



Township of North Kawartha Job Description

Position: Secretary / Receptionist	Date: July, 2022
Reports to: Clerk	Department: Clerk's Department

Purpose:

Reporting to the Clerk, this position is responsible for providing accessible and enhanced customer service including greeting stakeholders and visitors with a high level of professionalism, diplomacy and integrity consistent with the public status and image of the Township. The incumbent provides reception and secretarial support to Council / Committees, the Chief Administrative Officer, Clerk, Department Managers and other Administrative Staff as required.

Duties and Responsibilities:

1. Provide reception duties for the Township by responding to general telephone inquiries, relaying messages, routing calls and inquiries to appropriate staff and maintaining the automated phone system in a prompt and efficient manner.
2. Greet all visitors, providing general service and information regarding Township business. Direct visitors to appropriate staff or department ensuring an accessible and enhanced level of customer service and polite and tactful relations.
3. Receive general funds, prepare receipts and provide information as required for municipal taxes, dog tag licenses, building permits, waste tipping fees, fire permits and general receipts.
4. Prepare and circulate / distribute Committee of Adjustment and Committee agendas and review Council and Committee minutes as required. Audio / Video record meeting minutes for Council and Committees as required. Upload You Tube videos of Council and Committee meetings to web and compress, if necessary.
5. Update Township bulletin board(s), website and social media sites as required, including posting of council agendas, minutes, meeting notices, news items, proclamations, declarations and any other relevant items in a timely manner.
6. Responsible for general scheduling for the Municipal Administrative

- Building including booking the Council Chambers and Boardroom.
7. Responsible for housekeeping of the Reception, Council Chambers and Boardroom areas, ensuring that these areas are neat and tidy and are set up prior to Council or Committee meetings. Set up includes preparation of coffee and refreshments, maintaining the sound system and presentation boards and supplies. Ensure that materials on display are current and purged as required.
 8. Provide promotional and clerical support to Council / Committees, the Chief Administrative Officer, Clerk, Deputy Clerk, Treasurer, Road Supervisor, Fire Chief and other staff as required. Support includes but is not limited to: preparing by-laws and supporting schedules for signatures; maintaining electronic and paper copies of by-laws and minutes; updating data banks; and producing and maintaining any forms, records or reports and correspondence as required, including newsletters, brochures, welcome packages and promotional materials.
 9. Maintain files, data and other hard copy and/or electronic materials in compliance with the Township Records Retention By-Law, the Ontario Municipal Records Management System (TOMRMS) and applicable policies and procedures.
 10. Process all incoming / outgoing mail, via post office and courier. Distribute mail and packages to the appropriate staff member or department.
 11. Maintain all office equipment (with the exception of the folder), seeking external support when repairs are required.
 12. Order office supplies and keep storage areas neat and organized.
 13. Arrange and pick up refreshments / promotional materials / décor as required for special projects and events, such as Township Open Houses.
 14. Responsible for administering the Water Testing Program.
 15. Assist with Municipal Elections as directed by the Elections Returning Officer and/or Assistant Returning Officer.
 16. Ensure the security and confidentiality of all records and personal information under the control of the Corporation of the Township of North Kawartha in accordance with legislation.
 17. Participate in all aspects of the Occupational Health and Safety Act.
 18. Other duties as assigned.

Supervision:

This position does not have any supervisory responsibilities.

Working Relationships:

Internal:	Mayor and Council Municipal Staff	Manager and colleagues Internal committees
External:	General Public Outside Vendors	Municipal Government Provincial and Federal Agencies

Skills and Competencies:

- Strong oral and written communication skills
- Excellent organizational ability
- Excellent customer service skills
- Ability to prioritize tasks
- Decision-making ability
- Detail oriented
- Sense of collaboration and ability to work in a team environment
- Time management skills and ability to work under deadlines

Knowledge, Training and Qualifications:

- Combination of post-secondary education in a related field and / or equivalent experience. Municipal experience is an asset.
- Knowledge and experience using a wide range of computer programs such as: MS Office (Word, Outlook, Excel, Access, PowerPoint)
- Must possess a valid Class "G" driver's license.

Working Conditions:

Typical climate-controlled office environment with occasional regional travel to attend meetings, conferences, seminars and site inspections. Work activities require visual and mental concentration for intermediate durations of time. Standard office hours, Monday through Friday, with occasional extended hours for meeting attendance. Occasional lifting and carrying of items weighing less than 30 lbs (i.e. office supplies).

Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational, resident or operational requirements.

Reviewed by:

Employee

Date

Manager

Date

Chief Administrative Officer

Date