



# Portugal Cove St. Philip's

Town of  
Portugal Cove-St. Philip's

## **Position Description**

Administrative Support Clerk

June 2014

<b><u>Position Title:</u></b>	<b>Administrative Support Clerk</b>
<b><u>Salary Classification:</u></b>	<b>Administrative Support Clerk</b>
<b><u>Departments:</u></b>	<b>Finance and Administration / Planning &amp; Development</b>
<b><u>Status:</u></b>	<b>Unionized Full Time</b>

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***Position Function:***

*(The main reason for the position, in what context and what is the overall end result)*

The Primary function of this position is to assist in the administration of Town policy through the efficient and effective delivery of business and clerical services and undertaking to collect, receive, organize, disperse, account and record all forms of information, data, and money.

***General Overview of Responsibilities:***

*(Major responsibilities expected of the position for which all tasks and duties are performed to support)*

The Administrative Support Clerk is responsible for handling all formats of correspondence to and from the Town office, including sorting and distribution, copying information, report preparation, as well as ensuring accurate records management, as they relate to all Town operations. The Administrative Support Clerk is the main point of contact for the Town in a receptionist capacity and is responsible for providing proficient customer service in this role. The Administrative Support Clerk is responsible for logistical coordination and maintenance of clerical tasks in terms of providing all forms of support to Town management and staff. The Administrative Support Clerk is responsible for the safe handling and processing of all monetary forms for payments to the Town including accurate control, recording, and receipting measures. The Administrative Support Clerk is responsible for focusing on and becoming proficient with duties in their business area of specialization while cross-training for the purpose of effectively filling in for the same classification in another business area as necessary. The Administrative Support Clerk is responsible for participating in business administration process improvement initiatives on a continuing basis.

***Qualifications:***

*(Minimum requirements for a candidate to qualify for employment in this position)*

A diploma in Business or Office Administration, or an equivalent program from a private college or technical institute is required except where a minimum of 5 years' experience has been gained in a similar position and environment. Experience in a municipal office environment would be an asset.

A valid Class 5 driver's license for the Province of Newfoundland and Labrador with a clear driving record for serious offence is required. He/she must be capable of being insured (and maintain continuity) under the Town's normal driver insurance policy.

**Knowledge, Skills, & Abilities:**

*(Desired personal and learned traits for employees in this position)*

- Excellent organizational skills, with ability to efficiently and effectively organize an office, files and data.
- Excellent customer service skills, especially in a front line capacity with the general public.
- Very strong written and verbal communication skills.
- Advanced computer, software and word processing skills with knowledge of various computer software packages including the Microsoft Office suite of programs, (Excel, Word, Power Point, Access, Outlook).
- Ability to effectively switch focus on multiple tasks in response to service delivery demand.
- Ability to establish and maintain effective working relationships with staff, management, members of Council, and the general public.
- Ability and interest in learning new skills and participating in training.
- Ability to prepare and present reports in area of responsibility.
- Knowledge in basic accounting and financial procedures.

**Physical Requirements:**

- Generally a comfortable work environment supportive of the necessary office functions that will not place excessive physical demands on the position.
- While performing the essential duties of this position, there is frequent need to sit, stand, walk, talk, hear, distinguish between shades of color, use hands to finger, handle, or feel, and lift and/or move 20 pounds.
- While performing the duties of this position, there is infrequent need to lift and/or move more than 20 pounds, potential for exposure to disagreeable environmental factors such as outside weather conditions, dampness/humidity, vehicular traffic when required to perform duties outside of the office.
- There is potential for exposure to volatile confrontations with various people.

**Key Contacts/Relationships:**

External:

- Business Equipment and Service Providers
- Contractors and Consultants
- Municipal counterparts
- Developers, town residents and business owners
- User, special interest, and volunteer groups

Internal:

- All departments and staff up to and including Town Manager/Engineer.
- Mayor
- Committees of Council
- Councilors

***Reporting Structure:***

This position reports directly to the Director of Financial Operations or Planning & Development Coordinator. No other Town staff will report to the Administrative Support Clerk except for training purposes.

***Salary and Benefits:***

The rate of pay is outlined in the collective agreement.

***Duties:***

The list of specific duties, as outlined herein, is intended to be representative of the tasks performed within areas of responsibility needed to fulfill the primary function. The omission of a duty does not preclude management from assigning duties not listed herein if such tasks are a logical assignment to the position. Some duties may be assigned to an individual based on their focused support in a particular business area.

- Systematically arrange letters, invoices, outgoing mail and all other forms of documents for correspondence, reports and file information for management review and signature according to the needs of various Town departments.
- Receive and effectively distribute all forms of correspondence including applications, and direct to the appropriate departmental personnel for review and action.
- Skilled operation and troubleshooting of all business office equipment, including reporting and assisting in problem resolution.
- All forms of reception duties in the receipt and direction of calls and visitors, recording of call and visitor information including complaints and inquiry details in order to direct to proper staff, initiate action, or assist with problem resolution.
- Assist in the completion of reports and maintenance of file information relating to applications, complaints, inspection services, assessment and taxation while maintaining good records management and file maintenance techniques.
- Complete special projects and make arrangements for special events undertaken by the Town office as directed by management.
- Accurately collect, handle, report and receipt all forms of incoming monies.
- Coordinate schedules and perform recording secretary duties as needed.
- Assist other administrative staff with overflow work.
- Assist in the coordination, development and preparation of, including proofreading, all forms, checklists and standard documentation relating to Town services.
- Maintain status reports on various files and information, including data entry and database maintenance, relating to planning and development, public works, and financial operations.
- Assist in the development of budget and financial reports in conjunction with management.

- Ensure the main reception area is managed effectively and is maintained in a neat and orderly manner.
- Participate in administrative meetings to assure support follow-through.

**Accepted by:**

Behalf of Management: \_\_\_\_\_ Date: \_\_\_\_\_

Employee: \_\_\_\_\_ Date: \_\_\_\_\_