



Alberni-Clayoquot Regional District

Job Details

Job Title	Administrative Assistant (Casual/On-Call)
Department	Administration
Classification	Union – CUPE Local 118
Rate of Pay	\$36.10 per hour (2024 rates)
Date of Last Revision	August 27, 2024

Job Description

Summary

Under the direction of the Manager of Administrative Services, the Administrative Assistant provides clerical, reception and administrative support services to all departments including community services, planning, building, communications, finance and emergency services. The position works collectively with all employees of the ACRD to ensure the delivery of efficient, quality services.

Duties and Responsibilities

General Administrative Duties

- Provide clerical support, including drafting and typing letters, reports, memos, agendas, minutes, agreements and other documents as required
- Reception duties including answering switchboard, receiving, and processing public enquiries and complaints
- Receive, open, and distribute incoming mail, prepare outgoing mail
- Process and reconcile cash receipts and prepare bank deposits
- Assist with processing accounts payable, receivable, and other accounting duties as assigned
- Maintain and balance petty cash fund
- Records Management – receive and file all documents (electronic & hard copy), ensuring the records management and archiving systems are in accordance with corporate guidelines
- Arrange meetings, appointments, venues, forums, and travel for directors and staff
- Liaise with internal and external contacts
- Perform other duties or special projects as assigned

Committee Administration and Support

- Prepare agendas with supporting materials for Regional District Committees and Board meetings, and other committee meetings as assigned
- Transcribe Committee meeting minutes as assigned
- Prepare any required documentation arising from Committee meetings as assigned

Supervision

Immediate Supervisor – Manager of Administrative Services

Authority and Decision Making

Problem solving

- Follow procedures for handling day-to-day operations.
- Handle complaints from the public
- Understand and effectively carry out oral and written instructions

Job task planning

- Management of time and prioritizing of workload according to deadlines
- Work priorities are set by procedures by the General Manager of Administrative Services
- Develop weekly and monthly work plans with the General Manager of Administrative Services
- Day's work plan is revised on an ongoing basis due to disruptions; revisions may involve re-prioritizing
- Sequences multiple tasks for efficiency

Decision Making

- Errors have some consequences but can be rectified with some work
- Decisions can be reversed with some inconvenience or difficulty; decision is reversible but options are reduced
- All information relevant to the decision is known
- Set procedure or decision tree to follow but there are grounds for exceptions that may require some discretion or interpretation
- Need to consider several well-defined factors to make an appropriate decision in cases where the consequence of error is low; may involve using technical knowledge

Budgetary Authority

- As per Board policy

Job Specifications

Education/Training

- Completion of Grade 12 or equivalent
- Administrative Assistant diploma or certificate or a combination of education and experience
- Completion of courses in word processing, spread sheet and database applications would be an asset

Experience

- Minimum of 2 years clerical or secretarial experience in an office environment, preferably including experience in local or regional government, OR equivalent combination of education and experience

Occupational Certificates, Licenses, Professional Designations or Registrations

- Valid Class 5 BC Driver’s License

Knowledge

Working	<ul style="list-style-type: none">• <i>Local Government Act</i>, ACRD Bylaws and Policies• Knowledge of the occupational hazards and safety requirements of the work
Considerable	<ul style="list-style-type: none">• Sound knowledge of office administration technologies, practices, procedures and standard protocols• Sound knowledge of Local government operations• Sound knowledge of operation of common office equipment• Records Management Systems

Skills and Abilities

Abilities

- Extremely organized and detail oriented
- Excellent communication skills, both oral and written
- Ability to organize daily work activities and set priorities and excellent time management skills
- Excellent communication and customer service skills
- Proven ability to deal tactfully and diplomatically in dealing with the public and other employees and municipal officials in processing a variety of inquires, requests, complaints and related matters.
- Proven ability to maintain accurate record keeping systems and work with a high degree of accuracy.

- Proficient keyboarding and word processing skills with the ability to type accurately with a typing speed of 45 wpm or greater
- Be proficient with Microsoft Office and familiar with web-based applications
- Be able to perform under pressure, including time sensitive matters
- Understand and interpret the *Local Government Act, Community Charter* and other legislation, ACRD bylaws and procedures
- Understand and follow oral and written instructions
- Establish and maintain working relationships with internal and external contacts

Literacy and Communication Skills

- Demonstrated ability to understand, execute and communicate oral and written instructions
- Writing – standard memos, letters or detail forms, progress reports, procedures, non-standards letters, reports

Computer Skills – the following types of programs

- Word processing programs - such as Microsoft Word and Microsoft office programs
- Spreadsheets – Microsoft Excel

Interpersonal Skills

- Explain and exchange information with the public, contractors, suppliers, employees within the organization, the public, professionals and representatives of other levels of governments or organizations, salesperson and volunteers
- Courteously handle complaints from the public
- Work in a cooperative and courteous manner