



JOB DESCRIPTION


CLASSIFICATION: ADMINISTRATIVE SUPPORT III


JOB TITLE: ADMINISTRATIVE SUPPORT III - PLANNING & DEVELOPMENT

REFERENCE NO: 100534

DIVISION: STRATEGIC MANAGEMENT AND ANALYSIS

DEPARTMENT: PLANNING AND DEVELOPMENT SERVICES

APPROVAL DATES: BY:  DATE: Sep 21, 2022
MANAGING DIRECTOR – STRATEGIC MANAGEMENT AND ANALYSIS

BY:  DATE: September 21, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

The primary role for this unionized position is to provide administrative support to the Planning and Development Services Department as well as provide customer service to external partners and other city departments.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Administrative Coordinator and works in accordance with departmental and corporate policies and procedures.
- Receives assignments from the Administrative Coordinator, City Planner, and other Managers in the department, and provides administrative support to all departmental staff.
- Maintains a close working relationship with internal departments and external relationships are maintained with elected officials, lawyers, private developers, public and some departments of the Federal/Provincial Government.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides direct customer service in response to general inquiries for Planning and Development Services in a timely and professional manner.
- Provides reception services for the department by answering telephones, monitoring emails and assisting walk-in customers with various inquiries and requests.
- Enters weekly payroll for the department and submits various employee change forms for Human Resources as required.
- Oversees, maintains, and reconciles cash/cheque deposits and petty cash transactions.
- Processes employee travel requests and claims.
- Maintains and distributes purchase cards and fuel receipts.
- Maintains various records filing and electronic data-based systems.
- Enters various application types received by email or hard copy into the Department's ePermitting system.
- Maintains an adequate supply of general office supplies and ensures that office equipment is regularly maintained.
- Projects a positive image of self and the organization with all people contacted.
- Periodically assumes the duties of other administrative positions in the Department.
- Performs other duties as required.

REQUIRED COMPETENCIES:

- Proven ability to work within a customer service environment, to respond to inquiries and disputes in a professional manner, and ability to deal with challenging and complex customer related issues.
- Demonstrated ability to communicate effectively, verbally and in writing, following appropriate systems of communication, and ensuring information is shared in a confidential, accurate, clear, concise, and timely manner.
- Skilled in the use of Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system and new city wide or specific applications.
- Self-motivated and self-directed with the ability to use sound decision-making skills to consistently resolve routine work problems.
- Excellent interpersonal skills with the ability to establish and maintain effective working relationships with co-workers, other departmental staff, members of the public, businesses and contractors, and all levels of government.
- Exceptional organizational and record keeping skills.
- Demonstrated ability to work both within a team environment and independently with minimal supervision and be accountable for accuracy, timeliness, and quality.
- Ability to manage multiple tasks at once, and work in a fast-paced office environment
- Demonstrated commitment to continuous learning of new skills.

REQUIRED QUALIFICATIONS:

- Successful completion of a certificate in Office Technology, business administration or related field from a recognized post-secondary institution.
- One (1) year of work experience in a progressive administrative assistant capacity, including extensive involvement in providing customer service, use of standard office technology, record keeping, office equipment, correspondence handling, accounting, and personnel administrative support duties.
- An equivalent combination of management approved education and experience may be considered.

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Final Audit Report

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