



The Township of Oro-Medonte requires a Clerk's Services Assistant

The Township of Oro-Medonte is a picturesque and progressive municipality on Lake Simcoe with a population of 21,500 and a land area of 61,000 hectares that includes a number of settlement areas that continue to grow and urbanize. Oro-Medonte provides residents and visitors alike with unparalleled year-round recreational opportunities, unspoiled natural and agricultural lands and small-town charm with the convenience of being just a short drive to Barrie, Orillia and the Greater Toronto Area. As one of Ontario's premier quality of life communities, the Township is committed to its strategic goals including: Preparing for Our Future, Fostering Safe and Inclusive Community Living & Business Growth, Modernizing Township Services & Supporting our Workforce.

The Township is currently seeking an experienced professional, with the knowledge, skills and abilities to fill the full-time role of Clerk's Services Assistant. Reporting to the Supervisor, Clerk's Services/Deputy Clerk; the Clerk's Services Assistant shall be responsible for coordinating and executing administrative functions for the Clerk's Services Division including the provision of customer service. In addition, the Clerk's Services Assistant duties will include but not limited to assisting with records management, production and distribution of Council & Committee agendas and Minutes, Freedom of Information Requests and in the coordination of the municipal election all in support of the Municipal Clerk in the execution of their statutory responsibilities.

The preferred applicant must have a sound knowledge of business administration normally acquired through a Community College in Business or Office Administration. Minimum of one years related experience; the candidate must be able to lift and carry 40 lb. file boxes, while climbing stairs. Applicants must have knowledge of all legislation and by-laws pertinent to the execution of the required duties, including the Municipal Act. These skills combined with excellent customer service, interpersonal, organization, time management, records keeping, computer software applications at the intermediate level, problem solving and the ability to work in a fast paced environment are required.

This bargaining unit position offers a salary commensurate with experience and education (2022 salary range \$23.20 to \$27.88/hour).

Please address your resume to the attention of **Human Resources**, and deliver by **12:00 noon, Wednesday, June 7th, 2023.**

Township of Oro-Medonte
148 Line 7 South, Oro-Medonte, ON L0L 2E0
Phone (705) 487-2171 Email: careers@oro-medonte.ca

The Township of Oro-Medonte is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township of Oro-Medonte Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and selection process. We thank all applicants; however, only those considered for an interview will be contacted. Personal information is collected pursuant to The Municipal Freedom of Information and Protection of Privacy Act, and will be used for the purpose of the candidate selection. Questions about this collection should be directed to The Director, Human Resources.

Position Title:

CLERK'S SERVICES ASSISTANT

Performance Criteria and Job Description

STATEMENT:

The Clerk's Services Assistant shall be responsible for coordinating and executing administrative functions for the Clerk's Services Division including the provision of customer service.

REPORTS TO:

Supervisor, Clerk's Services/Deputy Clerk

PERSON REPORTING TO

None

INCUMBENT:

RESPONSIBILITIES:

- a) Performs technical and administrative duties, responsible for typing, composing, editing, executing and prioritizing assignments, correspondence, agreements and memos, notices, etc., as directed in the day- to-day operations and maintain confidentiality of same;
- b) Provide technical support to the Clerk's Services Division. Assist the Division, including but not limited to creating correspondence, entering and retrieving computer data, assisting with email, counter and telephone assistance, providing customer service, maintenance of databases, records management, creates and provides statistical reports;
- c) Assists the Municipal Clerk in the execution of their statutory responsibilities as outlined in the Ontario Municipal Act as directed;
- d) Assists with the production and distribution of Council and Committee Meeting agendas and minutes and all relative pre and post meeting(s) preparation;
- e) Provides support to the Clerk's Services licensing duties and responsibilities;
- f) Assists with the processing of livestock applications under the Livestock, Poultry and Honey Bee Protection Act;
- g) Assists with the maintenance of municipal records within the Township's file classification systems; creating files and record; participates in the annual destruction of records in accordance with Township policies and by-laws, the annual County file archiving process and department organization/filing;
- h) Creates and maintains appropriate records in the Township's document imaging software including ensuring the accuracy of the Metadata, file review, and quality of scan;

Clerk's Services Assistant

- i) Assists with special records management projects. Conducting research and surveys, compiling information, preparing statistics, analysing data, drafting of project plans and reports, preparing draft by-laws, presentations and RFPs and developing processes and procedures as directed.
- j) Assists the Records Management Clerk with staff training with respect to the Township's file classification system and Records Management/Document Imaging software including arranging training sessions for staff, coordination of training materials etc.;
- k) Assists the Records Management Clerk and Head with requests made under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) requirements;
- l) Under the direction of the Municipal Clerk, assists in the coordination of municipal elections and shall carry out such duties as delegated under the Municipal Elections Act;
- m) Shall assist the Municipal Clerk in the administration of the Township's Corporate Real Estate portfolio as required;
- n) Liaise with staff in other municipalities and organizations to enhance information management practices;
- o) As a member of the Customer Service Representative backup Team, participates the coordination, scheduling and providing of primary backup coverage in the absence of the Customer Service Representative;
- p) Acts as a liaison between the division, the general public and other stakeholders, satisfying general enquiries effectively and tactfully;
- q) Demonstrates commitment to personal and professional development by remaining current with new legislation, regulations, organizational theory and practices relating to the functions of the department in order that professional competence is maintained;
- r) Participate in the Township's Health & Safety Program, wear & maintain personal protective equipment as required, approved and issued; report any incidents, accidents or hazards to the Supervisor;
- s) Undertakes representative duties Clerk's Services Assistant with the community, Provincial and inter-municipality as required/directed; and acts as an "ambassador" for the Township supporting and championing corporate goals and decisions within the community in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times;

- t) Deals with the public in a friendly, courteous, and efficient manner to promote a high standard of customer service at all times;
- u) Undertakes special projects and performs other duties as may be assigned by the Director, Corporate Services, Municipal Clerk & Supervisor, Clerk's Services/Deputy Clerk.

COMMUNICATION:

- a) Strong oral and written communication skills in dealing with Senior Management, Council, staff, the public, Township consultants and other agencies as required in performing responsibilities;
- b) Communicates in a manner representative of the Township's values while fostering engagement, empowerment, innovation and accountability;
- c) Develops effective communication systems to residents are provided with timely, relevant and accurate information;
- d) Maintain confidentiality as per the requirements of the Municipal Freedom of Information and Protection of Privacy Act and Municipal Policy;
- e) Enlist the co-operation and support of fellow employees and to foster a feeling of pride and loyalty to the Corporation and the Public with a positive attitude;
- f) Possesses a good understanding of Department related problems and has an appreciation of Township Policies, Practices and Responsibilities including but not limited to Smoking in the Workplace; Respect in the Workplace and Accessibility Standards for Customer Service;
- g) Deal effectively and tactfully with the general public in receiving, directing and relaying any concerns to the appropriate staff member.

KNOWLEDGE:

- a) Sound knowledge of business, office procedures and/or records management practices normally acquired through a 2 year College Program and one year of related experience;
- b) Must have the ability to lift and carry 40 lb. file boxes, while climbing stairs;
- c) Sound knowledge and experience with general computer software applications, competent in the use of Microsoft office software (Word, Excel, Outlook, PowerPoint) and Adobe;
- d) Knowledge of all legislation and by-laws pertinent to the execution of the required duties, including the Municipal Act;

- e) Demonstrated experience in providing excellent customer service, combined with excellent interpersonal, public relations, project/time management, analytical, communication, presentation, record keeping and problem solving skills;
- f) Ability to perform under pressure, react professionally and appropriately in a political and community service environment and to deal courteously and effectively with elected officials, the general public, residents, staff, other departmental, corporate contacts, businesses and other levels of government;
- g) Knowledge and experience in the operations and framework of municipal government;
- h) Record management skills including the concepts of inventory, cataloguing, storage, retrieval and retention;
- i) Maintain confidentiality as per the requirements of the Municipal Freedom of Information and Protections of Privacy Act and Municipal Policy;
- j) Problem solving and critical thinking skills to diagnose problems and determine steps necessary to achieve an effective solution;
- k) Strong research, and proof-reading skills; excellent attention to detail and ability to check documents for accuracy, communicate detailed changes, and ensure corrections are made;
- l) Must possess and maintain a valid Class G Driver's Licence.

PERFORMANCE STANDARDS:

The Clerk's Services Assistant shall meet the level of satisfactory performance in each of his/her responsibilities:

Quality of Work

- a) Based on measurable volume and compared against meaningful standards, taking into account any unusual conditions which affect output.

Quality of Performance

- b) Frequency of errors, efficient use of resources, excellence of workmanship.

Attitude

- c) Convey a positive attitude and conveys corporate value in all interactions.

Dependability

- d) Shall assure one's own reliability, punctuality and attendance.

Initiative

- e) To work conscientiously, using resourcefulness, ingenuity and suggestions for improvement of the Corporation.
- f) Demonstrated commitment to public service excellence and continuous improvement.