

## Job Description

<b>Position:</b> Receptionist/Office Assistant	<b>Department:</b> Clerks Department	<b>Position Status:</b> Seasonal Position
<b>Reports to:</b> Clerk		<b>Hours of Work:</b> 35 hours per week
<b>Creation Date:</b> March 5, 2026	<b>Approval Date:</b> March 5, 2026	<b>Last Revised:</b> March 5, 2026

### Purpose:

Reporting to the Clerk, the primary role of this position is to assist with front-line customer service by receiving telephone calls, greeting customers and responding to emails in a professional manner.

This position provides support to the Clerk's Department, Finance Department, Building and Planning Departments and the Public Works Department as directed.

### Duties and Responsibilities:

- Assist with reception duties by responding to telephone calls and greeting customers.
- Provide general information regarding Township business and services.
- Direct inquiries to appropriate staff or department.
- Receive general funds and issue receipts.
- Assists with maintenance of files and materials as directed in relation to the Township Records Retention By-Law and The Ontario Municipal Records Management System (TOMRMS) and applicable policies and procedures.
- Assists with processing of incoming and outgoing mail, distributing to the appropriate staff member or department.
- Process items delivered or picked up by Couriers.
- Provide clerical support and data entry as may be required.
- Utilize various office equipment to photocopy and scan records.
- Other duties as assigned.

### Skills and Competencies:

- Customer service skills to interact with the public in a positive manner ensuring accessible and enhanced level of customer service and polite and tactful relations

- Strong oral and written communication skills
- Excellent keyboarding skills
- Sense of collaboration and ability to work in a team environment
- Flexibility to work in the Municipal Office and Public Works Department
- Ability to perform and understand basic mathematical calculations
- Cash handling

**Knowledge, Training and Qualifications:**

- Knowledge of computer systems including Microsoft Office and Outlook
- Knowledge of general office equipment such as photocopiers
- Knowledge of multi-line phone systems and scanners an asset
- A valid Class “G” or “G2” driver’s license is an asset

**Supervision:**

This position does not have any supervisory responsibilities

**Working Relationships:**

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

**Working Conditions:**

Typical climate-controlled office environment within the Municipal Office and the Public Works Office. Work activities require visual and mental concentration for intermediate durations of time. Standard office hours, Monday through Friday. Occasional lifting and carrying of items weighing less than 30 lbs. (i.e. office supplies and file boxes).

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:**

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**Employee**

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**Date**

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**Manager**

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**Date**

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**Chief Administrative Officer**

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**Date**