

RDCO Job Description



Position Title: Administrative Assistant – Community Services

Division: Community Services

Reports To: Director of Community Services

Date: October 19, 2020

Job Purpose/Summary:

The Administrative Assistant - Community Services is responsible for support services relative to the day-to-day operation of the Community Services Department and assisting the Director with the completion of activities and projects to support the mandate of the Department.

Principal Accountabilities:

1. Provide front line service for Community Services including:
 - Front counter reception, telephone, e-mail enquiries (ensure enquiries are directed and addressed in a timely manner).
 - Respond to inquiries and complaints by providing information regarding regulations, bylaws and legislation.
 - Provide information on development applications, building permits and business licences.
 - Support staff and clients through scheduling appointments for pre-application meetings and assessing inquiries to provide guidance and information accordingly.
 - Prepare and distribute correspondence.
2. Provide administrative support to Community Services including:
 - Receive and process applications, permits and licences.
 - Draft bylaws and referrals.
 - Research sections of bylaws, BC Building Code and Local Government Act.
 - Records management.
 - Track invoices, bills, collections, contracts and bonding.
 - Process invoice coding and cost centres.
 - Entry monthly purchase card information.
 - Assemble monthly statistics.
 - Organize meetings, agendas and PowerPoint presentations.
 - Record minutes.
3. Related responsibilities include:
 - Organize Public Hearings, composing and circulating public notices, agendas and advertisements.
 - Prepare referrals by researching, gathering information and drafting materials.
 - Provide support to members of Regional Board committees (e.g. APC, AAC and EAC). Includes attending evening meetings.
 - Issue civic address records for new properties and clarify existing addresses.
 - File Land Title documentation.
4. Projects or initiatives assigned by the Director.
5. Other duties as assigned.

Reporting Relationships:

Direct Reports:

Dimensions:

Knowledge, Skills & Experience

Educational Background Required:

- Certificate in Office Administration.
- Valid BC Driver's Licence.

Experience Required:

- Minimum one year in a related position.
- Proficient in Word, Excel, Outlook, PowerPoint.
- Working knowledge of Adobe, ArcMap, Vadim and City Reporter.
- Keyboarding speed 50 WPM.
- Creating and maintaining databases.
- Recording meeting minutes.
- Strong organization and time management skills.
- Excellent interpersonal, communication and problem solving skills.
- Customer service focused with courtesy and good judgement.
- Knowledge of building and zoning bylaws and other government legislation and procedures.

Working Conditions:

- **Physical Effort:** Occasional lifting and carrying of office supplies. Intermittent keyboarding for up to 50% of the workday.
- **Physical Environment:** Office environment.
- **Mental Stress:** Meeting deadlines with regular interruptions in workflow, dealing with the public, high volumes of calls, multitasking and meeting deadlines.
- **Sensory Attention:** Periods of concentration required for detailed office administration duties while dealing with interruptions. Assessment of public for potential problem situations.