



MUNICIPALITY OF  
**West Elgin**

## **ADMINISTRATIVE ASSISTANT INFRASTRUCTURE AND DEVELOPMENT JOB DESCRIPTION**

Position Title: Administrative Assistant Infrastructure and Development

Report to: Manager of Infrastructure and Development

Position status: Full time

Pay Range: Band 3: \$50,120 - \$60,144

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### **RESPONSIBILITIES (including accountabilities)**

#### **Scope of Position**

Reporting to the Manager of Infrastructure and Development, the Administrative Assistant is responsible for providing administrative support for planning and development, public works, landfill and cemetery services as provided by the municipality of West Elgin. This position will deal directly with the public and provides customer service in a wide range of municipal issues.

#### **Key Responsibilities**

##### **Assistance to the Manager of Infrastructure and Development:**

- Provides administrative and clerical support to Manager of Infrastructure and Development including but not limited to researching, storage and upkeep of departmental records, writing letters, filing, meeting booking, coordination of Health and Safety training and documentation, storage and upkeep of departmental records documentation
- Responds to urgent inquiries, coordinating timely assistance as needed.
- Exercises judgement and communicate effectively with contractors, consultants' staff, other agencies, and the public.

##### **Planning and Development:**

- Provides administrative support for planning applications.
- Receives and processes payment for planning applications, including Minor Variances, Consents, as well as Zoning By-law and Official Plan Amendments.
- Supports contracted planning services

### **Infrastructure and Public works:**

- Provides administrative support for Road Occupancy Permitting
- Provides administrative support for Drainage services
- Comprehend maps, charts, surveys, and technical drawings for administrative and customer service purposes, including the determination of complete applications
- Has analytical, problem-solving, organizational record keeping skills, customer service, judgement and time management skills

### **Landfill Support:**

- Provides administrative and clerical support for Landfill services
- Handles any garbage/recycling issues and public complaints
- Organizes spring and fall yard waste collections
- Collaborates with the contractor for public notifications.

### **Cemetery:**

- Provides administrative and clerical support for Cemetery services such as receiving notice of burials, updating and maintaining burial records in Keystone and completing burial forms
- Coordinates work to be completed either by internal staff or contractors
- Being the first point of contact for representing the municipal cemetery, handling inquiries and sales of plots.

### **Other:**

- Ability to attend evening and weekend meetings, as required
- Assist with coordinating information with other departments as needed.
- Assist other departments as needed including coverage for absence.
- Other duties as assigned

### **Key Relationships to be managed**

#### **External**

- General Public/Consultants/Contractors - Excellent communication including written, oral and interpersonal.
- Funeral Homes and Monument Companies - funeral arrangements, required paperwork, cemetery documents

#### **Internal**

- Manager of Infrastructure and Development – Report to daily.
  - Co-workers – Communicating with and assisting co-workers with different duties.
- Public Works Department – provide administrative and clerical support

#### **Public Relations**

- Represent the Municipality by dealing with the public at the counter, on the phone, and via email.

### **Autonomy**

- Work mostly independently, work with others as required
- Demonstrated honesty, integrity and political acuity
- Highly developed organizational and analytical skills.

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## **QUALIFICATIONS**

### **Formal Education and Training**

#### **Diploma/Degree/Certificate**

- Recognized diploma in Business Administrations, Office Administration or Municipal Administration or equivalent
- AMCTO Municipal Administration Program (or willingness to complete) would be considered an asset
- Knowledge of the Planning Act, Municipal Act, and the Building Code and Zoning Bylaws.
- An equivalent combination of education and experience

#### **License**

- Driver's License

#### **Other Systematic Formal Instruction**

- Office experience, preferably in a municipal setting
- Proficient in Microsoft Office
- Knowledge of The Ontario Municipal Records Management System (TOMRMS) an asset
- Keystone
- Laserfiche
- eScribe
- CityWide

### **Work Experience**

- A minimum of two (2) years of administrative experience involving contact with the public, preferably in a public service environment.

## **EFFORT & WORKING CONDITIONS**

### **Physical Effort and Environment**

- Long time sitting
- Computer work
- Lifting and moving file boxes

### **Mental Effort and Environment.**

- Daily interaction and support for the public
- Occasional exposure to unpleasant or irate people
- Council/Committee agenda deadlines
- Various policies, legislated and administrative deadlines
- Ability to multitask and self-direct
- High degree of organizational abilities