

# TOWNSHIP OF JOCELYN

## POSITION DESCRIPTION

**POSITION:** Secretary/Receptionist/Bookkeeper (casual/on call)

**RESPONSIBLE TO:** Deputy/Clerk-Treasurers, Clerk, Treasurer, Reeve, and Council as a Whole.

### **SUMMARY OF FUNCTION:**

The Secretary/Receptionist answers incoming calls and receives visitors at office in a courteous, professional manner, determining the nature of business, servicing and directing callers and visitors appropriately. The Secretary/Receptionist/Bookkeeper also performs various general clerical and secretarial duties. In the absence of the Deputy Clerk/Treasurer the Secretary/Receptionist acts as Deputy Clerk/Treasurer to perform statutory functions such as attending Council meetings and execution of documents.

### **ORGANIZATIONAL RESPONSIBILITIES:**

**COMPETENCY 1:** Answers incoming calls and receives visitors at office, in a courteous, professional manner, determining the nature of business, and servicing and directing callers and visitors appropriately.

#### **Demonstrated by:**

- Obtaining pertinent information and either directing caller to appropriate person or recording name, phone number, time of call, nature of business, and person called upon.
- Responding effectively to requests for information that are general inquiries.
- Ability to provide general information regarding municipal by-laws and policies.
- Ability to generally explain property tax system to the public.

#### **Outcome:**

- Callers and visitors feel welcome.
- Customer satisfaction is improved.

**COMPETENCY 2:** Performs various general clerical and secretarial duties.

#### **Demonstrated by:**

- Collecting and distributing mail and messages
- Providing secretarial support to the Administrator including typing memos,

- correspondence, reports, and other documents, as assigned
- Filing, photocopying, mailing
  - Maintaining accurate records of ownership, address, and mortgage changes
  - Issuing dog licenses and maintaining dog license register
  - Receipting tax payments
  - Producing tax certificates
  - Preparing bank deposits
  - Ordering office supplies/books/materials and maintaining supply levels.
  - Maintaining inventory of office supplies
  - Providing minor maintenance of office equipment

**Outcome:**

- Project and assignment deadlines are met.
- Records are appropriately maintained.
- Resources are organized and readily accessible to staff.

**COMPETENCY 3:**            **Effectively functions as Deputy Clerk to perform statutory functions in the absence of the CAO/Administrator.**

**Demonstrated by:**

- Attending at Council meetings in the absence of the CAO/Administrator
- Executing documents in the capacity of Deputy Clerk

**Outcome:**

- All statutory duties are carried out appropriately and effectively in the absence of the Deputy Clerk/Treasurer

**COMPETENCY 4:**            **Effective internal relations with other employees, the Municipal Officers, the Reeve, and Council members.**

**Demonstrated By:**

- Communicating all matters of importance to appropriate members of the organization in an accurate and timely fashion
- Listening carefully to others
- Communicating in a professional manner

**Outcome:**

- Effective relationships are established and maintained with all employees, the Reeve and Council members.

**COMPETENCY 5:                    Effective external relations with callers, visitors and the residents of the Township of Jocelyn.**

**Demonstrated By:**

- Communicating all matters of importance to appropriate members of the organization in an accurate and timely fashion
- Listening carefully to others
- Communicating in a respectful, professional manner
- Responding appropriately to general inquiries

**Outcomes:**

- Effective relationships are established and maintained.
- The Township's business reputation continually improves.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

- Business diploma/equivalent from two-year college or technical school; or
- Six months to one-year related experience and/or training; or
- Equivalent combination of education and experience
- Experience with Windows applications including Word, Word Perfect, Excel
- Excellent organization, time management, communication, and interpersonal skills

**LANGUAGE SKILLS:**

- Be able to read and interpret documents such as operating and maintenance instructions, and procedure manuals.
- Be able to write routine reports and correspondence.

**REASONING ABILITY:**

- Ability to apply good sense understanding to carry out instructions furnished in

written, oral, or diagram form.

**WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Working independent of others and with moderate direction
- Working collaboratively as a member of a group/team

**ESSENTIAL DUTIES:**

- Manual dexterity – use of hands to operate computer and other work-related office equipment

Training will be provided.

Wages commensurate with qualifications and experience

Not all candidates will receive an interview or be contacted.

Email cover letter and resume to the attention of Treasurer Deputy Clerk Clive Henderson at [admin@jocelyn.ca](mailto:admin@jocelyn.ca) by 5PM December 20/2024.