



JOB DESCRIPTION

CLASSIFICATION: ADMINISTRATIVE SUPPORT V

JOB TITLE: ADMINISTRATIVE SUPPORT V – PARKS AND RECREATION

REFERENCE NO: 41016

DIVISION: PUBLIC SERVICES

DEPARTMENT: PARKS AND RECREATION

APPROVAL DATES: BY: *Brian Stutch* DATE: Jul 12, 2023
MANAGING DIRECTOR - PUBLIC SERVICES

BY: *Karla Kochan* DATE: Jul 12, 2023
Karla Kochan (Jul 12, 2023 09:13 MDT)
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This unionized position provides administrative support for the Parks and Recreation Department. Responsibilities include administrative duties and personnel support, as well as general customer service to both internal and external customers.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Manager – Community Connections.
- Maintains internal relationships with department staff.
- Maintains external relationships with the public, user groups, other departments, government agencies, and groups and organizations that interact with Parks and Recreation.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides administrative support to the department Director, management team and staff.
- Assumes full customer service duties by promptly attending to customer requests or complaints and provides follow-up on all customer complaints and referrals to other departments when required. This includes solving problems by providing information on Corporate Bylaws and department policies, explaining the status of service matters, and clarifying technical requirements.
- Assists in the preparation, maintenance, distribution, and issuance of permits, technical documents, correspondence for manager's review and signature while exercising confidentiality and ensuring accuracy, including maintaining electronic data-based filing systems and processes.
- Administers payroll and benefits related activities for the sub-department, assists with preparation of paperwork relating to new hires, as needed and maintains the employee milestone and recognition program.
- Assists with the supply chain process (tenders, purchase orders, requisitions, central stores orders), which includes processing and maintaining electronic files, tracking expenditures on purchase orders and processing invoices for payment.
- Complete data entry from Cemetery sales orders, invoices (for interment rights, burials, monuments, and other cemetery services), process lot returns and calculate refunds for customers with a high level of accuracy due to sensitive nature of transactions.
- Administers various corporate processes within the sub-department including, service requests and work orders, journal voucher entries, post backs, accounts receivables, cheque requests, petty cash, purchase card statement processing, audits, and reconciliations, assists with travel requirements, budget and variance processes and other related financial requirements using the current work management systems.

- Compiles statistical reports, metrics and distributes to internal and external customers.
- Prepare, co-ordinate and distribute meeting agendas, including maintaining and transcribing minutes for approval and distribution, including preparing draft memos and communication messaging for managers and director.
- Maintains accurate training records for all sub-department staff and schedules training, as required.
- Performs other related duties.

REQUIRED COMPETENCIES:

- Knowledgeable and skilled in standard office management practices and processes, including administrative processes, accounting principles, file maintenance, minute-taking, and record keeping.
- 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.
- Knowledge of applicable City bylaws, procedures and regulations pertaining to department operations.
- Excellent interpersonal skills to establish and maintain working relationships with co-workers, other City staff, groups and organizations, and the public.
- Ability to carry out accurate calculations associated with customer service and departmental work.
- Strong interpersonal and communication skills with the ability to express ideas and concepts clearly and effectively, both verbally and in writing.
- Proficiency in maintaining accurate records and files, with attention to detail and accuracy, focusing on confidentiality and integrity.
- Demonstrated organizational and time management skills.
- Ability to work with limited direction and solve routine work problems while using sound judgement.

REQUIRED QUALIFICATIONS:

- Successful completion of a one (1) year certificate program in Office Technology / Administrative studies or equivalent, from a recognized post-secondary institution.
- Two (2) years of directly related experience.
- An equivalent combination of management approved training, education and experience may be considered.

July 10, 2023