



Township of East Zorra-Tavistock

Job Description

Customer Service/Administrative Support Clerk

1. **Position Title:**

Customer Service/Administrative Support Clerk

2. **Date Approved:**

January 2025

3. **Pay Grid:**

- a. Grade 9
- b. Based on 35 Hours per Week, Full Benefits, OMERS

4. **Reporting Relationships:**

- a. Reports to:
 - i. Clerk/Corporate Initiatives Manager

5. **Purpose:**

- a. To provide a variety of clerical, receptionist, administrative support services for the efficient operation of the Township with an emphasis on customer service, reception, cash receipts, communications and administrative support to both Corporate and Fire Services.

6. **Scope of Position:**

- a. Work is varied and often in response to Council decisions in addition to the ongoing operations of the Township.
- b. Work is performed according to Township policy or is rooted in legislation - the incumbent is expected to organize workflow and work independent

7. Responsibilities:

a. Customer Service

- i. Primary contact for answering the telephone and greeting visitors at the Township Office - answers questions directly by providing information in a prompt courteous manner
- ii. Waits on customers and ratepayers at the counter, receives payments for taxes, licences and fees, provides information about Township, County and Provincial programs.
- iii. Accepts applications, assists with completing the required documentation courteously and promptly

b. Administrative

- i. Administrative requests are received from all staff and, on occasion, from Councillors which creates the problem of juggling priorities; discusses priorities with the Clerk/Corporate Initiatives Manager and receives direction when necessary
- ii. Provides administrative support to both the Corporate Services department and Fire Services. This includes a wide variety of projects, tasks and assignments with varying levels of responsibility and independence in keeping with the positions overall level of responsibility
- iii. Consults with and takes direction from the Clerk/Corporate Initiatives Manager to balance requests for assistance and required deadlines from the various Managers and Departments
- iv. Opens, sorts and distributes incoming mail, general email, faxes, parcels and other information; ensures that information is directed to the correct person – deals tactfully with information that may be of a personal or confidential nature

c. Accounting

- i. Completes various accounting activities and tasks, including but not limited to Cash Receipt entry, cash drawer balancing, bank deposits and accounting data entry.
- ii. Provides support to Finance department as required, and receives direction from Deputy Treasurer or designate.

d. Communications

- i. Update policies, procedures, and other forms of information in both hard copy and electronic formats as required to support and assist the Corporate and Fire Services departments. Based on the specific items and direction from these departments, there will be the requirement for some degree of independence and initiative to start and maintain various activities.
- ii. Creates, edits, formats and proofreads a wide range of communications
- iii. Prepares communications, including social media content, featuring the Municipality's news, events and services
- iv. Creates and maintains a communications calendar with scheduled media releases, publications and events.
- v. Ensures the Municipality's website and social media platforms have regular, quality content and ensures a cohesive look for the website, social media and printed communications.
- vi. Maintains the contact records on Microsoft Outlook. These records include business contacts, service clubs, employees, emergency contacts, etc.

e. Fire Administration

- i. Responsible for data entry for fire and training reports as provided by the Station Secretaries of each fire station, through the FirePro software system. Ensures accurate and timely completion of all reports.
- ii. Works with Station Secretaries, Station Chiefs and Human Resources to ensure accurate and timely annual totals of attendance at calls, training and courses in order to assist with the facilitation of the annual fire pay in December of each year.
- iii. Responsible for monthly reporting of all fire incidents to the Ontario Fire Marshall office

f. Other

- i. Supports and provides backup for other administrative and customer service positions.
- ii. Designated Deputy District Registrar for vital statistics and issues Burial Permits, completes information and documentation carefully
- iii. Assists with lottery licensing process

- iv. Assists with municipal elections
- v. Other duties as assigned and consistent with the responsibilities set out in this job description

8. Working Conditions:

- a. Work is subject to shifting priorities.
- b. Work is performed in full view of the public.
- c. Some risk due to stress and verbal abuse when dealing with irate ratepayers who will not or cannot accept Township by-laws and regulations or who deny tax delinquency.
- d. Certain sense of urgency due to public service.

9. Hours of Work:

- a. Thirty-five (35) Hours per Week
- b. Normal hours are 8:30 a.m. to 4:30 p.m. Monday to Friday

10. Working Relationships:

- a. With CAO - Receives direction and guidance for non-routine and special assignments
- b. With Clerk/Corporate Initiatives Manager – receives overall direction and supervision of day to day activities, work load management, general supervision
- c. With Emergency Services Manager (Fire Chief) – receives direction and supervision for tasks being completed for the department.
- d. With other Staff - Provides clerical, administrative, receptionist and accounting services; exercises courtesy and co-operation for harmonious working relationships
- e. With the Public - Provides information and assistance; receives payments and application forms, maintains a high level of tact and courtesy

11. Knowledge and Skills:

- a. Training and experience in general office administration methods
- b. Strong customer service and reception skills
- c. Strong social media skills with common platforms
- d. Reasonable understanding of the municipal administration procedures, working knowledge of office technology and records management practices.
- e. Ability to organize priorities and to work independently
- f. Ability to serve the public.

12. Formal Education:

- a. Secondary School Diploma
- b. Graduate of a Post-secondary Education program with an emphasis on Office Administration, Communications and/or Business.

13. Impact of Errors:

- a. Errors in giving information to the public could lead to inadvertent misleading of the public, poor public relations and embarrassment to staff, self and Council
- b. Clerical errors could be traced and corrected after costly duplication of effort and annoyance
- c. Errors with respect to computer technology such as failed back-ups, virus protection, etc. have the potential to be catastrophic and could result in the permanent loss of information and/or a large amount of time and resources being needed to recreate the data.

14. Control:

- a. General supervision from the Clerk/Corporate Initiatives Manager based on Council policy.

15. Licences and Certifications

- a. Must hold a valid Class “G” Drivers Licence.

16. Health & Safety

- a. Works safely and in conformity with the Township Health & Safety Policies, Procedures and Guidelines. Uses protective equipment as directed. Participates in Health & Safety training and education exercises.