

MUNICIPALITY OF THE COUNTY OF
ANTIGONISH

Position Description

Reception & Administrative Support

Overview

The Reception and Administrative Support position is responsible for providing frontline customer service and for performing administrative and clerical assistance within and outside the Finance Department as required. The position is also responsible for ensuring all inquiries are responded to or directed in a professional and timely manner. The position provides support to the Municipality by assisting in such areas as tax and utility collections, landfill invoicing and other clerical assignments as required.

This position reports to the Director of Finance.

Behavioural Competencies

Behavioural competencies are how we behave, act, and think in the workplace. They are attained through formal and informal education and training, life and work experiences, and in our relationships. The core competencies required by this position include:

Accuracy
Teamwork
Customer Service
Communication

Responsibilities

The following is a general outline of duties and responsibilities of Reception & Administrative Support and is not intended to be all-inclusive or limit the Director of Finance to expand the functions or to assign additional responsibilities.

1. Provides excellent and efficient customer services in support of municipal operations
 - a. Residents are treated in a professional, efficient and courteous manner
 - b. Transactions are accurate and complete
 - c. Facility bookings are accurate and timely
 - d. Departmental support is provided as required.
 - e. Assists public in filling out various forms such as low-income and seniors rebates.

2. Provides reception and navigation services

- a. Address customer and community member calls to the Municipality as the initial point of contact.
 - b. Coordinate and maintain a system for managing call responses where applicable.
 - c. Coordinate and maintain a tracking system to follow up on customer questions/complaints to ensure resolution.
 - d. Coordinate and maintain a system to gather information on a daily basis to ensure any pertinent information to the public is available at the beginning of the day to avoid call routing and re-routing.
 - e. Volumes are monitored, call records are kept.
3. Provides administrative support to Finance and other departments as required.
- a. Responsible for intake of all correspondence and appropriate management of records.
 - b. Assist on-site Eastern District Planning Commission staff as required.
 - c. Provides administrative assistance to the Clerk's Office as required.
 - d. Support for landfill billing as required by ensuring invoices are well prepared and billed on a monthly basis; discrepancies are investigated thoroughly and resolved, and customer invoices are accurate.
 - e. Provides administrative support for annual tax sale.
4. The incumbent is responsible to work and apply all of the safety tools, resources and policies and procedures leading to a safe working environment for citizens and team members and others.
- a. Work is executed in a safe manner in accordance with organizational and other legislated Occupational Health and Safety policies, procedures, regulations, guidelines and/or standards.

Qualifications

Two year certificate program at Community College.

Knowledge, Skills, Abilities

- Excellent customer service and interpersonal skills.
- Ability to use Microsoft products, Outlook, Word, Excel.
- Verbal communication skills.
- Knowledge of municipal tax system is an asset.

Experience in providing administrative and clerical support including managing information and accounting procedures.

Positive communication skills in working with the public

Occupational Health and Safety courses in: First Aid and CPR as well as other OHS training and certification as required for assigned tasks.

Terms and Conditions of Employment

The Municipality has an approved salary scale for this position. Placement and incremental increases on this scale are based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.

The Municipality's Personnel Policy should be referred to for additional information regarding conditions of employment.