



Job Description

Administrative Assistant – Sustainability & Solid Waste; Roads and Drainage

Department: Operations
Reports To: Manager of Sustainability and Solid Waste
Date Approved: 2024
Job Grade: Grade 7

Position Summary

- Help the Town achieve higher performance by providing administrative support to the Manager of Sustainability and Solid Waste and the Manager of Roads and Drainage
- Provide effective and efficient administrative support, research, coordination and communications required for the Sustainability and Solid Waste Division and the Roads and Drainage Division and with other Departments and the public including all functions related to roads, and waste management programs and facilities

Key Duties and Responsibilities

- Provide administrative support to the Manager of Sustainability and Solid Waste and the Manager of Roads and Drainage and other department staff including:
 - Drafting/formatting staff reports, correspondence, memos, labels, agendas, spreadsheets, mail-outs
 - Maintain department entries on the Committee Council Agenda Coordination and ensure timely delivery of completed staff reports
 - Managing and standardizing Operations' records and processing them into the TOMRMS system, filing and retrieval, annual archival with the Clerk's Department
 - Scheduling/calendar/meetings and preparing minutes/action items
 - Assist Managers and staff with divisional organization and reminders, to meet Town policies and protocols
 - Ensure that all internal/external communications are AODA compliant and act as the Department expert in AODA template design and development
 - Act as the Department's website liaison for all department matters related to the Intranet and Town Internet

- Coordinate and relay information from Managers to department support staff, other departments within the Town and external stakeholders
- Assist the Managers with preparing, researching, and managing technical studies, proposals and reports for long-term planning, operations, program development, and other departmental projects and initiatives.
- Schedule and arrange Divisional meetings and functions, technical review meetings, project team meetings and/or public meetings as required plus administrative support including agenda preparation, meeting facilitation, minutes, action items and follow up.
- Ensure inquiries are appropriately dealt with by providing documents, information and assisting the public, contractors, engineers, lawyers and other agencies regarding related policies, applications, inspections and processes; coordinate and relay information to department staff; refer inquiries to appropriate staff member as required.
- Coordinate the Municipal Consent and Municipal Land Use Permit process including reviewing applications, collecting fees and documents required, circulating for approval and follow-up inspections. Maintain an agreement tracking system for long term permits, and liaise with Finance for annual invoicing and insurance requirements.
- Assist with the preparation and coordination of the Departmental budget.
- Liaise with the Manager of Purchasing and Division Managers to assist in creating tenders, bids and quotes for department projects and purchases including bid award forms and purchaser order requests for the department.
- Process invoices, deposits, purchase orders, etc. and monitor Departmental spending/budgeting.
- Liaise with the Human Resources Department to assist in scheduling onboarding, orientation and exit interviews for Department staff.
- Maintain confidentiality within the Department regarding internal and external files.
- Assist in the maintenance of a positive team environment by working co-operatively with other employees, using the appropriate process for handling problems, helping to motivate and encourage peers, contributing ideas and assisting others where necessary.
- Adheres to Town and Departmental policies, procedures, and programs. Contributes to the development of goals and objectives with regard to own work as requested.
- Promotes a high standard of customer service to the public as well as to all internal customers.
- Personally comply with all health and safety practices as it relates to the work, standard operating guidelines and the Occupational Health and Safety Act.
- Responsible for the basic care and proper usage of office equipment.
- Provide support for The Town's switchboard and Answering Service (to be shared with other Town Departments) for Town-wide incoming calls. Direct incoming calls and visitors to the appropriate individual Staff member or Department.

- Logging of all requests and inquiries through the creation of Service Requests related to Operations.
- Provide back-up support and coverage to the Administrative Assistant of Water and Wastewater and Administrative Assistant within the Operations Department.
- Provide support to all Departmental Administrative Assistants, including vacation relief and back-up as assigned from time to time.
- Participate in internal special interest groups and sub-committees.
- Performs other duties as may be assigned in accordance with corporate objectives.

Job Details

Hours of Work: Standard work week Monday to Friday from 8:30am – 4:30pm with a 1 unpaid hour lunch break.

Direct Reports: 0

Overtime: Applicable

Driver's License Required: No Class:

Education and Experience:

- Requires successful completion of minimum two year of college program in a related field.
- Minimum five years of administrative experience in a municipal environment, preference will be given for experience in engineering or related environment.
- Requires at least two years' experience in dealing with public inquiries and concerns
- Computer literacy and proficiency utilizing MS Office software applications, Adobe Acrobat , knowledge of Cityview and City Works an asset.
- Experience ensuring documents are AODA compliant an asset.
- Must have excellent organizational skills to maintain records and ensure reports are completed in a timely manner.
- Ability to constructively participate in team discussions and provide feedback.
- Strong communication skills, written and verbal.
- Ability to work well with people at all levels in the organization and handle the stresses and pressures that are associated with the position with maturity and a positive attitude.
- Ability to work independently with minimal supervision.
- Ability to deal with sensitive or confidential matters with tact, discretion and diplomacy