **GENERAL**

Formal application; rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

This is a position in the BC Government and Service Employees' Union.