

POSITION TITLE: ADMINISTRATIVE CLERK

Effective Date: April 2026

Position Type: Permanent Full-Time

Reports to: Chief Administrative Officer or designee

Positions Supervised: None

Wage: \$30.10

POSITION SUMMARY

The Administrative Assistant provides front-line customer service and administrative support to the Village and is the primary point of contact for residents and the public. The position supports day-to-day municipal operations by managing inquiries, processing applications, and assisting staff across departments.

The role focuses on delivering consistent, accurate, and timely administrative services in accordance with established procedures. The Administrative Assistant contributes to the effective functioning of the office by supporting operational tasks, including clerical, financial data entry, and communications support functions.

Council-related responsibilities are limited to providing administrative support to the Deputy Corporate Officer.

OUR VALUES:

- **Accountability** - we are transparent and take responsibility for our policies, our decisions and our actions.
- **Integrity** - we practice high standards of ethical conduct and open communication that inspires trust.
- **Respect** - we value people and treat everyone with dignity and fairness.
- **Service Excellence** - we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.
- **Passion** - we approach our work with conviction and enthusiasm.

KEY JOB DUTIES

The Administrative Assistant provides customer service in person, by telephone, and electronically, responding to inquiries and directing requests to the appropriate staff or department. The role processes payments, coordinates facility bookings, and supports registrations.

The position performs a range of administrative functions, including managing incoming and outgoing mail, maintaining filing systems, maintaining office supplies, tracking customer service requests, and ensuring accurate record-keeping. In addition, this position is responsible for set up and take down for Council and Committee meetings.

The role supports development and regulatory services by assisting with building permit (and other applications) intake, liaising with applicants and contractors, scheduling inspections, and processing applications in accordance with established procedures.

The Administrative Assistant provides support to the Finance department through data entry and clerical functions, including entering financial information, assisting with invoice processing, and supporting accurate financial record-keeping under direction.

The position also supports municipal communications by assisting with website updates, preparing and posting social media content, and supporting the distribution of municipal notifications such as the Village Update, ensuring information is accurate and timely.

The Administrative Assistant supports corporate administrative functions including tax and utility notice distribution, meeting logistics, and general office operations.

QUALIFICATIONS:

Completion of a diploma or certificate in Office Administration or a related field, supplemented by two to three years of relevant administrative or customer service experience. Experience with financial data entry and communications tools is considered an asset.

The position requires strong communication and organizational skills, attention to detail, and proficiency in standard office software and systems.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of general office administration practices and customer service principles.
- Knowledge of standard administrative procedures, including filing systems, records maintenance, and correspondence handling.
- Familiarity with municipal services, programs, and basic administrative processes.
- Basic understanding of financial data entry and clerical accounting support functions.
- Familiarity with website updates, social media platforms, and communication tools.
- Strong customer service and interpersonal skills, with the ability to respond effectively to public inquiries.
- Good organizational and time management skills, with the ability to manage multiple tasks.
- Strong attention to detail and accuracy in data entry, record-keeping, and document processing.

- Effective written and verbal communication skills.
- Proficiency in standard office software and administrative systems.
- Ability to follow established procedures and guidelines consistently.
- Ability to provide courteous, professional, and responsive service to the public and staff.
- Ability to manage multiple routine tasks and prioritize within established procedures.
- Ability to accurately enter and maintain data and records.
- Ability to follow direction and work effectively under supervision.
- Ability to adapt to changing workload demands and support various departments.
- Ability to work collaboratively as part of a team in a service-oriented environment.
- Ability to successfully clear a Police Information Check (PIC).