



TOWNSHIP OF MADOC

POSITION DESCRIPTION

1. Position Title

Summer Student Office Assistant

2. Reporting Relationship

Reports to the Clerk/ Administrator

3. Positions Supervised: None

4. Scope of Position

This position provides telephone and front office reception, assists in creating content for updates to the municipal website and social media as directed, assist with records retention, data entry and provides clerical support to the Administration Department and other duties as assigned.

5. Responsibilities

- 5.1 Provides reception duties for the Township by greeting office visitors and responding to general telephone inquiries, relaying messages, directing calls and inquiries to appropriate staff. Respond, record, and tracks public complaints regarding municipal services using proper forms and look up property inquiries using municipal programs.
- 5.2 Assist administration with day-to-day clerical duties that may include letter and document preparation, external communications such as newsletters, brochures, and promotional materials; mailing forms, file maintenance and other related information.
- 5.3 Assist with maintenance of files and materials in relation to the Township Records Retention By-Law.
- 5.4 Assist with reorganizing the office after completed office renovations.
- 5.5 Undertakes other job-related duties as assigned.

6. Health & Safety Responsibilities

- 6.1 Be familiar with and work in compliance with the provisions of the Occupational Health and Safety Act (OHSA) and Regulations, and the Township's Health and Safety Policies and Procedures.

- 6.2 Take every possible precaution to protect themselves and co-workers from health and safety hazards and unsafe situations. Work in a safe manner with protective devices, measures, and procedures, as required by the OSHA and Regulations, and the Township's Health and Safety Policies and Procedures.
- 6.3 Ensure work is being carried out with sound judgment and in a safe manner and report unsafe acts, conditions, workplace accidents/incidents, occupational injury or illness, contravention of the Act or regulations, or any hazards they are aware of, to the Clerk.

7. Working Relationship

Contacts within the work unit are primarily with the Clerk/Administrator and co-workers.

7.1 With the Clerk/Administrator

Receives direction and guidance.

7.2 With Co-workers

Communication for the purpose of obtaining and sharing information to complete work assignments.

7.3 With Public

Provides information while ensuring polite and tactful relations. Provides information regarding Township services and policies as requested or redirects the inquiry to the proper staff for response. Receives and responds to requests, feedback, complaints etc., in a timely manner.

8. Knowledge and Skill

- 8.1 Knowledge of general office practices and procedures and associated software including Microsoft Office (Word, Excel, Outlook) and database management.
- 8.2 Strong organizational and time-management skills; ability to effectively interact with the public in a professional manner; strong interpersonal and communication skills, both verbal and written; work with minimal supervision.
- 8.3 Confidence and willingness to answer phones and search for requested information through a variety of databases and /or internet platforms.

9. Physical Skill and Effort

Some minor manual labor required in relation to moving, lifting weights (up to 20 lbs) and restocking supplies. Frequent periods of short duration of concentration with many disruptions. Visual and mental concentration with respect to visual display terminal. The coordination of fine motor skills is required when operating normal office equipment (computer, calculator, photocopier, shredder, telephone, fax etc).

10. Working Conditions

Exposure to a normal office environment and typically good working conditions with little or no exposure to disagreeable environmental or hazardous conditions. Work generally has a low risk of injury. The noise level in the work environment is usually moderately quiet. Regularly required to prioritize variable workload. Required to interact politely and effectively with the public and required to respond to questions and minor complaints from the public.

11. Hours / Length of Work

Monday to Thursday 8:00 am to 4:00 pm and Friday 8:00 am to 12:00 pm for 7 weeks. All hours must be completed between July 2, 2024 and August 30, 2024.