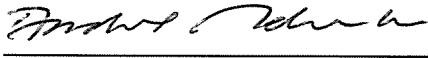



**CLASSIFICATION:** ADMINISTRATIVE SUPPORT VIII  
**JOB TITLE:** ENVIRONMENTAL UTILITIES TECHNICAL ASSISTANT  
**REFERENCE NO:** 64108  
**DIVISION:** DEVELOPMENT AND INFRASTRUCTURE  
**DEPARTMENT:** ENVIRONMENTAL UTILITIES

**APPROVAL DATES:** BY:  . DATE: April 30, 2013  
COMMISSIONER OF DEVELOPMENT AND INFRASTRUCTURE  
BY:  DATE: April 25, 2013  
GENERAL MANAGER OF HUMAN RESOURCES

**GENERAL DESCRIPTION:**

This position provides customer service and administrative support for the Environmental Utilities Department involved in providing water, waste water and solid waste services to commercial and residential customers as well as to other departments. This position regularly coordinates information with other customer service, administrative support and technical operations staff and is responsible for performing a wide range of customer, technical and financial services as well as administrative duties relevant to the day to day operation of the Environmental Utilities Department.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to the Community Relations Superintendent.
- Provides administrative support to department managers, supervisors and employees.
- Coordinates information and activities with other customer service, administrative and technical operations staff in a constructive team environment.
- External relationships are maintained with other departments, businesses and the general public.
- Work performance is subject to City and Environmental Utilities Department policies and all applicable regulations and safety procedures pertaining to the water, sewer and solid waste industries.

**PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Responds to a high volume of customer transactions, in person, by telephone, mail/email and fax to initiate, add to or terminate residential and/or commercial water, sewer and solid waste service accounts.
- Promptly and courteously responds to customer needs by providing information on corporate bylaws, department policies, explaining the status of service matters, solving problems, clarifying technical requirements, etc.
- Administration of operation programs, department correspondence, purchase orders, payables, payroll entry, purchase cards, data entry, website maintenance, etc.
- Develops spreadsheets and database applications, tracks statistical, accounting and operational data.
- Maintains various departmental databases, records and filing systems.
- Conducts and facilitates industry related customer service training and participates in assessment of training effectiveness.
- Identifies areas for policy and procedure development and/or refinement; recommends approaches for addressing issues identified.
- Arranges customer appointments, schedules response and issues service work orders.
- Reviews, calculates costs and prepares invoices.

- Prepares written correspondence and provides verbal reports.
- Operates standard office equipment, automated call distribution system and two-way radios.
- Regularly coordinates information with other customer service, administrative and technical operations staff and periodically assumes duties for other administrative positions in the department.
- Participates in department cross training and assists in training new/temporary employees as required.
- Performs other duties, as required.

**REQUIRED COMPETENCIES:**

- Ability to establish and maintain highly effective working relationships with corporate and department staff, customers and others encountered in the course of work.
- Knowledge of corporate and department organization as well as the general responsibilities of all departmental managers and supervisors.
- Knowledge of principles, methods and techniques in the delivery of work place training programs.
- Knowledge of engineering terminology related to departmental operations.
- Sound knowledge of City bylaws and applicable regulations pertaining to department operations.
- Ability to carry out accurate calculations associated with customer service and departmental work.
- Knowledge of the General Ledger and Department accounting systems.
- Strong knowledge of administrative procedures and the use of standard office equipment.
- Sound working knowledge and skill in the use of computer software including Network software, word processing, spreadsheets, databases, presentation software, etc.
- Thorough knowledge of City procedures and administrative policies and procedures
- Ability to maintain accurate records and files and maintain sensitive and confidential information.
- Ability to plan and organize own work as well as coordinate information with others employees.
- Ability to understand and follow oral and written instructions.
- Excellent writing, interpersonal and communication skills.
- Ability to effectively assume the responsibilities of other administrative positions in the department.
- Ability to work under the direction of others as well as work with minimum direction.
- Ability to perform successfully under occasional stressful office and/or operational conditions.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a two (2) year post-secondary diploma in Office Technology or Business Administration.
- Completion of the AWWA Customer Service course or management approved equivalent.
- Minimum of two (2) years of related experience involving regular use of computer software programs, record keeping, office equipment, correspondence handling, accounting and personnel administrative support duties, including:
  - Minimum of one year of experience involving direct customer contact and service responsibilities.
  - Minimum of one year of experience in an organization providing service of an engineering nature.
- A management approved equivalent combination of education, training, and experience providing the required knowledge, skills, and abilities to perform the essential functions of the job may be considered.

**SALARY RANGE:**

- Range 17 in accordance with the Collective Agreement for CUPE Local 46 (Inside and Outside Workers).