

Job Title:	Administrative Support / Customer Care
Department:	Financial Services
Reports To:	Manager of Financial Services / Deputy-Treasurer
Salary Band:	Band 5, 35 hours per week
Last Update:	January 15, 2025

Job Summary:

Provide information or re-direction to customers. Process payments maintain office equipment, office stationary inventory as well as monitor and assist with the maintenance of the telephone system.

Primary Duties and Responsibilities:

1. Receptionist / Administrative:

- a) Open and close public area of the administrative office.
- b) Accept and immediately direct courier mail.
- c) Open and sort daily mail in a timely fashion.
- d) Review, reply or re- direct Township's Email.
- e) Address any operating problems with the fax machine, Interac machines, and photocopiers.
- f) Modify the Auto attendant message on phone system as required to reflect staffing changes and holidays.
- g) Attempt to resolve any telephone issues and if beyond scope contact the appropriate technical service.
- h) Train new hires with telephone set up and changes.
- i) Assist all department with general office supplies
- j) Maintain inventory of office and kitchen supplies.
- k) Set up including, printing of agendas and ordering supplies needed for meetings and clean up. In the Council Chamber Council and COW day meetings.
- l) Provide Administrative Support to the Director of Financial Services/Treasurer and the Manager of Financial Services/Deputy-Treasurer as required.
- m) Maintain dog tag, parking pass, garbage tags, scare tape and lagoon city beach pass information
- n) Ordering and maintaining resident resource information, including Simcoe calendars, maps, etc.
- o) Recycling of copier toner cartridges and batteries.
- p) Other duties as assigned.
- q) Comply with the Occupational Health and Safety Act and Regulations and Corporate Occupational Health and Safety Program, related policies and procedures.
- r) Comply with and perform duties in accordance with the Code of Conduct.

2. Customer Care:

- a) Assist at the front counter with customer inquiries and payments (i.e. tax, utility etc.)
- b) Answer the phone and redirect to the appropriate department.
- c) Provide back-up duties for front counter staff during vacations and absence.
- d) Keep current with the Township Council and Committee meeting minutes and familiar with the Township's website and its various links in order to answer customer inquiries or correctly refer or re-direct.

3. Payments:

- a) Process tax, utility or general payments from walk in customers or via mail.
- b) Balance and update batches, petty cash and write up bank deposit.
- c) Provide backup for Accounts Payable/Inquiry Clerk
- d) Sales and maintain bulk water pre-paid cards.

Supervisory Responsibilities:

- None

Education, Experience and Qualifications:

- Minimum Grade 12
- College Accounting or Business courses an asset
- One (1) year Experience with customer service and accounting
- Basic accounting knowledge
- Mathematic ability
- Proficiency in Microsoft applications

Required Certifications:

- None

Applicable Regulations:

- None

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. There are other duties and responsibilities that are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.