

**MUNICIPALITY OF BAYHAM
JOB DESCRIPTION**

Position Title:	Physical Services and Administration Clerk
Department:	Administration
Reports To:	Clerk
Supervises:	DIRECTLY: None INDIRECTLY: None
Position Status:	Full time
Location:	Municipal Office, 56169 Heritage Line, Stratfordville ON
Pay Method:	Hourly
Eligible for Group Benefits & OMERS:	Yes
Normal Work Week:	35 Hours per work week
On Call Required:	No

POSITION SUMMARY

Reporting to the Clerk, the Physical Services and Administration Clerk is primarily responsible for providing general administrative and legislative support to the Physical Services and Building departments, and general reception and customer service duties for the Corporation. The Physical Services and Administration Clerk will support the fulfilment of statutory functions as prescribed by the Municipal Act and other related legislation.

DUTIES and RESPONSIBILITIES

Operations

1. Provides general administrative support to the Physical Services and Building departments as directed and in support of the Municipality's capital program, drainage portfolio, and general maintenance requirements including but not limited to drafting correspondence, reports, documents, statistical reports, public notices and other materials as needed; receiving, processing, and submitting documentation as directed; scheduling appointments as required; accurate maintenance and review of records at all times; conducts research and providing other general support where directed.
2. Supports the Manager of Capital Projects in the administration of the Water/Wastewater department by receiving, processing, and submitting utility locate requests in accordance with legislated timelines.
3. Receives all Public Works and Water/Wastewater general inquiries and processes service requests and work orders.
4. Supports the Manager of Public Works in the administration of the Municipal drainage portfolio including but not limited to:

- a. drafting and distribution of correspondence, notices, and reports;
 - b. maintenance of drainage files including scanning and filing of documents and reports
 - c. preparing assessment schedules for annual maintenance;
 - d. corresponding drain permit applications with external agencies
5. Supports the Municipality's annual maintenance and capital programs by:
 - a. Preparing maintenance and construction notices, and capital project updates for public issuance;
 - b. Preparing agreements and official correspondence for capital projects;
 - c. Assisting in the creation of procurement documents;
 - d. Ensuring receipt and filing of insurance and WSIB documentation for contractor compliance;
 6. Supports the Chief Building Official in the administration of the shared Building department including but not limited to responding to general building inquiries, booking building inspections through Cloudpermit, assisting with monthly reporting to Tarion, Statistics Canada, and MPAC, and releasing complete building permits upon receipt of payment by the Finance department.
 7. Maintains the garbage tag program including but not limited to distributing bag tag packages to businesses and processing necessary paperwork. Primary administrative support where requested for the Municipality's waste collection program including coordination of the Municipal bulk-item curbside pick-up program including but not limited to responding to inquiries, confirming payment of registrants with the Treasurer, and coordinating the registrant list with vendor/s in accordance with established deadlines under the authority of the Clerk's department.
 8. Maintains the Municipality's Tree and Bench Programs.
 9. Primary contact for general reception and customer service duties. Ensures items are directed to the appropriate departments and taking appropriate action on own where required.
 10. Assists in the receipt of payments including tax and water payments, provides receipts and answers general billing inquiries regarding tax, utility bills, etc.
 11. Administrative lead for processing incoming and outgoing mail and assists with receiving and forwarding incoming e-mails from the general e-mail inbox.
 12. Assists with issuing burn permits in accordance with Municipal policy.
 13. Assists with ordering office supplies and equipment for the municipal facilities and scheduling Purolator shipments, as needed.
 14. Assists the Clerk with general Municipal records management and document filing, where requested.
 15. Provides back-up as directed to the Legislative and Communications Clerk for the Municipality's communications and social media presence, including the website news module, Voyent Alert, and Facebook under the authority of the Clerk. Duties, include but are not limited to drafting releases for all media; posting releases for all media; monitoring social

media per Municipal policy; maintaining Municipal events calendar; and, ensuring accessibility of media-related platforms and publication.

16. Maintains a general and current understanding of the applicable municipal by-laws and Provincial legislation.

17. Assists with Municipal policy review and updates, as required.

18. Assists in the organization of municipal events, as required.

Information Resources

19. Assists with the general management and maintenance of the Municipal Records Management System, ensuring confidentiality of municipal records.

Health & Safety

20. All employees have the responsibility to work in a safe manner and report any health, safety or environmental concern to their manager or supervisor in a timely manner. Employee responsibilities for Health, Safety and Environment include:

- Work in compliance with organizational health, safety and environmental procedures.
- Report any unsafe conditions or unsafe acts.
- Ensure that the required protective equipment is used for the assigned tasks.
- Attend all required health, safety and environmental training.
- Report any accidents/incidents to supervisor.
- Assist in investigating accidents/incidents.
- Refrain from engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

Conduct & Inclusiveness

21. All employees are expected to conduct themselves in a civil, respectful, courteous and professional manner with all co-workers and ratepayers including:

- Accept and treat equally all employees of different backgrounds including origin, age, race, ethnicity, gender and sexual orientation.
- Maintain the highest ethical standards.
- Contribute to the efforts of the team and offer assistance as needed, whether or not such assistance falls within the normal duties of job.
- Cooperate freely.
- Make every effort to maintain smooth operations of the municipality.
- Be honest, trustworthy, reliable and dependable in fulfilling all duties.
- Take direction from and work cooperatively with management.

Other

22. Performs additional duties and responsibilities, as may be assigned.

EDUCATION, SKILLS and EXPERIENCE

Knowledge and skills of office administration normally acquired through a College in Business, Municipal Administration, Municipal Law, or other related discipline.

Minimum three (3) years' experience in an office environment, providing customer service and administrative support.

Proficient technical and computer abilities, including using a multi-line phone system, Microsoft

suite, and Laserfiche.

Strong knowledge of Provincial legislation and policy that affects the operation of Municipal public works.

The ability to meet deadlines, to function well under pressure, and to respond to frequently changing demands and priorities.

Completion of the Municipal Administration Program (MAP) through AMCTO considered an asset.

General building code knowledge considered an asset.

Excellent customer service, multitasking and organizational skills. Strong interpersonal, and verbal and written communication skills.

CORE COMPETENCIES

All Employees:

- Teamwork & cooperation
- Work ethic
- Initiative & action
- Manage time
- Client service orientation

Specific to Physical Services and Administration Clerk:

- Flexibility
- Oral & written communications
- Organized
- Attention to detail

PHYSICAL DEMANDS and WORKING CONDITIONS

Work is typically performed in a standard office setting and requires extensive computer work concentration and sitting. Work involves occasional phone/counter interruptions.

Incumbent is required to deal with complaints from the public on a daily basis and on occasion must deal with people who are very irate.

CONTACTS

Internal: Clerk (daily)
Legislative and Communications Clerk (daily)
Manager of Public Works/Public Works department (daily)
Manager of Capital Projects/Water department (daily)
Chief Building Official (daily)
Finance Clerk (daily)
Other senior managers (weekly)

External: Members of the public (daily)
Builders/developers (daily)

Public Relations: May act as initial office contact with customers visiting or calling the municipal office (i.e.: general inquiries, member of various community committees, etc.).
May handle general inquiries from the media at the direction of the Clerk.

REVIEW/APPROVAL

Current Incumbent(s):		Date:
Department Head:		Date:
CAO:		Date: