



POSITION TITLE:	Administrative Services Clerk
REVISION DATE:	August 2026
REPORTS TO:	Manager of Planning (65%) Director of Recreation and Community Development (35%)
SUBORDINATE POSTIONS:	N/A
POSITION SUMMARY:	Reporting to the Manager of Planning and the Director of Recreation and Community Development, this position provides administrative support for two departments and to members of the public, including reception services. The position responds to public inquiries by phone, email, and in-person, and performs office management duties including financial administration and record-keeping. The position also provides support for regularly occurring events for both departments, including Volunteer Recognition and the Design Awards.

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 and Administrative Support (40%)

- 1.1. **Reception-** Act as the first point of contact at the Planning & Development and Recreation & Community Development reception desk. Respond to public inquiries by phone, email, and in-person, and direct members of the public to the appropriate staff person(s) as necessary.
- 1.2. **Office Management-** Coordinate office supplies, manage incoming and outgoing mail, establish and maintain efficient record management systems, and other office management duties as deemed necessary.
- 1.3. **Administrative Support Services** - Provide day-to-day administrative support services to the two departments including the preparation of correspondence, reports, and other various administrative tasks as requested.
- 1.4. **Back-up Administrative Service** - Primary back up for the Development Control Clerk and provides routine and emergency backup coverage at Finance Department reception.

2. Financial Administration (20%)

- 2.1. **Process Invoices** - Prepare requisitions and purchase orders for release through the SAP system and follow up on purchase orders, etc. for payments to vendors as necessary. Assist with recognizing variations in actual expenditures to budget.

3. Records Management (25%)

- 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. Event Planning (15%)

- 4.1. **Design Awards** - Coordinate logistics for the Design Awards including food, supplies, invitations, attendance and other needs as requested, within budget.
- 4.2. **Volunteer Recognition Awards** - Assist the PRC lead with logistics for the Volunteer Recognition Awards including food, invitations, venues and other needs as requested, within budget
- 4.3. **Other Events as Requested** - Coordinate other events as requested including assisting with food, invitations, minutes, etc.

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- Completion of two (2) year community college level certificate or diploma related to administrative support services
- Minimum of one (1) year in an office environment, reception role, or administrative role, municipal experience an asset
- Equivalent combination of education and experience will be given consideration

Knowledge, Skills, Abilities

- Advanced skills in Microsoft Office suite. Familiarity with SAP would be an asset
- Demonstrated experience in providing excellent customer service
- Strong written and verbal communication skills
- Thorough understanding of working with confidential information
- Strong project management skills with the ability to operate within tight timelines and budgets
- Self-starter with excellent organizational and time management skills to meet the challenges of a busy work environment

Working Environment

- This position qualifies for overtime pay.
- This position may occasionally require evening or weekend work for events or meetings on a pre-planned basis.
- This position spends approximately 75% of the time using a computer

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.

Employee's Signature	Employee's Name (print)	Date

<i>Director's Signature (Planning)</i>	<i>Director's Name (print)</i>	<i>Date</i>
<i>Director's Signature (PRC)</i>	<i>Director's Name (print)</i>	<i>Date</i>
<i>CAO's Signature</i>	<i>CAO's Name (print)</i>	<i>Date</i>