



Administrative Support Specialist, Clerk's Department



Position Synopsis and Purpose

The Clerk's Department coordinates the governance structure of the Township of East Garafraxa, including Township Council, its Boards, and Committees. Responsibilities include preparing meeting agendas, minutes, and correspondence. The department facilitates public communications for various departments, oversees the Township's records management system and archives, responds to inquiries under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), administers Municipal and School Board Elections, fulfills other legislative services in coordination with the Manager of Legislative Services, Municipal Clerk and provides customer service support for the department.

This role requires strong organizational skills, attention to detail, and the ability to manage multiple priorities in a municipal environment.



Major Responsibilities

Description	Approx. Time Spent (%)
<u>Administrative Support to the Manager of Legislative Services, Municipal Clerk</u> <ul style="list-style-type: none">• Assist with the preparation and distribution of agendas, minutes, reports, correspondence, and related documents for Council, Committees, and public meetings through the eScribe meeting management system.• Assist with drafting and reviewing reports, memos, and presentations.• Attend evening Council and/or Board/Committee meetings.• Prepare and circulate electronic meeting invitations for various meetings.• Maintain and update municipal records, files, and databases in accordance with established policies.• Create records management files and assist with records retention periods.• Maintain records of confidential information including Closed Meeting matters and internal office records.• Assist with record searches and preparation of documents for public access requests in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).	60%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Assist with the administration of the By-Law Enforcement program. • Assist in the processing of licences, permits, applications, and related documentation, including but not limited to, fire permits, dog licenses and lottery licences. • Provide administrative support for Cemetery administration including sale and transfer of cemetery lots, working with local funeral homes and cemetery operators. • Provide administrative support for special projects, including research and document preparation. • Assist with the preparation and circulation of public notices and legislative documents. • Assist with the coordination of IT Services/Support for the Township. • Assist with the administration of Municipal and School Board Elections. • Assist with other legislative duties as required. • Assist public at the counter, on the phone and by email as required. • Other duties as assigned. 	
<p><u>Clerical Duties/Customer Service</u></p> <ul style="list-style-type: none"> • Act as a first point of contact for public inquiries by phone, email, and in-person interactions. • Provide support to general office including typing correspondence, filing, copying, scanning, etc. • Respond to and ensure resolution of complaints. • Monitor and distribute emails from various email accounts and other correspondence. • Provide administrative support as needed to other Township Staff and Departments. • Create and/or update forms ensuring accessibility compliance. • Assist other departments as needed, including coverage for absences. • Other duties as assigned. 	15%
<p><u>Communication and Digital Administration</u></p> <ul style="list-style-type: none"> • Update and maintain Township website content as required. • Assist with posting notices, meetings, advertisements, educational information, etc. on the Township website and social media platforms. • Prepare graphics for Township advertisements. • Prepare and distribute communications, newsletters, and public notices. • Assist in developing promotional materials for municipal programs and initiatives. • Other duties as assigned. 	15%
<p><u>Other</u></p> <ul style="list-style-type: none"> • Act as the Township Health and Safety Representative for the administration office. • Assist the CAO with Human Resources clerical functions including (but not limited to) posting of positions, collection of applications, scheduling interviews, filing of documents. • Assist the CAO with clerical functions. 	10%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Qualifications

Education (degree/diploma/certifications)

- Recognized diploma in Business Administrations, Office Administration or Municipal Administration or equivalent.
- Completion of AMCTO Municipal Administration Program (MAP) Unit 1, and the willingness to complete the remaining three units.
- Must hold a valid 'G' class Driver's License and maintain a clean driver's abstract.

Experience

- Minimum two years' experience working in a municipal office.
- Specific experience in an administration/office environment.
- Public relations/customer service.
- Experience in website administration.
- Experience with software such as eScribe, Keystone, or similar is an asset.
- Experience in records management and knowledge of The Ontario Municipal Records Management System (TOMRMS) is an asset.
- Knowledge of Municipal and School Board Elections an asset.

Knowledge/Skill/Ability

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and Adobe Acrobat.
- Strong organizational and time-management skills with attention to detail, in a time sensitive environment.
- Excellent verbal and written communication skills.
- Ability to work evening meetings, as required.
- Ability to handle confidential and sensitive information with discretion.
- Strong customer service and interpersonal skills.
- Ability to work independently and collaboratively in a team environment.
- Knowledge of relevant legislation, including the Municipal Act.
- Familiarity with social media platforms.



Work Setting

Contacts

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Township Staff	Constant	Assist, inform, research, compile
Members of Council	Occasional	Assist, inform
Township Residents	Constant	Inquiries: licencing (animal, lottery), by-laws, Council meetings, fire permits, process questions, routine disclosure of information, Freedom of Information requests, County of Dufferin services
General Public	Frequent	General inquiries
Other Municipalities	Occasional	Comparing and coordinating municipal processes

Hours of Work

Normal (i.e. 8:30 am – 4:30 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input checked="" type="checkbox"/>

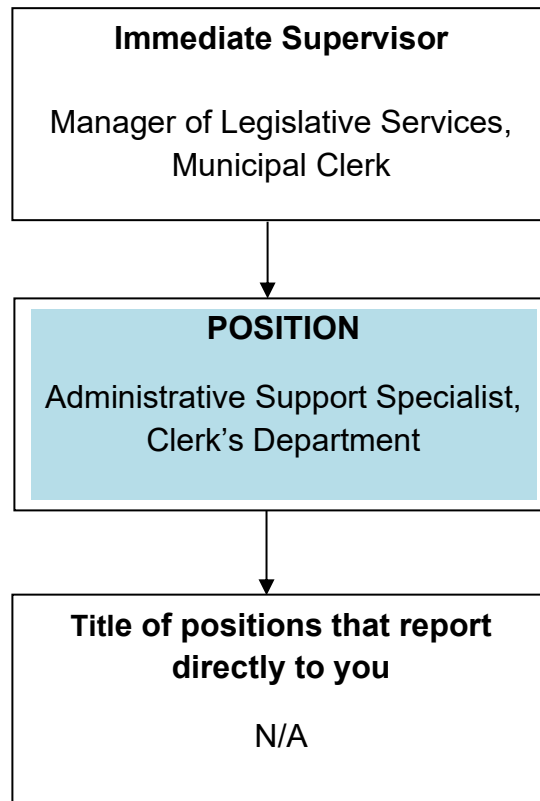
- This position requires attendance in the evening and after hour meetings as needed.
- This position is ineligible for remote work and requires in-person attendance at the Township Administration Office.
- This position may work overtime to meet deadlines and assist in office activities as needed.



Position Classification

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



This job description is intended to outline the general responsibilities and qualifications for this role. Duties may be modified as required to meet the needs of the municipality.