



Project Administrative Assistant, Customer & Corporate Service

Position Code:

Pay Band: 6

Department: Customer & Corporate Service

Effective: February 2023

Division:

Revised: February 2023

Reports To: Executive Director, Customer & Corporate Service

Status: Contract Full-Time, Non-Union

Direct Reports: None

Indirect Reports: None

Position Summary

Reporting to the Executive Director (ED), Customer & Corporate Service, the Project Administrative Assistant provides confidential and self-directed support to the ED including the creation of plans, the assignment and monitoring of project management, engagement with external stakeholders, and administrative support. This position will provide support and back-up activities for other areas and programs within the Department (e.g., Human Resources, Customer Service, Communications, Fleet & Facilities, Information Technology).

The main duties and responsibilities of the position are in the areas of project coordination for the Grain Terminals Revitalization, administrative support for the ED and EA, CAO/ED, and accessible documents.

Duties and Responsibilities

1. **Project Coordination: Grain Terminals Revitalization (50%):**
 - (a) Attend meetings, as may be required, with the Project Team.
 - (b) Proactively request and follow up on projects and action items with the appropriate staff and external stakeholders, cooperatively negotiating priorities, realistic due dates and grouping of related Department items for Committees or Council.
 - (c) Where required, review incoming documents or reports to provide an initial assessment of whether the item contains quality information that is appropriate for the desired use, and to be able to answer initial questions or clarifications about the material.

Position Description

Project Administrative Assistant, Customer & Corporate Services

- (d) Project management and coordination of the Grain Terminals Revitalization.

2. Administrative Support for ED and EA, CAO/ED (40%):

- (a) Provide support and back-up activities for other areas and programs within the Department (e.g., Human Resources, Customer Service, Communications, Fleet & Facilities, Information Technology)
- (b) Prepare, edit, and proofread correspondence, invoices, presentations, reports and related material. Draft requests for proposal as assigned and process information for the ED to provide input.
- (c) Assist the Executive Assistant (EA), Chief Administrative Officer (CAO)/ED with administrative tasks. Arrange and attend meetings, prepare agendas and take/distribute minutes, coordinate travel, catering, and training arrangements.
- (d) Screen and respond to enquiries (in-person, phone and electronic); relay calls, messages, or direct questions to appropriate staff as necessary.
- (e) Maintain and update electronic and manual information filing systems as required; ensure compliance with record retention requirements and Municipal Freedom of Information and Protection of Privacy Act.
- (f) Compile data, statistics, and other information to support research activities.
- (g) Create purchase order requisitions, assist with monitoring budget as required, and coordinate corporate credit card reports/reconciliation for Department as requested.

3. Accessible Documents (10%)

- (a) Assist in ensuring documents within the Department are in an accessible format, as per the Integrated Accessibility Standards Regulation (O. Reg. 191/11), including Policies, Staff Reports and all material posted on the Town's website.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Position Description

Project Administrative Assistant, Customer & Corporate Services

Knowledge, Skills and Experience

1. Diploma in Business or Office Administration or other related program
2. One (1) year of related administrative experience
3. Strong understanding of and commitment to positive public relations and customer service skills.
4. Knowledge of public policy creation processes and analysis, and the demonstrated ability to deliver accurate public policy research analysis, to carry out mathematical quantitative as well as qualitative analysis, and to recommend decision-making approaches that consider appropriate consultation, engagement, roles and timeframes.
5. Knowledge of general office procedures, including financial, budget, records and information management filing system and its integration in an executive office environment. Skills and ability to accurately record meeting minutes and general proceedings.
6. Demonstrated project management skills.
7. Excellent administrative, communication, interpersonal, organizational, and time management skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
8. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high level of initiative and personal integrity.
9. Thorough working knowledge of Windows and Microsoft Office applications, database management, and office equipment. Knowledge of Great Plains software an asset.
10. Valid Class "G" driver's license and reliable vehicle to use on corporate business. Ability and willingness to travel within the community as required.
11. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

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

Physical demands require no undue fatigue regarding sitting, standing and walking. Daily tasks may include operating a computer, meetings, training, concentrated

Position Description

Project Administrative Assistant, Customer & Corporate Services

attention to detail during report/release writing, analysis of various information and computer work. Individual must operate office equipment such as computers, copiers, faxes, scanners and adding machines. (100%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday, shifts are seven (7) hours per day plus a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, respond to urgent matters, change shifts to work evenings or weekends to accommodate high volume periods or for after-hours customer service initiatives, or to work extra hours as needed.

Physical Environment: Work is conducted in a standard office environment. (95%) Work involves travelling to other Municipal buildings or off-site locations, meetings and training held in meeting rooms or conference rooms. (5%)

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. (70%) Requires the ability to prepare and read a variety of reports, letters/correspondence, budgets, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (30%)

Stress: Limited mental stress, in normal situations with various pressures where the seriousness of the outcome will range from limited to uncertain. (80%) Some exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with difficult or emergency situations. (10%)

Contacts and Dimensions

Direct Reports: 0

Indirect Reports: 0

Total Employees Serviced: 0

Other Working Relationships: Position communicates regularly with staff, the Mayor and Council, other elected officials (Provincial and Federal), government Ministries and agencies, legal counsel, taxpayers, business community, local boards and commissions, stakeholders, community organizations, and the general public.

Budget: n/a

Salary Budget: n/a

Contract Full-Time

Page 4 of 5 Project Administrative Assistant, CCS

Position Description

Project Administrative Assistant, Customer & Corporate Services

Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____