

JOB DESCRIPTION

CORPORATE SERVICES ADMINISTRATIVE SUPPORT



Position Title:	Corporate Services Administrative Support
Department:	Corporate Services
Supervisor:	Director of Corporate Services

POSITION FUNCTION

Perform cashier and reception duties, telephone and counter inquiries and other office duties for the Town of Osoyoos.

KEY DUTIES

- Respond to inquiries from the public and staff, at front counter, telephone and email, by providing general information and information relating to bylaws and municipal services.
- Provide clerical functions such as typing a variety of letters, report, memos and forms from typed or handwritten copy; photocopying, filing, and updating and maintaining manuals and records.
- Receive money for payment of accounts and services such as municipal ticketing fines, property taxes, utility bills, permits, licenses and other miscellaneous fees.
- Assist in the maintenance of the Records Management System for the Town.
- Process daily mail including, tending to bulk mail outs, opening and distributing incoming mail, including scanning to electronic filing system.
- Assist in maintaining the Town telephone system including updating the electronic messaging as required.
- Assist with the organization of a variety of Town sponsored events.
- Keep stock of and assist with the purchase of Town promotional items.
- Any other duties as may be assigned.

INDEPENDENCE

- Work is generated by request for service, established guidelines or is assigned by director.
- Work is reviewed through departmental meetings and discussion with director.
- Problems or deviations from established procedures are discussed with director.

WORKING CONDITIONS

Physical Effort:

- Sit with arms unsupported while keyboarding (often)

Environment:

- Office environment

KEY SKILLS AND ABILITIES

- Proven exceptional customer service skills are mandatory.
- Ability to react quickly to demanding situations, to speak distinctly and courteously, to handle inquiries and relay messages with promptness, tact and accuracy, often under pressure.

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- Ability to communicate with tact and discretion when settling requests, complaints or clarify information.
- Good knowledge of business English, accurate spelling, grammar, punctuation, basic mathematical skills and current office procedures.
- Considerable typing skill with a high degree of accuracy and speed.
- Good knowledge of telephone operation and etiquette and skill in the operation of common office equipment including copier/scanner/fax usage.
- Ability to work with a minimum of supervision.

QUALIFICATIONS

Formal Education, Training and Occupational Certification

- Completion of Grade 12, supplemented by minimum of one year commercial or business school training, together with related experience or a combination of related experience equivalent thereto.

Experience:

- 2 years of office experience
- A variety of computer programs including Microsoft Word, Excel, Outlook and a good working knowledge of the Internet.
- Experience with cash receipting system.

OTHER

- Minimum typing speed of 50 wpm.