



## THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

<b>JOB TITLE:</b> Administrative Clerk - Engineering & Public Works	<b>CLASSIFICATION:</b> Union, Full-Time
<b>DEPARTMENT:</b> Engineering, Public Works & Building	<b>SALARY LEVEL:</b> \$53981 - \$67485 (Grade 6, 2022 rate)
<b>LOCATION:</b> Municipal Centre, 2585 King Road, King City	

### JOB PROFILE:

#### Function:

The Administrative Clerk – Engineering & Public Works provides executive level, project and operational administrative support to management and staff within the Engineering Division of the Engineering, Public Works & Building Department. This position will provide overall administrative and clerical support as it relates to project management, business reporting preparation, finance, administration, communications and customer service relative to the delivery of capital and operational initiatives.

#### Reports to:

- Director of Engineering, Public Works & Building

#### Supervision Responsibilities:

- None.

#### Duties and Responsibilities:

- Assists Project Managers in project administration to ensure timely progress (capital projects, development and waste management).
- Develops communication materials (public notices, door hangers, website updates, newspaper and social media content) for upcoming and ongoing Capital and Operational projects.
- Assists with the coordination of set up of PICs (facility bookings, presentation materials, etc.) and attends to facilitate sign in and comment sheets.
- Assists with travel arrangements and accommodation bookings.
- Assists in preparation and update of data and procedures required for American Public Works Association (APWA) accreditation and reaccreditation, and actively participates in review sessions.

- Enters updates and revisions to departmental procedures into APWA software package.
- Provides support in maintenance of Asset Management System.
- Responds to internal and external inquiries in a timely manner.
- Uses departmental knowledge and competence to promptly receive, respond to and log complaints from residents, forwarding to appropriate staff and recording action taken.
- Ability to find information and provide customers quick and accurate responses using multiple internal resources.
- Tracks and follows up on complaints, inquiries and requests related to Engineering and Public Works in CRM software, using in-depth knowledge of proper procedures, policies and processes.
- General knowledge of the functions of other Township departments.
- Specialized knowledge of the procedures and governing operations of the Engineering, Public Works & Building department.
- Intakes counter applications and payments, and responds to counter inquiries in absence of other staff members.
- Acts as a liaison between the Director and other staff members and external parties to exchange/retrieve information.
- Inquires and corresponds with the Director, Managers and staff within EPWB, as well as other internal departments and external agencies about availability for meetings and follows up on meeting requests.
- Prepares routine correspondence, meeting minutes, memos and circulates to appropriate personnel, and follows up on action items.
- Reads, analyzes and redirects external correspondence sent to the Director, as requested.
- Files documents and maintains the general filing system.
- Prepares records and documentation for semi-active or non-active documents/records in EPW for off-site storage (capturing box contents, setting proper retention, contacting facility staff for retrieval and working with Records Manager to review content lists).
- Navigates and completed searches in EDRMS to locate and request retrieval of archived boxed records for staff, as requested.
- Assists the Records Manager on FOI requests to retrieve EPWB documentation related to submitted requests.
- Assists in the preparation of procedures, report generation and analysis.
- Completes background research and compiles information and data for review, briefing and consideration, as requested.
- Prepares and mails out regular correspondence to residents for water meter repairs, deliveries and inspections, as advised by Finance for homes with no read outs, and tracks appointments using Excel spreadsheets to show progress and completion.
- Provides backup support and coverage for ServiceKING desk, performing all

duties required of the ServiceKING Associate (payments, applications, program registration, etc.).

- Collaborates with various departments to create and update ServiceKING work guides and training manuals for existing and new staff.
- Drafts and edits internal and external correspondence.
- Processes all EPW invoices and applies the proper GL codes and budgetary information for Director and/or Manager sign off.
- Provides financial/budget allocation background information to Project Managers, Director and Management, as requested.
- Involvement in invoice/financial review meetings for large scale operational works, and performs financial/budget analysis upon request.
- Completes biweekly office supply orders for staff as required.
- Plans, schedules and orders materials (food, drinks, etc.) for meetings luncheons and events.
- Provides support in the development of the annual budget for the engineering division and in collaboration with other department members, offers support towards the annual business plan.
- Maintains and updates leave request calendars for approved time off for full time staff for Director.
- Prepares and processes payroll information for director approval and signature.
- Performs other related duties as assigned.

#### **Education/Experience:**

- Minimum of three (3) year Community College Diploma in engineering or related field.
- Minimum of three (3) years' experience in a municipal environment performing administrative support duties to departmental staff and senior management, handling a broad range of administrative matters.
- Must possess a working knowledge of Microsoft Office, proficiency in Microsoft Dynamics CRM and Diamond GP; working knowledge of Bellamy Land Manager a definite asset.
- Experience in planning and organizing appointments, meetings, conferences and events.
- Excellent verbal and written communication, customer service and organizational skills.
- Experience preparing agendas, taking minutes and identifying action for follow-up.
- Experience in the preparation, drafting and formatting of standard correspondence and reports.
- Ability to research and prepare information in a timely manner.
- Ability to develop and implement effective administrative work policies and procedures.
- Ability to prioritize conflicting tasks in a busy, deadline drive environment.
- Must be resourceful, adaptable and possess a high degree of initiative.

- Thorough knowledge of record keeping.
- Familiarity with principles of project administration.

**Conditions of Employment:**

- Work involves mental and visual concentration with frequent interruptions.
- Frequent demands and inflexible deadlines that may conflict.
- Must be able to work with minimal supervision.
- Must be able to demonstrate a tactful and considerate approach when dealing with challenging situations.
- Must be able to deal courteously and effectively with all levels of staff, the public and external agencies.

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Department Head: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Supervisor (if applicable): \_\_\_\_\_

Date Approved: \_\_\_\_\_

Incumbent: \_\_\_\_\_

Date Signed: \_\_\_\_\_