



CITY OF COLWOOD
ADMINISTRATIVE ASSISTANT II - RECEPTIONIST
PAY GRADE: 6 - 35 HOURS - UNION POSTION

POSITION SUMMARY

Reporting to the Director of Administration, the incumbent will take direction from the Administrative Assistant IV providing support to the entire Administration Department. The prime duties include exceptional reception and front counter customer service, cashier duties, and working collaboratively with other Departments as part of an administrative team. The incumbent will be required to demonstrate the behaviours of the core competencies, must be able to maintain the strict confidentiality of private information. With the approval of the Director of Administration, may be seconded to assist other departments, and may be required to attend evening meetings for the purpose of taking minutes.

DUTIES AND RESPONSIBILITIES

1. Customer and Front Counter Services and Cashiering

- 1.1. Provide excellent service to external and internal customers.
- 1.2. Greet the public, respond to phone and front counter enquiries, provide and receive various forms and documents, issue dog licenses and commercial vehicle decals, and assist or direct individuals to the appropriate department.
- 1.3. Act as cashier accurately processing documents and accepting cash, debit and credit cards payments. Includes responsibility for issuing receipts, managing a cash float (physical retrieval/storage and safeguarding) and balancing cash transactions daily (except during property tax season).
- 1.4. Maintain the front counter, reception area and bulletin boards ensuring information displayed is current and kept in a neat and orderly fashion.

2. Administrative Duties and Support

- 2.1. Provide administrative support and coverage to the Administration Department, and cross train with other departments to acquire knowledge and experience related to the various duties performed in those areas in order to provide assistance as required.
- 2.2. Order office supplies ensuring there is a sufficient supply at all times; maintain office equipment (copiers, posting machine); order dog tags and licensing forms and return completed licenses to the CRD monthly; and order and maintain supplies of blue boxes and blue bags.
- 2.3. Log and process mail and hand delivered correspondence daily, copy and distribute as required, and process outgoing correspondence for mailing and pick up by Canada Post.
- 2.4. Maintain a database for incoming mail requiring a response from the Mayor or various Departments and oversee and manage correspondence tracking, and manage a complaint and correspondence tracking system and post to the iCompass program.
- 2.5. Ensure each morning that the Council Chambers and Committee Room are in order and ready for business daily (remove dirty glasses/garbage from tables, put chairs in order).

3. Agendas, Meetings, Minutes and Resolutions

- 3.1. Assist with preparation of various committee agenda packages managed by the Administration Department to final form and distribution and, with approval, assist other departments as time allows.

- 3.2. Attend council or specific committee meetings, which may include evening meeting attendance, for the purpose of taking minutes as required, ensure draft minutes are transcribed quickly and accurately, and schedule minutes for adoption or receipt.
- 3.3. Manage a minute status monitoring system to ensure all departments provide signed, adopted originals of all council, standing and select committee meeting minutes on a monthly basis.

4. Records Management/Filing/Meeting Calendars

- 4.1. Scan and file correspondence for the CAO, Mayor and Council into the records management system and assist with filing email correspondence and archiving records.
- 4.2. Assist others with scanning various documents into the electronic records management system, such as accounts payable documents (paid invoices), as time allows.
- 4.3. Ensure the adopted and signed originals of all council, standing and select committee meeting minutes are properly filed in the vault.
- 4.4. Keep the B.C. Gazette Binders and the Provincial Statute and Regulations Books up-to-date by inserting the various legislative updates into the office binders containing the *Community Charter*, *Local Government Act*, and other legislative information.

KNOWLEDGE, SKILLS & ATTRIBUTES

1. Ability to: function efficiently and effectively with City staff and elected officials, meet and successfully serve the public on a continuing basis; learn assigned clerical tasks within a reasonable time period; perform assignments in accordance with prescribed work methods and procedures; maintain the confidentiality of matters as required; work well under pressure; and to complete work in a timely manner.
2. Thorough knowledge of business English, spelling and punctuation, and thorough familiarity with modern office productivity software.
3. Demonstrated proficiency in the core competencies of:
 - 3.1. Adaptability: Willing to be flexible in a changing environment.
 - 3.2. Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - 3.3. Effective Communication: Communicates effectively with others.
 - 3.4. Problem Solving: Recognizes and acts to resolve problems.
 - 3.5. Organization: Work is organized so that others will understand it and will be able to achieve the City's goals.
 - 3.6. Customer Focus: Provides excellent service to both internal and external customers.

REQUIRED TRAINING AND EXPERIENCE

Completion of Grade 12, or equivalent.

1. Proficiency in modern office practices and modern productivity software, including a minimum typing speed of 50 wpm with high accuracy.
2. Strong cashiering experience and ability to accurately process electronic (Visa/Debit) and cash payments and balance cash.
3. Minimum one year of clerical/office experience or an equivalent combination of training and experience, preferably in a municipal government office.

WORKING CONDITIONS/JOB ENVIRONMENT

Work is conducted in an office environment and may be subject to pressure and challenge caused by the demand for service from the public, developers, business community, referral and Committees/Council deadlines.

[This is not a complete job description of all duties performed; it is a general overview of the more routine duties of the position.]