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| POSITION TITLE: | P/T Administrative Support Clerk |
| REVISION DATE: | October 2020 |
| REPORTS TO: | Assistant Municipal Clerk |
| POSITION SUMMARY: | Under the direction of the Assistant Municipal Clerk, the Administrative Support Clerk provides reception support services to reception locations; as well as, records management support services to the municipality as needed. Duties include reception coverage, photocopying, scanning documents, typing, sorting mail, and other duties as assigned. |

| TASK NO. | DESCRIPTION |
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Position Descriptions are intended to provide an outline of the general areas of responsibility and duties associated with a given position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at any given time. The MEH reserves the sole and unfettered right to make changes to this position description, as required by the organization, without impact upon the employment relationship.

JOB DUTIES & RESPONSIBILITIES

1. Reception (60%)

- 1.1. **Reception services** - Provide reception services at one of the reception points which includes routing calls to ensure transfer to appropriate department or individual to meet client requests.
- 1.2. **In-Person Reception Services** - Greet members of the public and direct visitors to appropriate departments.
- 1.3. **Mail sorting** - Sort and distribute all municipal incoming mail addressed to specific individuals. Open and distribute general mail and coordinates courier services when required.
- 1.4. **Address Public Enquires** - Respond to basic inquiries from the public, providing information such as tax and water account balances, timing of tax and water bills and due dates, fees for Tax Certificates and tax information requests.
- 1.5. **Typing, photocopying** - types and photocopies a variety of materials for the department staff.
- 1.6. **Maintain staff calendars** - updates shared calendars, as directed.
- 1.7. **Issue Receipts** - Receive, date-stamp, and issue receipts for incoming procurement solicitation documents (i.e. tenders, RFPs, etc).

1.2 Accounts Receivable/Cash Receipts Functions

- 1.2.1 **Process Mail Payments** - Process incoming mail payments (including but not limited to tax, water, landfill tipping fees, dog tags) in SAP.
- 1.2.2 **Process Walk-in Payments** - Accept and process walk-in tax, water and miscellaneous revenue payments.

2. Records Management (40%)

2.1 Records Management - Provide records management support to the organization through scanning documents, classifying records and maintaining an inventory of paper records.

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- Minimum of one (1) year in an office environment.
- An equivalent combination of education and experience will be given consideration.
- Experience in using a computer and the following software: Word, Excel, and Outlook

Knowledge, Skills, Abilities

- Must have excellent customer service and interpersonal skills.
- Must be flexible to cover sick days and scheduled vacations in addition to a set working schedule
- Ability to use Microsoft Outlook, Word and Excel and creating and manipulating spreadsheets using Excel.
- Ability to file quickly and accurately alphabetically and numerically
- Knowledge of municipal services considered an asset
- Attention to detail with an emphasis on high quality
- SAP experience considered an asset
- Must have excellent verbal communication skills and the ability to maintain absolute confidentiality.
- Experience working in a records environment and using document management software
- Ability to lift and move boxes weighing up to 35 pounds
- Must be flexible and open to working for a variety of levels of management within the organization.

Working Environment

- This position uses a computer approximately 75% of the time.

I hereby certify, to the best of my knowledge, the information provided regarding this job description is complete and factual, and accurately describes the work performed.

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| <i>Employee's Signature</i> | <i>Employee's Name (print)</i> | <i>Date:</i> |
| <i>Supervisor's Signature</i> | <i>Director's Name (print)</i> | <i>Date:</i> |
| <i>CAO's Signature</i> | <i>CAO's Name (print)</i> | <i>Date:</i> |