



Municipality of Souris-Glenwood

JOB DESCRIPTION

POSITION: Administrative Clerk/Receptionist – Part Time Term Position

DEPARTMENT: Administration

REPORTS TO: Assistant Chief Administrative Officer

HOURS OF WORK: Part Time 20 hours / week

GENERAL ACCOUNTABILITY:

The Administrative Clerk/Receptionist position is the initial point of contact at the Municipality of Souris-Glenwood Municipal Office, providing exceptional reception duties while performing a variety of administrative tasks. This position requires experience communicating effectively with the public and the ability to manage changing priorities, multiple inquiries and frequent interruptions. Excellent communication and organizational skills are essential.

SPECIFIC DUTIES: (include but not limited to)

- Receives incoming visitors and telephone calls, identifies client needs, directs to the appropriate staff member or organization and answers general inquiries while maintaining confidential information. Recording of callers for future reference
- Responsible for all incoming and outgoing mail, including courier deliveries, collect mail from post office, drop box, bank, date stamps and distribution
- Maintain room booking calendar for meeting rooms
- Processing of receipts
- Issuing of dog and lottery licenses
- Reload bulk water cards
- Responsible for the Handi-transit booking of trips, dispatching
- Responsible for departmental filing
- Performs other duties as assigned
- Assist other staff as required

KNOWLEDGE:

- Ability to deal with public, various agencies and internal staff in a pleasant, positive, professional manner
- Excellent communication skills, in person/telephone, email
- Excellent administrative skills, including accuracy and attention to detail

- Ability to take initiative
- Punctual and reliable
- Team oriented

EXPERIENCE:

- Minimum grade 12 - post secondary administration courses or experience in administration
- Proficient in Microsoft Office (Outlook, Word, Excel) and ability to learn municipal software programs
- Ability to carry out duties with minimal supervision
- Municipal experience would be considered an asset

ADDITIONAL SKILLS

- Ability to prioritize and manage numerous tasks, inquiries and interruptions
- Ability to deal with complaints, and refer difficult situations/complaints to the appropriate staff member
- Maintain composure when dealing with interruptions and needs of callers, customers
- Ability to sit for periods of over one hour while using the computer to meet deadlines.
- Accuracy of data entry

WORKING CONDITIONS

Consistent with a normal office environment with exposure to frequent interruption.

The Municipality of Souris-Glenwood practices respectful workplace protocols and employees are expected to comply with all Municipal Policies.

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