



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: Engineering Assistant
DEPARTMENT: Engineering
POSITION TYPE: FULL-TIME UNION POSITION
PAY GRADE: PAY GRADE 9
LAST UPDATED: September 2020

NATURE AND SCOPE OF WORK

The primary responsibility of the position is to provide administrative support to the Engineering Department. This position reports to the Director of Engineering and Development Services and will, at times, be providing administrative support to the Development Services department or other departments as assigned by the Director.

This position has considerable contact with the public and requires a high level of interpersonal skills, judgement, tact and accuracy in dissemination of information while independently managing competing tasks.

The incumbent must work in a collaborative and supportive way with other support staff and will take and follow direction from the Director. This helps ensure consistent standards of administrative work across this multi-faceted department (Engineering specific with cross-over to Development Services) and the provision of clerical and administrative assistance, to each other and to other departments as assigned in a coordinated way.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Proactively assist the Director and Engineering staff in effectively carrying out their duties by performing administrative and clerical work as required in the engineering department.
2. Consistently and proactively seek to ensure that customers inside and outside the organization are treated fairly, promptly, effectively and positively. Provide information to the public in person, by telephone, fax, e-mail and/or in writing regarding all engineering matters.
3. Be responsible for the filing of correspondence in the Engineering and Development Services Department
4. Be responsible for the creation of new correspondence files for the Engineering Department and creating files and labels for same.
5. Be responsible for receiving and recording all reports, books, videos and catalogues for the Engineering reference library and maintaining the Engineering entries in the common index.



6. Assist with:
 - a. The receiving and acting upon calls and concerns regarding the City's infrastructure as directed including the annual City streetlight survey or similar work.
 - b. Maintaining various databases as directed, and with follow up as required to assist in achieving timely responses and processes.
 - c. The preparation and maintenance of training records for all staff at Engineering. Also assist with registration of staff at various training/meetings as required and preparation and provision of materials to attendees as directed.
 - d. Monitoring and ordering of supplies for the Engineering Department including liaising with the Administration Department in the ordering of staff business cards and general office supplies to assist the City's Purchasing Department
 - e. The compilation of reports, agendas and taking of minutes when required including committee and Council meetings where required.
 - f. Budget preparedness including records and monitoring where required
 - g. Assist the Director with writing of reports for Committees or Council as well as various letters, notices, advertisements, contributions to the newsletter and similar documents.
 - h. Assist in the design and preparation of templates, permits and forms for the Engineering Department as required and with the approval of the Director.
 - i. Assist with the processing of Road Closure Notices, Traffic Control Orders, Blasting Permits, Right of Way permits, Legacy applications, Special Event Permits, Sewer Connection Applications & Bylaws and licencing applications including receiving applications, circulating for feedback, organising meetings when required between interested parties so that issues can be resolved and preparing documents for the City Engineer's signature based upon the outcomes of the meetings.
 - j. Assist in preparing and maintaining the departmental emergency plan.
 - k. the maintenance and regular update to the City's website and other virtual or actual locations as directed.
7. Prepare, issue and track purchase orders for the Engineering Department as directed.
8. Be trained in all the administrative functions of the Engineering, Building, Development Services and Public Works sections of the City so that assistance and temporary coverage can be provided for one of those positions as directed.



9. Provide assistance to other departments as and when directed.
10. In the event of a local emergency when the City of Colwood activates its Emergency Operation Centre and after ensuring the safety of family and property, report to the Emergency Operation Centre as required and assist with the implementation of the Emergency Plan.
11. Other related duties as required.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Completion of Grade 12 or recognized equivalent.
- Minimum of 3-5 years' experience in municipal government, the field of Engineering, and or a combination of the two
- Training and / or experience in the use of recognized office computer software
- Training and / or experience in the use of Land Development Software

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to function efficiently with minimal direction to establish and maintain effective working relationships with volunteers, municipal officials and other employees, to meet and successfully serve the public on a continuing basis.
- Ability to maintain the confidentiality of matters as required.
- Ability to work well under pressure and to a deadline with attention to detail and manage competing priorities.
- Thorough knowledge of business English, spelling and punctuation.
- Thorough familiarity with modern work processing techniques and procedures.
- Considerable knowledge of the procedures, practices and regulations involved in the operation of a Municipal Government office.
- Ability to take and transcribe action minutes.
- Demonstrate proficiency in the core competencies of:
 - Adaptability: Willingness to be flexible in a changing environment.
 - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - Effective Communication: Communicates effectively with others.
 - Problem Solving: Recognizes and acts to resolve problems.
 - Organization: Organizes the work so that others will understand it in order to achieve the City's goals.
 - Customer Focus: Provides excellent service to both internal and external customers.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

Class 5 BC Driver's License.