

TOWN OF PETAWAWA

(March 2018)

JOB TITLE: ADMINISTRATIVE SUPPORT/RECEPTIONIST

DEPARTMENT: ADMINISTRATION

Directly Responsible to: Treasurer

Indirectly Responsible to: CAO & Clerk

PURPOSE OF THE POSITION

To provide general reception and cashier services and to support the administration of property taxes, user fees, licenses and accounts receivable.

MAJOR RESPONSIBILITIES

PROGRAM/SERVICE

- responsible for answering all incoming telephone calls to the municipal office, referring inquiries to the appropriate staff member, and recording messages when necessary
- assist the general public at the municipal office counter by determining business needs and referring inquiries to the appropriate staff member
- sort and distribute incoming and outgoing mail
- maintain office supplies inventory and order material
- provide administrative support in property tax billing and collection processes including supplementary/omitted assessment levies, write-offs, balance adjustments/refunds, penalty/interest processing and payment plan calculations and negotiations
- provide administrative support in water/wastewater and accounts receivable billing and collection processes
- ensure property tax records are up to date including ownership, address, and mortgage company interest
- process property tax and water/wastewater certificates
- receipt and process property tax, water/wastewater, accounts receivable and miscellaneous fee, permit and license payments
- reconcile receipts and prepare bank deposits
- provide administrative support to the Treasurer as required
- provide administrative support to Planning and Development Department in absence of Administrative Assistant
- perform other duties as may be assigned

This description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.

HUMAN RESOURCES

- reports directly to the Treasurer and works in cooperation with all office staff

FINANCIAL RESOURCES

- responsible for cash handling and receipt processing
- support the collection of property tax, water/wastewater and miscellaneous account, fee, permit and license receivables

MATERIAL RESOURCES

- ability to use a variety of office equipment, including computer, calculator, fax, photocopier, telephone system, printer and projector

SKILL AND EFFORT

KNOWLEDGE

- an office or business administration community college diploma or an equivalent combination of education and practical experience
- at least one year relevant experience in a municipal work environment an asset
- excellent oral, written and interpersonal communication skills
- excellent organizational skills
- high level of computer literacy

PHYSICAL SKILL AND EFFORT

- no special physical skills required

DECISION MAKING AND JUDGMENT

- work is performed under the direction of the Treasurer
- demonstrates a high level of business personal and telephone etiquette
- demonstrates strong time management skills and an ability to prioritize tasks
- maintains a high degree of confidentiality

INTERPERSONAL SKILLS/CONTACTS

Internal

- Treasurer
- CAO & Clerk
- senior and support staff from other departments

External

- general public, businesses, lawyers and real estate agents

WORKING CONDITIONS

Environment

- office environment

Control Over Work Schedule

- required to work 35 hours per week
- overtime/weekend work may be required