

## **CORPORATE SERVICES ASSISTANT POSITION DESCRIPTION**

### **PURPOSE OF THE POSITION**

The Corporate Services Assistant is responsible for providing clerical and administrative support to ensure municipal services are provided in an effective and efficient manner.

### **SCOPE**

Reporting to the Corporate Services Manager, the Corporate Services Assistant is a member of the Corporate Services team and is committed to customer service. The Corporate Services Assistant is the first point of customer contact and is responsible for greeting and assisting customers, communications, general administration and financial functions including cash receipting, accounts receivable and assisting with accounts payable.

### **RESPONSIBILITIES**

#### General Office Administration:

- Greeting and assisting customers at the front counter and via the telephone; including accepting payments and applications or registrations
- Redirecting customers, as appropriate, or taking messages where required
- Issuing work orders where required
- Collecting, opening, and distributing incoming mail
- Administering outgoing mail
- Distributing information as required by the Corporate Services Manager or Town Manager
- Managing Town keys; including, ensuring keys are correctly labeled and secured in the key box, ensuring keys are distributed using the approved procedure, and updating the master tracking spreadsheet accordingly
- Producing tax searches and certificates when requested
- Monitoring and replenishing office supplies as required
- Coordinating the repair and maintenance of office equipment

#### Communications:

- In conjunction with the Executive Assistant, maintaining and updating the Town website as required

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- Designing, producing, and updating newsletters, standard documents, forms and other publications as required
- Reviewing and uploading the monthly Community Calendar, after compilation by the Community Services Department, to the Town website
- In conjunction with the Executive Assistant, preparing and uploading information to the electronic Community Sign
- In the absence of the Executive Assistant, to monitor and update social media
- Other communication duties as required

#### Records Management:

- Maintaining and managing the Town Office general filing system
- Assisting with legal land filing when required
- Maintaining archiving of files as directed by the Corporate Services Manager or designate
- When required, preparing and distributing agenda packages for all Council meetings
- When required, to assume the duties of Recording Secretary at Council meetings, typing of Council meeting minutes, and updating the Council motion listing
- When required, to assume the duties of Recording Secretary at any other meetings as requested by the Corporate Services Manager or Town Manager
- Filing of original bylaws, policies, and minutes, and ensuring all official documents are validated and held as permanent records
- Maintaining the master listing of bylaws and policies
- When required maintaining copies of agenda packages in accordance with Retention Bylaw
- Maintaining records of transfer station permits

#### Cemetery:

- Administering cemetery sales
- Maintaining cemetery registry and map
- Acting as liaison with Public Works Department for plot preparation and other maintenance issues
- Ensuring Cemetery Bylaw is updated and compliant with appropriate regulations

#### Accounts Receivable:

- Creating all accounts receivable invoices in a timely manner for approval by the Corporate Services Manager before posting
- Mailing of invoices
- Dealing with accounts receivable inquiries

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- Generating and mailing monthly statements or distributing statements to appropriate department manager for collection of overdue accounts
- Monthly reconciliation of aged receivables to the general ledger
- Maintaining filing system for accounts receivable; including, filing of invoices and corresponding backup documentation
- At year end, assess with the Corporate Services Manager any arrears to be transferred to the tax roll or to be written off

#### Financial Functions:

- Processing cash receipts
- Daily cash balancing
- Daily bank deposits
- Balancing and managing Town Office petty cash
- Generating EFT accounts payable payments through on-line banking
- In the absence of the Administration Assistant to assume the duties of accounts payable
- Assisting with utility billing duties as directed by the Corporate Services Manager or designate

#### Computer Support:

- Monitoring the success of daily backups and addressing any issues with backup failure
- Ensuring that daily system backups are handled according to schedules
- Assisting other staff with basic computer or office equipment problems
- Administering any user changes on Xerox machines
- Liaising with Town computer support consultant when required

#### Other:

- Departmental designate on the Occupational Health & Safety Committee as required
- Adhere to the Town of Redwater Health & Safety Program
- Maintaining all documentation in an accessible filing system
- Attending work related workshops and seminars
- During peak times, assisting colleagues within the Corporate Services Department as authorized by the Corporate Services Manager or designate
- Any other duties as approved by the Corporate Services Manager or designate

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## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge:**

- Practical working knowledge and proficiency with computer systems, hardware, and software; including, Microsoft Office
- Experience with Microsoft Dynamics GP and Diamond is an asset
- Experience with utility billing, accounts payable and receivable functions is an asset
- Basic understanding of accounting fundamentals
- Experience with direct customer service
- Experience with dealing with difficult customers
- Experience in recording and transcribing information

### **Skills:**

- Effective verbal and written communication skills
- Ability to multitask and prioritize
- Ability to work within tight deadlines
- Effective time management skills
- Self-starter; able to work effectively on own or with minimal guidance
- Strong interpersonal skills and ability to work within a team environment
- Provide excellent customer service to the public, staff, and Council

### **Personal attributes:**

- Honest, trustworthy, and respectful
- Maintain standards of conduct
- Maintain standards of confidentiality
- Flexibility
- Demonstrate a dedication to the position and the community
- Adhere to the Municipal Code of Ethics
- Demonstrate sound work ethics
- Maintain a clean standard of hygiene and neat appearance



## CERTIFICATION

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Supervisor's Title and Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

I certify that I have read and understand  
the responsibilities assigned to this position

I certify that this job description is an  
accurate description of the  
responsibilities assigned to the position

\_\_\_\_\_  
Senior Administrative Officer's Signature

\_\_\_\_\_  
Date

I approve the delegation of responsibilities outlined herein within

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

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