

POSITION DESCRIPTION

Position:	Community Services Clerical Assistant	Type:	Union
Incumbents:			
Reports To:	Director of Community Services or designate(s).		
Date:		Next Review Date:	
Positions Supervised:	None		

PART I - DESCRIPTION OF JOB REQUIREMENTS

General Accountabilities

The Community Services Clerical Assistant provides clerical and administrative support to the Director of Community Services or designate(s) and is responsible for Cemetery sales, bookings, records management and client services; and general administration functions related to departmental operations including facility bookings, accounts payable and accounts receivable under the direction of the Director of Community Services or designate(s).

Specific Accountabilities

The following responsibilities are not listed in order of priority:

Maintenance & Operations

1. Provides clerical and administrative support including, word and spread sheet development and maintenance, filing, and other similar tasks.
2. Types reports, correspondence and other documents, as required.
3. Assists in the monitoring of office equipment and supplies; arranges for servicing of equipment when required.
4. Obtains information from Township files or other sources for background research to assist the Director of Community Services or designate(s) and other staff, as required.
5. Assists the Director of Community Services or designate(s) in maintaining an effective and efficient work flow in the Community Services Department.
6. Ensures correct procedures are followed for accurate, complete and verifiable record keeping and processing.

PENDING APPROVAL

7. Monitors, prepares and processes all documentation, grants and payments related to cemetery operations, facility and equipment rentals, events and programs.
8. Schedules interments and the installation of monuments and cornerstones.
9. Maintains and operates recreation management software for scheduling facilities, equipment, events, cemetery operations and programs.
10. Maintains and operates the cemetery records management software.
11. Provides assistance in preparing agendas, minutes and scheduling of departmental staff meetings.
12. Liaisons with funeral services and related ministries.
13. Maintains bar inventory and schedules bar staff, as required.
14. Performs receipting functions as required; including bank deposit reconciliations, floats and balancing.
15. Assists with program implementation and special events.
16. Provides basic updates to departmental web pages.
17. Gathers and submits information for advertising requirements.
18. Reports any maintenance requirements to equipment, property or process to the Director of Community Services or designate(s) promptly.
19. Reports stock requirements to the Director of Community Services or designate(s).
20. Ensures the security of files and the Community Services Department as required.

Staffing

21. Assists in the basic orientation and training of new staff, as it relates to his/her position, as required, safely and in accordance with all policies, procedures, by-laws, Ministry guidelines, regulations and legislation.

Communication

22. Responds to requests for equipment and facility rentals. Contacts patrons regarding contract renewals.
23. Responds to inquiries by providing verbal and written information or referring them to the Director of Community Services or designate(s) and/or to the appropriate department/staff member as required.

PENDING APPROVAL

24. Assists in the preparation of the monthly activity reports to the Director of Community Services or designate(s).

Policy Compliance

25. Maintains, organizes and updates records and filing systems as required by legislation and internal policy.
26. Ensures compliance with Township and legislated policies, practices and procedures.
27. Complies with all Municipal and Provincial occupational health and safety legislation, regulations, policies and procedures, and must wear all safety apparel as required.
28. Attends necessary and/or approved educational workshops, seminars or webinars including the renewal of annual licencing as required.

Other

29. Performs other duties as assigned.

The above statements reflect the general details considered necessary to describe the principal functions and duties of the position and will not be construed as a detailed description of the work requirements that may be inherent in the job.

PART II - The following section headings will help describe the technical skills, education, experience and working conditions under which the incumbent is required to perform the job:

Technical Skills/Experience

1. Knowledge of and skill base in clerical functions is required.
2. A minimum of two (2) years' recent experience in a related position is required, and within a similar setting is preferred.
3. Proficiency and experience with word processing (MS Word), spread sheets (MS Excel) and presentation (MS PowerPoint) software is required.
4. Excellent verbal and written communication, interpersonal and customer service skills to address requests, complaints, and exchange and clarify information and ability to maintain discretion and tact at all times.
5. Strong time management and organizational skills and the ability to effectively multi-task is required.
6. Excellent cash handling and mathematical skills is required.

