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<b>POSITION TITLE:</b>	<b>Administrative Services Clerk</b>
<b>REVISION DATE:</b>	<b>March 28, 2024</b>
<b>REPORTS TO:</b>	<b>Revenue Coordinator</b>
<b>POSITION SUMMARY:</b>	Under the direction of the Revenue Coordinator, the Administrative Services Clerk provides administrative support services to the Finance Department, which includes but is not limited to, processing mail, providing records management services, ordering office supplies, and preparing requisitions. This position also provides telephone and walk-in reception services for the organization, handles cash receipts, and processes payments.

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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. Office Management/Reception (35%)

- 1.1. **Reception Services** - Telephone receptionist services for all municipal departments/offices, routing calls to ensure transfer to appropriate department or individual to meet client requests (shared with Utility/Accounts Receivable Clerk).
- 1.2. **In-Person Reception Services** - Greet members of the public and direct visitors to appropriate departments.
- 1.3. **Process Returned Mail** - When tax bills or other large mail-outs are returned, search for updated addresses and re-mail. Maintain records, in accordance with established procedures, to track returned and re-addressed mail.
- 1.4. **Address Updates** - Provide support to the address updating function where possible.
- 1.5. **Mail preparation** - Provide support when required.
- 1.6. **Distribution of Tax Certificates** by fax/mail once reviewed and signed by the Treasurer.
- 1.7. **Mail** - Sort and distribute all municipal incoming mail addressed to specific individuals. Open and distribute general mail. Deliver and/or pick up mail at post office (as backup). Receive and distribute incoming faxes for all municipal staff.
- 1.8. **Address Public Enquires** - Respond to basic enquiries from the public, providing information such as tax or water account balances, timing of tax or water bills and due dates, fees for Tax Certificates and tax or water information requests.
- 1.9. **Bank errands** - Pick up documents at bank.

- 1.10. **Postage Meter Maintenance** - Maintain postage machine/meter, including downloading new rates, ordering supplies, replenishing postage, reporting and coordinating service calls, etc.).
- 1.11. **Building Security** - Daily open and close of the Elmsdale office lower level (including disarming council chamber alarm, unplugging appliances at end of day, etc.
- 1.12. **Issue Receipts** - Receive, date-stamp, and issue receipts for incoming procurement solicitation documents (i.e. tenders, RFPs, etc.).

## **2. Accounts Receivable/Cash Receipts Functions (20%)**

- 2.1. **Process Mail Payments** - Process incoming mail payments (including but not limited to tax, water, landfill tipping fees, pool deposits).
- 2.2. **Process Walk-in Payments** - Accept and process walk-in tax, water and miscellaneous revenue payments.
- 2.3. **Backup Support** - In the absence of the Utility/Accounts Receivable Clerk, process the “accounts receivable link” to import to SAP incoming payments (for both tax and water accounts) made directly through financial institutions.
- 2.4. **Bank Deposits** - Reconcile and balance cash receipts at the end of the day for inclusion in the bank deposit.

## **3. Records Management (5%)**

- 3.1. **Records Management System** - Under the direction of the Director, maintain the filing system for the department, provide advice to department staff on records management, and provide support to the Information Management Clerk with the management of paper records and the conversion of paper records to electronic.

## **4. Financial Administration (20%)**

- 4.1. **Preparation of Requisitions** - Prepare all LEMC building requisitions and purchase orders through the SAP system in support of the Parks, Recreation, and Culture Department. Processes and monitor requisitions for release and follows up on purchase orders, etc. for payments to vendors pertaining to supplies and services for the Department of Finance.

### **4.2. External Bookkeeping**

- 4.2.1. **Fire Department Invoicing** - Backup for the departments for whom the Municipality does the bookkeeping, processes fire department invoices in SAP in a timely manner to meet payable runs

## **5. Organizational Administrative Support (20%)**

- 5.1. **Department Administrative Support** - Ensure the professional and organized operation of the administrative functions for the Department, including inter- and intra-office communications, management of public calendars, meeting preparations, establishing and maintaining efficient records management systems for Departmental employees, as well as other office management duties as deemed necessary.

- 5.2. **Vacation Planner** - Update planner on a fiscal basis with known dates for WFH, EDO, water and tax bill dates

### **5.3. Municipal Equipment, Furniture and Supplies**

- 5.3.1. Office Supplies** - With input from CAO's office, facilitate the purchase and delivery of photocopy paper. Facilitates the purchase and delivery of office supplies and materials for the Department. This includes the monitoring of office inventories to ensure an adequate supply of stationery and office supplies are available at all times.

### **5.4. Public Website and Staff Portal**

- 5.4.1. Public Website** - review on a regular basis the pages of the public website assigned to the Department of Finance under the East Hants Municipal Website Management Guide to ensure all content is current and accurate making recommendations for additional information or enhancements to the website.

### **5.5. Other Duties as Assigned.**

## **REQUIRED QUALIFICATIONS AND TRAINING**

### ***Education and Experience***

- Completion of a two year community college level certification or diploma in administrative support services discipline
- Minimum of one (1) year related experience, preferably in an office environment
- Previous experience in a senior administrative support capacity an asset
- An equivalent combination of education and experience will be given consideration

### ***Knowledge, Skills, Abilities***

- Ability to use Microsoft Outlook, Word and Excel at an advanced level. Familiarity with SAP and PowerPoint would be considered an asset
- Must have excellent written and verbal communication skills and the ability to maintain absolute confidentiality
- Must have strong project management skills with the ability to operate within tight timelines and budgets
- Excellent customer service and inter-personal skills
- Must have a solid understanding of basic accounting and cash handling
- Must be a self-starter with excellent organizational and time management skills to meet the challenges of this extremely busy work environment
- Exceptional attention to detail

### ***Working Environment***

- This position qualifies for overtime pay.
- The workload of this position is frequently unpredictable and may require overtime on an unpredictable without notice basis
- This position uses a computer approximately 75% of the time
- The incumbent of this position must be flexible in terms of hours of work in order to deal with the proper function of municipal systems or staff resource needs which have become critical. Management will attempt to minimize such occurrences where possible

***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.***

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