

## Job Description

# ADMINISTRATIVE ASSISTANT – BUILDING SERVICES

---



## Position Synopsis and Purpose

As a member of the municipal Building Services team, this position will provide first point of contact in the office for the public. The Administrative Assistant - Building Services will assist the public with providing answers to their enquiries and assisting to solve any issues they may be concerned about with respect to Building Services and the inspection process. This position will receive and process all payments collected and coordinate, record and balance cash receipts. This position performs a variety of clerical/administrative tasks using the computer accounting software system and records management system. The Assistant also completes all accounts receivable for the building department and administrative support for the Building and By-law Enforcement Departments under the direction of the Director of Building Services.



## Responsibilities

Description	Approx. Time Spent
<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Acts as first point of contact in the office for the public, answering enquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required;</li> <li>• Receives, logs and distributes incoming mail, faxes and emails to appropriate party either manually or electronically;</li> <li>• Processes all outgoing mail;</li> <li>• Coordinates and monitors items sent by courier;</li> <li>• Receives payments over the counter, through a variety of methods. Posts all tax, utility and general payments to the journal and issues receipts using the municipal computer program;</li> <li>• Process cash/debit cheque batches and prepares the deposit;</li> <li>• Ensures float is balanced daily.</li> </ul>	20%

Description	Approx. Time Spent
<p><b>Building Services</b></p> <ul style="list-style-type: none"> <li>• Assists residents/builders with access to “Cloudpermit” to finalize permit issuance on behalf of building division.</li> <li>• Assists in building permit reporting and inputting of information from “Cloudpermit” into the municipal property information database.</li> <li>• Assists staff at Building Department’s ‘client’ municipalities in understanding Cloudpermit processes.</li> <li>• Completes parking ticket reporting to the Ministry of Transportation and tracking thereof;</li> <li>• Responsible for scheduling appointments for the Building Inspectors;</li> <li>• Responsible for monitoring the Building Department email and voicemail;</li> <li>• Responsible for dog licensing – entering data into computer system and invoicing &amp; distributing dog licences and kennel licenses;</li> <li>• Assists with back-flow prevention and source water protection programs;</li> <li>• Responsible for collections for the Building Department and By-Law Enforcement;</li> </ul>	55%
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Provides support with administering all records management functions, including the management and administration of corporate records, development and implementation of corporate wide content management systems and workflows; development, creation and maintenance of records management policies and procedure manuals and corporate policy manuals;</li> <li>• Assists the Clerk with maintaining and managing the filing system for both electronic and paper records in accordance with the records retention by-law;</li> <li>• Maintains thorough knowledge of the staffing processes and a high level understanding of the Corporation’s records management system, policies and procedures;</li> <li>• Proofread documents, editing and formatting as required;</li> <li>• Responsible for ensuring all documents published are AODA compliant;</li> <li>• Performs all administrative support services which includes but not limited to the production of all forms, correspondence, reports, statements and presentation materials;</li> <li>• Assists in data collection for reporting;</li> <li>• Provides administrative support in the preparation and administration of municipal reports and correspondence;</li> <li>• Assist municipal staff with various document searches and document requests;</li> </ul>	15%

Description	Approx. Time Spent
<b>Other Related Responsibilities</b> <ul style="list-style-type: none"> <li>• Carries out other related duties as assigned.</li> <li>• As required, provides assistance to other employees.</li> <li>• As a member of the municipal team, will be responsible for serving the citizens of Middlesex Centre by meeting the resident's needs and expectations, striving to be the best through attitude, training and creativity. Representing the municipality as a strong, integrated organization dedicated to high quality, viable services.</li> <li>• Provides backup support to the Communications Specialist for website and social media.</li> <li>• Works with the Human Resource and Health and Safety Coordinator on the tracking of employee training.</li> <li>• Complies with all health and safety practices and ensures compliance with AODA standards for all</li> <li>• Executes documents and affidavits as a Commissioner of Oaths.</li> <li>• As required, provides assistance to other positions and carries out other related duties as assigned.</li> </ul>	10%

Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



## Minimum Qualifications

### Education (degree/diploma/certifications)

- College diploma in business administration, executive Administrative or similar job-related course.

### Experience

- 3 years of progressive experience in an office environment

### Knowledge/Skill/Ability

- Minimum of a valid Ontario class G driver's license in good standing.
- Excellent interpersonal and communication skills with the ability to interact effectively and courteously with all levels of staff and contacts in a customer service-excellence environment.
- Strong organizational skills, attention to detail and ability to multi-task
- Demonstrated knowledge of administrative processes and office equipment

Note: As a condition of employment, the incumbent must provide a successful criminal background check while showing a clean driver's abstract.



## Preferred Qualifications

### Education (degree/diploma/certifications)

- N/A

### Experience

- Experience Keystone Municipal Software and Microsoft Office
- Experience with the Cloudpermit building permitting system
- Municipal and/or banking experience

### Knowledge/Skill/Ability

- Understanding of building permitting processes in Ontario
- Ability to interpret a municipal by-law



## Work Setting

### Contacts

Contact	Frequency	Nature of Interaction
Members of the public	Constant – every day for most of the day	Phone calls and in person, requesting information from various departments; or delivering payment
Other Staff	Frequent– daily	Various interaction
A/P Vendors	Regular – weekly	Discussion of invoicing
Council	Rare– once in a while	Periodic enquiries

### Work Conditions

Normal hours of work are 37.5 hours per week, Monday to Friday.

Interactions are generally courteous and collaborative; required to ensure understanding of information or decisions being exchanged; required to diffuse conflict.



## Corporate Values

- **Openness** – Middlesex Centre is a large and diverse community. In order to respect this diversity, constant and respectful communication between community members is necessary.
- **Cooperation** – Middlesex Centre is a growing municipality. The council and citizens must work together to ensure that their community grows into the place they want it to be.

- **Trust** – The trust between community members is what makes Middlesex centre an inclusive community. Community trust is built through sensible planning, reliable service and public engagement.
- **Respect** – The residents of Middlesex Centre come from diverse backgrounds. It is only through respect for the varied backgrounds and experiences of residents that common ground can be achieved.
- **Tradition** – As a diverse municipality, Middlesex Centre is home to many proud histories and varied traditions. The actions of community must value those existing traditions while continuing to forge new traditions moving forward.
- **Innovation** – Middlesex Centre must be a community which embraces changes. It must remain open to all ideas to become a flexible, progressive municipality which can successfully anticipate and adapt to changing conditions.



## Position Classification

<b>Position Title</b>	Administrative Assistant – Building Services
<b>Division</b>	N/A
<b>Department</b>	Building Department
<b>Classification</b>	Non-Union
<b>Branch</b>	
<b>Reports to (Direct)</b>	Director of Building Services
<b>Equivalency Code</b>	N/A
<b>Hours per Week</b>	37.5
<b>Effective Date</b>	October 1, 2021
<b>Revision Date</b>	