

## ESQUIMALT POSITION DESCRIPTION

**EFFECTIVE DATE : NOV. 5, 2024**

Pos. No: 740

Approved by: Director of HR & Community Relations

<b>Position Title:</b>	Administrative Support – Vacation Coverage
<b>Department/Division/Section:</b>	All municipal departments

### POSITION FUNCTION

Provide administrative support coverage to various municipal departments for administrative staff on vacation.

### KEY DUTIES

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

Responds to telephone, counter, and email inquiries from the public, outside agencies, and other departments, providing routine information and referring complex requests to senior staff.

Use Tempest Calls for Service for creating internal service requests (if applicable to department).

Provide administrative support with the preparation or proofreading of: letters, documents, agreements, contracts, advertising and promotional materials, and reports.

Maintain the department's records and information management systems.

Receives and reviews forms, permits, and applications for accuracy; makes routine corrections as required; and inputs them into applicable databases.

Schedule and organize appointments and meetings; coordinate meeting room bookings, including set up and take down.

Provide support with financial tasks such as: coding and processing invoices; work orders; fee slips; cheque requisitions; and credit card reconciliations.

Perform payroll-related tasks for the department (e.g., preparation of timesheets).

Log and distribute departmental mail; post and distribute notices and other information to staff and official notice boards as directed.

Maintains various paper and electronic records and filing systems in accordance with the Township's Records Management Classification System (RMCS) using MS Office, Tempest, and TAB FusionRMS.

Operates a variety of office equipment such as a personal computer, photocopier, calculator, facsimile machine, and telephones.

Provides general departmental administrative support including ordering of office supplies and other goods for the department, organizing printing projects or mail outs, or assisting with department initiatives and events.

Performs related duties as required.

## INDEPENDENCE

The Administrative Support role will primarily report to the manager of the department and may provide occasional support to other members of the departmental team.

Work is performed according to established procedures or assigned by supervisor. Work is reviewed upon completion by senior staff or supervisor.

Independence in judgement in providing information and establishing priorities is necessary to meet operating requirements. Issues of a sensitive nature, policy interpretations, and legal matters are referred to supervisor or appropriate departmental staff.

## WORKING CONDITIONS

### Physical Effort:

Sit with arms unsupported while keyboarding (frequent).

Dexterity for typing, filing, and answering phones; stand for short periods (frequent).

Move from desk to counter and retrieve records (frequent).

May require climbing/descending stairs to fulfil duties of job (occasional).

### Mental Effort:

Interruptions from telephone and counter enquiries (occasional or frequent).

Deal with multiple requests for service, deadlines, complaints (occasional or frequent).

Focus on source data and computer monitor (frequent).

### Visual/Auditory Effort:

Short periods of listening with intense concentration to questions on the telephone or at the counter (frequent).

### Work Environment:

Office.

## KNOWLEDGE, KEY SKILLS, AND ABILITIES

Promote, incorporate and role model the Township's core values into all program activities:

The Township's commitment to service excellence is founded in our core values of accountability, integrity, and respect. We are driven by a passionate dedication to work with conviction and enthusiasm. We embrace equity, diversity, and inclusiveness, recognizing and valuing the importance of everyone's unique contributions.

Excellent customer service skills and ability to interact effectively with staff, outside agencies, and the public in a courteous and tactful manner.

Familiarity with administrative work methods and processes.

Effective written and verbal communication skills.

Ability to draft routine letters, proofread documents, and input data into spreadsheets or databases with accuracy.

Maintain confidentiality of oral and written information, both internal and external, which is sensitive or confidential.

Experience working with a records classification system and ability to maintain accurate records and files.

Demonstrated ability to work independently and to organize and prioritize work under competing deadlines.

Excellent computer skills including keyboarding (50 w.p.m.) and ability to use standard office equipment such as photocopiers, telephones, etc.

Proficiency with use of MS Office software (e.g., Word, Excel, Outlook).

Familiarity with municipal software programs such as Tempest, TAB FusionRMS, Diamond, PerfectMind, and/or FDM programs an asset.

## **QUALIFICATIONS**

### **Formal Education, Training, and Occupational/Professional Certification:**

High school graduation.

Some office administration training or related courses.

### **Experience:**

1 year of related administration, clerical, and/or reception experience.

## **OTHER**

Length of time to become familiar with job duties and responsibilities: 6 months.