



Municipality of West Elgin Job Description

Title: Administrative Assistant

General Supervisor: Manager of Operations & Community Services

Department: Operations and Community Services

Positions Supervised: 0

Position Summary

Reporting to the Manager of Operations and Community Services, this Administrative Assistant is responsible for co-ordinating usage of all municipal facilities, including the West Lorne Community Centre (Arena), Rodney Recreation Centre, Community Pool, Port Glasgow Trailer Park, and a variety of outdoor recreational venues. This position will also provide superior customer service, media relations, marketing, and aid in the administrative work related to the Operation and Community Services department as well as front desk customer service.

Principal Responsibilities

- Co-ordinate seasonal ice user contracts and private rental agreements to maximize use of the West Lorne arena. Develop sponsorship opportunities for arena events and effectively communicate program information with local groups, business, and staff.
- Organize operations at the West Elgin pool, including staff schedules, swimming lessons, private rentals, and annual programming with local schools/daycare. Assist pool staff with training requirements, record keeping, and daily deposit information.
- Maintain a comprehensive listing of all events scheduled for the Rodney Recreation Centre and actively seek programming opportunities to enhance facility usage based on input from the Recreation Committee, Council, West Elgin residents and fellow staff members.
- Co-ordinate distribution, tracking and receipt of seasonal contracts from the Port Glasgow Trailer Park. Manage transient (overnight) bookings and effectively communicate all related information and scheduling with the park supervisor.
- Handle scheduling for all other municipal facilities, including the West Lorne Complex, Scout Hall, Miller Park Pavilion, PGTP dance hall and PGTP pavilion.
- Administer the municipal supplementary insurance program for facility usage, ensuring all users have proper liability insurance for the intended use.
- Assist residents with enquires pertaining to operational items such as waste collection, road occupancy permits and civic addressing. Track the required steps to ensure these requests are dealt with in a timely fashion.
- Facilitate, promote, and support community special events such as Canada Day activities, parades, and markets, liaise with community groups and assist in facilitating new event requests.
- Responsible for excellent customer service and professional conduct. Maintain good public/staff relations during day-to-day activities. Effectively liaison with various stakeholders, residents, local groups, and schools.

- Provides general reception for the Municipal Office for telephone, email and in person inquiries, solving issues where appropriate, taking messages or referring inquiries to appropriate staff.
- Receives and process accounts receivable payments through Keystone system.

Minimum Qualifications

- College Diploma in Administration or the equivalent.
- Self motivated with strong organizational skills and a desire to work in a multi-faceted environment.
- Excellent communication, interpersonal and presentation skills as well as the ability to demonstrate positive/effective public relations.
- Ability to work flexible hours and attend meetings and events outside of regular business hours.

Approved by: CAO/Treasurer

Effective Date: May 2023