

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

Class Title: Administrative Assistant I
Department: All Departments
Date: March 2018

NATURE OF WORK

Positions at this level, under supervision, are responsible for carrying out a variety of well-defined, routine duties related to administrative support for the assigned department. The specific duties assigned vary according to the assigned department and the type of function being performed. Assignments are described in detail and are performed in accordance with clearly established procedures.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

None.

KEY RESPONSIBILITIES

Enters data and processes correspondence reports, memoranda, forms, notices and letters, etc. from rough copy or previously prepared data. Prepares routine letters, reports and form letters.

Produces reports, spreadsheets, flowcharts, or graphs of prepared data. Gather research information, or data and prepares statistical reports under direction if required.

Assists with the preparation and control of office supplies inventories, gift stocks, brochures, pamphlets, etc.

Answers telephone and personal inquiries and secures and supplies routine information, receives complaints and deals with the general public inquiries. Provides social media updates for the department as directed.

Assists in coordination of implementing updates of the department's software tracking system (e.g. CityWorks, Activenet) maintains computerized records and provides training to department employees on the use of department software.

Provides customer service to internal and external patrons with a particular emphasis on positive and efficient interactions with the public.

Maintains departmental records, including but not limited to: statistics, expenditure records, purchase order records, photocopier/facsimile records, etc within established standards and requirements.

Schedules and arranges appointments, coordinates the use and set-up of meeting and other rooms or areas for facility bookings. Make travel arrangements as required.

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

Performs basic cashier duties for the Department if required, including but not limited to: taking payments for the sale of business licenses, permits, user/program fees, etc. and reconcile the cash daily.

Opens sort, stamp and distribute incoming mail and prepare, stamp and distribute outgoing mail.

Prepares agendas, records and transcribes meeting minutes of an informal nature, including required action and follow-up from meetings.

Prepares and distribute the daily and monthly meeting schedules, calendar of events schedules, etc. as required.

Updates library materials such as the Provincial Acts, Statutes, etc.

Receives applications for various services; receives complaints; prepares permits/licenses/registration applications of a routine nature and deals with the general public inquiries; assists customers with the completion of forms and applications as per established department procedures.

Coordinates inspection appointments as required, per established department procedures.

Performs related duties as assigned

REQUIRED KNOWLEDGE, ABILITY AND SKILLS

- Accurate keyboard skills and typing 40 words per minute
- Good knowledge of general office/administration function and client reception
- Excellent organizational, communication, public relations and time management skills; demonstrated problem solving ability.
- Demonstrated ability to work well as a part of a team
- Ability to draft routine letters and to maintain accurate files
- Ability to communicate effectively with internal and external patrons in a courteous and tactful manner both in person and on the telephone
- Ability to prepare agendas and take minutes of an informal nature
- Proficient in Office Suite software applications (e.g. MS Word, PowerPoint, Excel, Outlook) and ability to operate standard office equipment
- Ability to multi-task, organize and prioritize work
- Ability to work evenings and weekend if departmental requirement

REQUIRED QUALIFICATIONS, LICENSES, CERTIFICATES & REGISTRATIONS

- Grade 12 or GED equivalent supplemented with one (1) year clerical 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.