



Employment Opportunity

Administrative Support – Operations – Leave Coverage

The Town of Olds strives for our values of dedicated, helpful, and knowledgeable. In no position are these three qualities more important than in our customer service staff. If you are excited by a busy workplace, constant interaction with both customers and co-workers and the desire to provide great customer service to residents and visitors to Olds, this may be the position for you.

The Town of Olds invites applications for a temporary full time Administrative Support – Operations. Reporting to the Manager of Operations, this administrative support position is the point of contact for the public when they call or visit the Operation Center. The candidate must be a motivated individual who has excellent customer services skills, strong computer skills, especially in the Microsoft Office Suite, is a team player, well organized and can meet deadlines.

This position manages all aspects of daily office administration. These duties will include addressing all general inquiries both by email, by phone and in person, communicating to outside staff residents' concerns, keep training, safety, and general office files and order and maintain custodial supplies. This position is also part of the administrative pool that provides meeting support to different teams within the organization.

Qualifications: Grade 12 or equivalent, valid Standard First Aid/CPR and relatable customer service experience. A diploma in Office Administration and previous municipal experience would be considered an asset.

Compensation is based on a 37.5-hour work week.

A detailed job description including specific qualifications can be found on the Town of Olds website at www.olds.ca/contacts/employment-opportunities

Interested parties are invited to send a cover letter and resume outlining their qualifications by June 17, 2019 to:

Human Resources
Town of Olds
4512 46 Street
Olds AB T4H 1R5
Fax 403.556.6537
E-mail hr@olds.ca

We thank all applicants for their interest, however, only those selected for interviews will be contacted.

Town of Olds Job Description

JOB TITLE: Administrative Support – Operations

DEPARTMENT: Operations

JOB REPORTS TO: Manager of Operations

FUNCTION/PURPOSE: This position provides clerical/administrative support services to include reception duties in person and over the telephone, data entry and maintain computerized systems to coordinate operations, inquiries, and maintenance of the filing systems effectively and efficiently.

#	KEY RESPONSIBILITIES	(% time)
1.	<p>Administration</p> <ul style="list-style-type: none"> • Performs administrative/clerical/accounting support. • Perform general clerical duties to include but not limited to photocopying, faxing, mailing, and filing. • Prepare required reports, memos, letters, and other documents using computerized system for word processing, databases, and spreadsheets. • Coordinates communication with outside staff; on issues that arise such as roads, water, sewer, parks, and recreation maintenance • Orders supplies/materials as requested, specifically custodial supplies • Assists with researching and compiling information on a variety of departmental topics. • Record and prepare minutes of meetings • Arrange travel schedules and make reservations • Set up and maintain departmental files, such as equipment maintenance records, safety meetings, hazard assessments, • Printing, distributing, and tracking of Alberta First Calls • Be part of an Administration pool for coverage for meetings, Leadership, Coordinating and safety committees. <p>Decisions:</p> <ul style="list-style-type: none"> • Determine and establish office procedures 	70%
2.	<p>Customer Service</p> <ul style="list-style-type: none"> • Provides excellent internal and external customer service using good judgement and tact • Address &/or direct customer inquiries (email, phone, fax, mail) • Greet visitors and direct visitors to proper people 	30%
3.	<p>Health & Safety</p> <ul style="list-style-type: none"> • It is the responsibility of the Town of Olds employees to take care to ensure their own safety and the safety of others, to know and follow all safety and health instructions, rules, regulations and safe work procedures and to report any unsafe or substandard condition or act as soon as possible to the employer. • Maintain facility specific training and health and safety files/binders 	100%

QUALIFICATIONS, KNOWLEDGE, SKILL & ABILITY REQUIREMENTS:

Education: Grade 12 or equivalent, valid Standard First Aid/CPR. A diploma in Office Administration would be considered an asset.

Experience: Relevant and related customer service experience. Pervious municipal experience would be an asset

Competencies:

1. Proficient computer skills and training in computer applications, preferably Diamond Municipal Software, and Microsoft Office Suite.
2. Strong organizational and time management skills.
3. Ability to promote and practice building and maintaining positive relationships with interest customers, groups, and the public
4. Excellent customer service including, verbal and written communication skills.
5. Able to work with a minimum amount of supervision and make independent decisions.
6. Ability to work as part of a team
7. Ability to deal with a diverse group of customers and staff
8. The ability to meet tight deadlines.

9. Attention to detail to maintain a high degree of accuracy.

10. Maintains confidentiality

DIRECTLY REPORTING TO THIS JOB ARE: none | **NOC Code:** 1241

WORKING CONDITIONS:

- Exposure to public and media criticism
- Identified job hazards: Dealing with angry people, working alone, repetitive strain (computer), extensive time on the telephone, chemical exposure (copier toner, etc.), lengthy periods of sitting

Wage Grid: Administrative/Accounting 1

Incumbent Signature:

Date:

Supervisor Signature:

Date: