

TOWNSHIP OF OTONABEE-SOUTH MONAGHAN

JOB DESCRIPTION MANUAL

POSITION: RECEPTIONIST/ADMINISTRATIVE ASSISTANT	PAGE: 1 of 7
REPORTS TO: CHIEF ADMINISTRATIVE OFFICER/CLERK	DATE: May 2025
DEPARTMENT HEAD: CHIEF ADMINISTRATIVE OFFICER/CLERK	DEPARTMENT: ADMINISTRATION
THIS JOB DESCRIPTION IS: REVISED AS AT MAY 2025	NEW: AUG 2015 EXISTING: REVISED: MAY 2025 RESCINDED:

JOB SUMMARY:

The Receptionist/Administrative Assistant position plays a vital role in ensuring exceptional customer service to the public as well as clerical and administrative support across various departments to ensure efficient day-to-day operation of the Township Office. The Receptionist/ Administrative Assistant maintains the Township's various communication channels including website, social media, digital signboards, newsletters and other.

DUTIES AND RESPONSIBILITIES:

Public Assistance:

- Serves as the key point of contact for members of the public, addressing inquiries related to a wide range of Municipal services, including By-laws, permits and general requests, and directing individuals to the appropriate departments or staff.
- Handle all public requests efficiently, fostering positive interactions between the Township and the community.
- Answering phone calls, responding to emails, collecting mail and managing correspondence.
- Address and resolve complaints from the public, offering clear explanations of Municipal processes and ensuring concerns are handled efficiently.
- Provide detailed information on Municipal procedures, helping residents understand requirements and timelines for services.
- Direct the public to the applicable department or staff member for resolution.
- Identifies and discusses with CAO/Clerk possible improvements in customer service and public information provided by the Township.
- Ensures that the reception area is kept neat and tidy at all times, with up-to-date information, free of clutter.

Administrative:

- Responsible for pickup, processing or distribution of daily mail. Ensures that outgoing mail is processed through the folding machine and/or postage meter as required. Delivers outgoing mail to the post office, in a timely manner. Arranges for courier pick up or delivery as needed.
- Orders and tracks receipt of general office supplies. Ensures that the supply room is kept tidy, monitors supplies and reorders necessary items.

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- Calls for service when office equipment requires repair or service, including printers, photocopier, folder/stuffer, postage machine, etc. Identifies the need for office equipment replacements and/or improvements for budget consideration.
- Provide administrative/clerical support to all departments if required.
- Under the direction of the CAO/Clerk, receives and processes livestock claims in accordance with Provincial procedures. Assists Finance Department in monitoring payments received by direct deposit.
- Under direction of the CAO/Clerk, receives applications for lottery licenses from local charitable groups, prepares licenses for Clerk's approval, tracks reporting requirements, maintains records and prepares quarterly reports for submission to the Province.
- Assists the CAO/Clerk & Deputy-Clerk with records management including setting up files or folders for general correspondence – both paper and digital. Following proper procedures, assists with boxing and storage of inactive records, records retention review and information requests. In consultation with the CAO/Clerk and/or Deputy-Clerk, maintains records storage room in an organized manner. Retrieves and returns files as requested. Assists with records retention program activities, including shredding.
- Maintains information on the public bulletin boards, in brochure racks and at the front counter, including forms. Contacts Departments or outside agencies to ensure that information and forms available to the public remains current for distribution.
- Other duties may be assigned including back up for other staff during absences.

Community Centre & Facility Bookings:

- Manage event & rental bookings at the Community Centre, including collecting deposits, issuing invoices and ensuring there are no scheduling conflicts.

Records Management:

- Convert paper documents to electronic files, ensuring records are accurately scanned, indexed and updated.
- Update property ownership records and other related data in the Township's management system.

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Media & Communication:

- Create and distribute a semi-annual newsletter in conjunction with property tax billing.
- Assist in preparing public notices/alerts through the Township's software.
- Maintains and updates general information on the Township website or social media following proper procedures.
- Ensures that both digital and paper records are updated when new information is provided. Provides or assists with information on upcoming events for maintenance of the Website Events Calendar and/or Community Digital Sign Boards.
- Identifies potential website improvements based on customer inquiries or suggestions, reviews with CAO prior to implementation.

Finance:

- Assists Accounting Tax Clerk in providing basic information with regards to property taxes to the public.
- Helps with the preparation of interim and final tax bills by sorting and inserting inserts for all ratepayers, stuffing envelopes and running through the postage meter prior to mailing in order to ensure ratepayers receive tax due notices on a timely basis.
- Issues receipts and/or posts tax or other payments received in person or by mail. Issues dog licenses and follows proper Finance or Fire Department procedures.
- Consults with the Finance Department to ensure payments for Accounts Receivable received in person or by mail are correctly posted and provides paperwork to appropriate staff members and Departments for tracking purposes.
- Assists the Director of Finance/Treasurer and Finance Department when required.

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KNOWLEDGE AND SKILLS:

- Minimum Grade 12 education. Some post-secondary education or training in a business administration related program preferred.
- Municipal Experience: Experience in a Municipal setting is not required but considered an asset.
- Office Experience: A minimum of two (2) years of office-related experience, with proficiency in word processing.
- Attention to Detail: High level of accuracy and attention to detail in all tasks
- Multi-tasking & Prioritization: Demonstrated ability to manage multiple tasks effectively and prioritize workload under time constraints.
- Customer service: Strong customer service skills, with a focus on delivery positive and helpful interactions.
- Attention to Detail: High level of accuracy and attention to detail in all tasks
- Software Aptitude: Strong aptitude for working with various computer software programs, with the ability to quickly learn new systems including but not limited to:
 - Microsoft Office - Word/Excel/Outlook/PowerPoint
 - Server based Financial or Customer Relation Management systems
 - Web based software such as Content Management Systems for maintenance
 - Social media including Facebook, Twitter and Instagram
 - GIS software for searching/printing of maps

INTERPERSONAL SKILLS:

- Frequent interactions with both internal and external stakeholders, requiring tact, professionalism, and the ability to interpret and convey information clearly.

DEMANDS AND WORKING CONDITIONS:

Work Environment:

- Performed in a standard office setting with extended periods of computer work, sitting, and high levels of visual concentration.
- Frequent keyboarding and interaction with the public, often involving interruptions at the phone and counter, as well as exposure to public criticism.

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Mental Demands:

- Work is completed under the general supervision of the Chief Administrative Officer/Clerk.
- Prioritizing tasks to meet deadlines efficiently.
- Providing courteous responses to visitors and callers while directing public inquiries to the appropriate staff.

Physical Environment:

- Primarily office-based work, with occasional movement around the office as required.

Psychological Demands:

- The position is subject to strict deadlines that need to be consistently met.
- Work involves frequent interruptions and occasionally emotionally charged situations with the public.
- Requires effective multi-tasking abilities to manage various responsibilities simultaneously.

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Job Description to be reviewed on an annual basis by Employee and CAO

Comments:

Employee

Date Reviewed

CAO

Date Reviewed
