

Job Description

Administrative Assistant – Communications & Legislative Services



Position Synopsis and Purpose

The Administrative Assistant – Communications & Legislative Services provides support to the Office of the Clerk and the communications specialist. The key duties of this position require exceptional written communication skills, organizational skills, and the ability to manage multiple tasks while adhering to legislative deadlines. The Administrative Assistant – Communications & Legislative Services also performs customer service duties in support of the municipal office.



Responsibilities

Corporate Communications (45% of Time)

- Creates a variety of print and digital content for various municipal initiatives, including but not limited to:
 - Writing short articles for newsletters and/or media
 - Taking photography and/or video of municipal locations and events
 - Developing promotional materials (ads, posters, etc.) for municipal programs and events
 - Generating and coordinating content for the municipality's social media channels
- Assists with maintaining the municipal website.
- Assists with the coordination and delivery of municipal activities and events.
- Supports internal communications initiatives.
- Serves as the back-up Emergency Information Officer under the municipality's Emergency Plan.

Legislative Services (45%)

Corporate Records

- Assists with the digitization, retention and management of corporate records in accordance with The Ontario Municipal Records Management System (TOMRMS).
- Undertakes ongoing projects related to the upkeep of the corporate records inventory.
- Assists in the development of training documents and programs.

Public Notices Administration

- Circulates Notices of Passing and Adoption for Zoning By-law and Official Plan Amendment Applications via print, email and web. Maintains and upkeeps a record of application circulation information.
- Assists with preparation of submission materials for the Local Planning Appeal Tribunal and the County of Middlesex as required.
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Administrative Support

- Performs administrative services for the Office of the Clerk and planning services, including but not limited to drafting correspondence, conducting general research and preparing reports, preparing presentation materials, processing reimbursements, and registering Council and staff for conferences and seminars.
- Assists with the administration of the Wildlife Damage Compensation program.
- Provides technical support for Council and committees.
- Provides assistance to other positions and carries out other related duties as assigned.

Customer Service (10%)

- Acts as first point of contact in the office for the public, answering inquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required.
- Receives, logs and distributes incoming mail, faxes and emails to appropriate party either manually or electronically.
- Processes all outgoing mail.
- Receives payments over the counter, through a variety of methods. Posts all tax, utility and general payments to the journal and issues receipts using the municipal computer program.
- Appointed as a Commissioner of Oaths for the purpose of administering affidavits.
- Appointed as a Deputy Division Registrar for the purpose of issuing marriage licenses.
- Processes cash/debit cheque batches and prepares the deposit.
- Ensures float is balanced daily when required.

Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- College diploma in a relevant field of study, such as Business, Communications, and/or Public Relations, or equivalent post-secondary education and/or experience
- Completion of Municipal Administration Program (MAP) from the Association of Municipal Clerks and Treasurers of Ontario (AMCTO) is an asset

Experience

- 2 years of experience working in an office environment, ideally in a municipal, planning or corporate communications role

Knowledge/Skill/Ability

- Proficient computer literacy using the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Adobe Professional.
- Knowledge of A/V systems and live streaming technology is considered an asset.
- Experience with records management software (Laserfiche), and ArcGIS is considered an asset.
- Experience in desktop publishing and design for both print and digital media.
- Knowledge of the use of social media applications such as Twitter and Facebook for business an asset.
- Knowledge of legislative requirements and industry guidelines, including the Municipal Act, Municipal Freedom of Information and Protection Privacy Act, Planning Act and the Accessibility for Ontarians with Disabilities Act, is considered an asset.
- Professional demeanor with well-developed written and oral communication skills.
- Ability to exercise discretion and good judgement when handling sensitive information and assure the security of such information and files.
- Highly organized, detail and deadline oriented.
- Reliable with good attitude and employment record.
- Excellent customer service skills are required to respond to phone, email, and in-person inquiries, and provide information to internal clients.
- Minimum of a valid Ontario class G driver's license in good standing.

Note: As a condition of employment, the incumbent must provide a successful criminal background check and a clean driver's abstract.

In accordance with the Municipality of Middlesex Centre's COVID-19 Vaccination Administration Policy, all employees are required to provide proof of being fully vaccinated as a condition of hire, subject to accommodations required in accordance with the Ontario Human Rights Code.



Work Setting

Contacts

| Contact | Frequency | Nature of Interaction |
|---|---------------------|---|
| General Public | Frequent – daily | Receive /respond to variety of basic inquiries pertaining to municipal services |
| Planning Proponents (owners and agents) | Occasional – weekly | Provide information on public meetings, open houses and hearings |

| Contact | Frequency | Nature of Interaction |
|---|-----------------------------------|--|
| Municipal Staff | Frequent – daily | Liaise with co-workers and management in own and other departments (including County Planning) to give and receive information; co-ordinate various circulations Discussion of questions/concerns/analysis. Problem solving on issues/projects/staffing levels, collaboration on projects |
| External Government Agencies and Local Boards | Occasional – bi-weekly to monthly | Provide copies of planning application notices |

Work Conditions

Normal work hours are 37.5 per week Monday to Friday.

Approximately 95% of this position's time will be spent in the office and attending meetings during normal working hours. Additional evening hours may be required to accommodate evening meetings.

The position typically balances multiple priorities and operates under frequent pressure of deadlines. Frequent interruptions are likely. The position involves sitting and working at a computer monitor for lengthy periods of time including continuous keyboarding and requires strong manual dexterity.



Corporate Values

- **Respect:** We are an open, courteous, and inclusive workplace that values and celebrates the varied backgrounds and experiences of our community. We ensure every resident can participate in our community and engage with our municipal government.
- **Cooperation:** We work in a spirit of trust, collaboration, and partnership across departments and with our community to achieve our shared goals.
- **Innovation:** We embrace innovation to improve our delivery of services. We take initiative and are flexible and creative in anticipating and adapting to changing conditions.
- **Integrity:** We take accountability for our actions and deliver what we promise. We are truthful and honest in how we do our job. We inspire public confidence and trust in our municipal government.



Position Classification

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| Position Title | Administrative Assistant, Communications & Legislative Services |
| Division | Clerk |
| Department | Corporate Services |
| Classification | Non-Union |
| Branch | |
| Reports to (Direct) | Joint Report – Municipal Clerk and Communications Specialist |
| Equivalency Code | N/A |
| Hours per Week | 37.5 |
| Effective Date | May 23, 2023 |
| Revision Date | April 19, 2023 |