



## **TOWNSHIP OF MAPLETON**

**Requires a Full Time**

### **Receptionist Administrative Assistant**

The Township of Mapleton is seeking a customer centric, dependable and detail orientated individual with excellent organizational and interpersonal skills to join our Administration & Finance team.

This important role is the face and voice of the Township and is usually the first point of contact with our ratepayers/clients. You will be responsible for providing customer centric services in accordance with our mission, vision, and policies. This position is also a resource that helps support other internal customers.

The successful applicant will possess as a minimum, a secondary school diploma and have at least three-years experience working in reception administrative role, ideally in municipal services.

This is a full-time position with a 35-hour work week. A copy of the job description can be found on the Township's website at [www.mapleton.ca](http://www.mapleton.ca)

Please direct confidential inquiries and résumés to the undersigned by 4:00 p.m. on Friday February 12<sup>th</sup>, 2021 referencing on the envelope or email subject line: "Receptionist Admin Assistant".

John Morrison  
Director of Finance  
Township of Mapleton  
P.O. Box 160  
Drayton, ON. N0G 1P0  
Email:  
[jmorrison@mapleton.ca](mailto:jmorrison@mapleton.ca)

Only those selected for an interview will be contacted. Personal information is collected under authority of the Municipal Act and will be used to determine eligibility for potential employment. The Township of Mapleton is an Equal Opportunity Employer.

**TOWNSHIP OF MAPLETON**

**RECEPTIONIST ADMINISTRATIVE ASSISTANT**

**JOB PURPOSE**

The Customer Service, Reception/Administrative Assistant is the face and voice of the Township. Usually the first point of contact with the public, ratepayers/clients, providing customer centric services in accordance with Township policies, mission and vision to ensure an effective and courteous experience. Maintains a clean, neat and well-organized workspace and reception area. Is also a resource to other departments in providing admin support services as required.

**KEY DUTIES**

a) Reception;

Greets officials and members of the public as they enter the township office, determining their needs. Provides information, as appropriate, or refers them to the appropriate departmental staff for further assistance, utilizing a wide general knowledge of departmental and governmental activity.

Is responsible for answering telephone, quickly and effectively determining caller's needs, providing information, as appropriate, or referring to the appropriate departmental staff.

Maintains a professional and well-organized reception and work area.

Picks up mail daily. Prepares receipts as required for mail received (i.e. tax payments).

Takes deposits to bank.

Facilitates online booking reservations.

b) General Administrative support.

Supports the Directors and staff as required, primarily day-to-day admin support with the finance department. Functions may include assisting in processing of accounts payable.

- Accepts payments for accounts receivable (taxation, licensing, utility billings, etc.). May assist in processing utility billings and payments.

- May be required to assist in processing tax payments.
- c) Provides Administrative Support for Fire department including.
- Completing all monthly reports (i.e., Council, and OFM)
  - Request OPP incident reports for insurance billing
  - Records internal training.
  - Records fire inspections
  - Develops equipment checklists monthly.
  - Records inventory changes, equipment service records as required.
  - Updates Fire Department web site, assists with development of printed fire department material (i.e., brochures)
- d) Other duties as assigned.

## **QUALIFICATIONS**

- College Diploma in business administration required.
- Financial/Accounting background an asset.
- Minimum 3 years' experience in customer service, administration roles.
- Good verbal, written communication skills.
- Team Player

## **WORK COMPLEXITY AND DECISION MAKING**

Accountability and Decision-Making Authority:

Reports to Treasurer/Director Finance

Decision Making Authority: Minor

Equipment Operation/Materials Handling/Safety Measures:

General Office Environment

Works regularly with full range of office equipment including computers and photocopier.

Effort and Working Conditions:

Regular Office Hours

Some stress in meeting demands of public and dealing with difficult ratepayers.

Communication/Contacts

Communication with department heads and departmental staff. Frequent contact with the public.

## WORKING RELATIONSHIPS

Reports to Treasurer/Director Finance

Receives guidance and some direction from other department heads.

## HOURS OF WORK

35-hour work week. Usually- 8:30am - 4:30pm