



**Position Title:** Receptionist/Administrative Assistant  
**Reports To:** Treasurer  
**Category:** Permanent Full Time (37.5 hours per week)  
**Starting Wage:** \$21.37/hr  
**Updated:** February 2025

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### **Position Summary:**

The Receptionist/Administrative Assistant, under the direction of the Treasurer, serves as a primary point of contact for residents and the public, providing comprehensive customer service through multiple channels including in-person, phone, and email communication.

Key responsibilities include processing various payments for municipal fees, taxes, and services; facilitating the booking of recreational facilities and community halls; and supporting residents with online booking systems and other digital services. The position also handles telephone and electronic inquiries, directing calls and messages to appropriate departments.

This role provides essential back-office support to various departments, including but not limited to document preparation and processing, data entry, filing, scanning, photocopying, and assisting with administrative projects as needed. The position will also support staff meetings, maintain office supplies, and help coordinate general office operations.

The Receptionist/Administrative Assistant must demonstrate strong financial accuracy, excellent customer service skills, and the ability to adapt to new technology. This role requires the ability to interact with people sensitively, tactfully, diplomatically, and professionally at all times while managing multiple tasks in a fast-paced environment.

The ideal candidate will be proficient in both traditional administrative duties and modern digital systems, ensuring efficient delivery of resident services and support for municipal operations.

### **Required Qualifications:**

- Post-secondary education in Business Administration, Office Management, or related field
- Minimum one year experience in administrative/customer service role, preferably in municipal government
- Strong financial accuracy and cash handling experience
- Demonstrated proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Excellent verbal and written communication skills
- Superior customer service and interpersonal skills
- Demonstrated ability to learn and adapt to new technology and software systems
- Proficiency in database management and record-keeping

- Ability to master municipal-specific software platforms
- Knowledge of modern office procedures and equipment
- Experience with recreation management software (particularly Univerus Sport and Recreation) would be considered an asset
- Knowledge of municipal accounting software (particularly ASYST from Central Square) would be considered an asset
- Experience with facility booking and management
- Exceptional attention to detail and organizational skills
- Ability to maintain confidentiality and handle sensitive information appropriately
- Strong problem-solving skills and ability to work independently or as a team
- Flexibility to adapt to changing priorities and schedules
- Professional demeanor and ability to interact diplomatically with diverse stakeholders
- Excellent time management skills
- Strong work ethic and professional integrity
- Diplomatic and tactful approach to challenging situations
- Commitment to continuous learning and professional development

### **Key Responsibilities and Duties:**

#### Customer Service & Communication

- Serve as primary point of contact for residents, staff, and visitors through in-person, telephone, and email interactions
- Serve as an information resource for municipal services, programs, and facilities, providing accurate information and directing specialized inquiries to appropriate staff members
- Process payments for municipal fees, taxes, and other services with accuracy and attention to detail
- Prepares the operating till for each day's activities and ensures that the proper float is present
- Manage facility bookings for recreational facilities and community halls
- Assist residents with online booking systems and digital services
- Handle customer inquiries and complaints professionally, escalating to appropriate staff when necessary

#### Administrative Operations

- Manage all incoming and outgoing mail, including priority post, packages, and courier services
- Provide administrative support to various departments, including document preparation and processing
- Maintain organized filing systems, both physical and digital
- Assist with document preparation, scanning, and photocopying
- Perform data entry and maintain accurate records of all transactions and interactions
- Support staff meetings and other administrative projects as needed
- Monitor and maintain office supply inventory, coordinate equipment maintenance and repairs
- Process routine correspondence and documentation
- Assist with scheduling and calendar management when required
- Support other administrative staff during peak periods or absences

## Professional Standards

- Demonstrate exceptional attention to detail and accuracy in all tasks
- Maintain comprehensive documentation for all activities and transactions
- Present a professional image and maintain a high standard of customer service
- Adapt to new technologies and systems as implemented
- Work collaboratively with all departments to ensure efficient office operations
- Follow all organizational policies and procedures regarding confidentiality and data security

## **Work Conditions**

- Primary work location is in an office environment at the municipal office
- Extended periods of sitting and computer use (up to 3-4 hours continuously)
- Regular operation of standard office equipment
- Occasional lifting and moving of office supplies and materials (up to 20 lbs)
- May require occasional travel between municipal facilities

## **Working Relationships**

### Internal

- Daily interaction with staff across all departments
- Regular communication with management team
- Collaboration with other administrative staff

### External

- Primary contact for residents and members of the public
- Regular interaction with service providers and vendors
- Communication with community groups and program participants
- Interaction with other government agencies and municipal partners

## **All candidates must:**

- Be legally entitled to work in Canada
- Provide a satisfactory Criminal Record Check (CPIC)
- Possess and maintain a valid Class 'G' driver's license and have access to reliable transportation
- Successfully complete a six-month probationary period

Note: This job description reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.