

# Township of Southgate

## JOB DESCRIPTION

Date of Update: <b>November 2021</b>	<b>Administrative, Finance &amp; By-Law Assistant</b>
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### Section A: Position Description

#### 1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Name:	Supervisor's Name: William Gott & Bev Fisher
Job Title: Administrative, Finance & By-Law Assistant	Supervisor's Job Title: Treasurer & Chief Building Official
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Administration Office	Department / Division: Finance & By-Law Enforcement
Employment Status: Permanent Full Time Salaried	Pay Band: 12

#### 2) Scope of Position (A maximum of three sentences.)

First point of contact for front counter/reception duties, answering phones, taking payments and tax collections, and opening/distribution of mail.

Responsible for performing accounts receivable duties in relation to animal licensing, facility scheduling, cash receipts and other miscellaneous cash receipts.

Support general administrative responsibilities related to receiving, tracking, documenting and reporting on By-law Enforcement complaints related to Property Standards, Noise, Zoning, Fire, Canine Control, etc. compliance.

<b>Key Responsibilities</b>	<b>Tasks</b>	<b>Percent of Time</b>
Administrative Support & Customer Service	<ul style="list-style-type: none"> <li>- First point of contact for front counter/reception duties, answering phones, etc.</li> <li>- Opening/distributing mail.</li> <li>- Provide administrative support for taxation matters (i.e. customer inquiries, sending tax bills/notices, etc).</li> <li>- Administrative Support for Economic Development as required.</li> </ul>	20%
Animal Licensing	<ul style="list-style-type: none"> <li>- Order license tags</li> <li>- Issue invoices and follow-up to include past due notices and collection of outstanding accounts.</li> <li>- Balance receivables to sub-ledger (monthly).</li> <li>- Work with Canine Control Officer on Kennel licenses and receivables.</li> </ul>	10%
Cash Receipts	<ul style="list-style-type: none"> <li>- Process/record EFT receipts (daily) [except Mortgage companies]</li> <li>- Responsible for taking payments and tax collections at Front Counter.</li> <li>- Process/record cash receipts from the Library, Recreation, Waste Landfill/Transfer Station</li> </ul>	20%
Facility Scheduling	<ul style="list-style-type: none"> <li>- Receive bookings and issue contracts for rentals of municipal facilities</li> <li>- Issue invoices and collect payment for use of municipal facilities</li> </ul>	10%
By-Law	<ul style="list-style-type: none"> <li>- Work under the direction of the By-Law Enforcement Officer(s).</li> <li>- Administrative responsibilities related to receiving, tracking, documenting and reporting on By-Law Enforcement complaints.</li> <li>- Issue invoices and collect payment for by-law related occurrences.</li> <li>- Maintaining files, managing compliance deadlines, scheduling investigation visits, issuing of warning letters, orders to comply and court summons under the direction of the By-Law Enforcement Officer(s).</li> </ul>	30%
Other	<ul style="list-style-type: none"> <li>- Represent the Municipality when performing day-to-day duties (i.e. contact with public).</li> <li>- Provide backup support for utility receivables, and other miscellaneous receivables not included in this job description.</li> <li>- Provide backup support for the Building Department Administrative Assistant in their absence.</li> <li>- Performs all other duties as assigned by Supervisor.</li> </ul>	10%

## Section B: Skills

### 1) Formal Education and External Training

<p><u>Highest level required</u></p> <p><input type="checkbox"/> High School</p> <p><input type="checkbox"/> Vocational School</p> <p><input checked="" type="checkbox"/> Community College</p> <p><input type="checkbox"/> University Degree</p> <p><input checked="" type="checkbox"/> Individual Courses</p> <p>License or Professional Designation Not required</p> <p>Is it a requirement of your job to keep "up-to-date" by reading or taking courses / seminars?</p> <p style="text-align: center;"><input checked="" type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p>Discuss:</p> <p style="padding-left: 20px;">May attend courses/seminars on an as-needed basis.</p> <p style="padding-left: 20px;">Stay up to date on municipal by-laws such as Property Standards, Noise, Zoning, etc.</p>	<p><u>Specific Specialty or Degree? (List)</u></p> <p>2 year Community College Diploma in Business Administration or equivalent work experience of 2 years is preferred.</p>
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### 2) Required on the Job Training

<p><b>Specific Internal Training</b></p> <p>Keystone User Group Meetings/Training Courses.</p>	<p><b>Months to Complete</b></p> <p>Twice annually</p>
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### 3) Work Experience

<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Computer experience</li> <li>Accounting experience</li> <li>Cash handling</li> <li>Dealing with the public</li> </ul>	<p><b>Minimum Years Required</b></p> <p>2 years</p> <p>2 years</p> <p>2 years</p> <p>2 years</p>
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### 4) Other Key Skills:

<ul style="list-style-type: none"> <li>Good organizational skills</li> <li>Good communication and interpersonal skills</li> <li>Good computer and software application skills</li> <li>Good mathematical skills</li> </ul>
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## 5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.)	Daily		
Co-workers (other dept.)	Daily		
Supervisor (my dept.)	Daily		
Supervisor (other dept.)	Frequently		
Dept. Head (my dept.)	Frequently		
Dept. Head (other dept.)	Occasionally		
CAO	Occasionally		
Council (your own)	Seldom		
External Contacts	Frequency	Purpose	Method
Ratepayers	Frequently		
General Public (Not residents)	Occasionally		
Children/Students	Seldom		
Seniors	Seldom		
Staff in other municipalities	Seldom		
Business representatives	Seldom		
Consultants, Engineers, Planners, etc.	Seldom		
Auditors	Annually		
Suppliers	Seldom		
Solicitors	Seldom		
Funding Organizations	Seldom		
Government Officials	Seldom		
Boards	Seldom		
Council (other municipalities)	Seldom		
Media	Seldom		
Ratepayers Groups	Seldom		
Software Support Tech.	Seldom		
<b>Interpersonal skills:</b> Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising			

## 6) Decision Making

Must use judgment and tact in dealing with complex problems relating to the day-to-day operations of the Municipality.

Must be empathetic, yet proactive when dealing with the public, employ human relation skills.

## 7) Problem Solving Responsibilities

Ability to analyze and evaluate operations, and develop and implement corrective action to resolve problems. Complex issues are escalated to the appropriate individual(s)

## 8) Equipment & Technology Utilized

Operating systems, Accounting software, Tax module, Microsoft products.

## Section C: Responsibility

### 1) Program Delivery

Supports the delivery of administration and financial programs as well as provides research to By-Law Enforcement Officer(s) when required.

### 2) Impact and Accountabilities

Must maintain confidentiality where residents/ratepayers are concerned.  
Must ensure accurate data entry as errors can result in incorrect invoicing to customers.

### 3) Supervision

Direct Subordinates – Job Titles	Number of Staff
None.	
Indirect Subordinates – Job Titles	Number of Staff
None.	
Provides training/instruction to others – Job Titles	Number of Staff
None.	

### 4) Material and Information Resources

Computers and other standard office equipment.  
Confidential customer information.

### 5) Financial Resources

Not directly responsible for expenditures of money; however, responsible for handling, balancing and accuracy of recorded collections.  
Responsible for accurate accounting data entry and reporting.

## Section D: Working Conditions

### 1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting					X
Standing		X			
Noise Exposure		X			
Adverse Temperature	X				
Pushing/Pulling	X				
Lifting/Carrying		X			
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

### 2) Health & Safety Hazards

Minimal hazards, office environment.  
May encounter irate customers when providing By-Law Enforcement support.

#### Health and Safety Responsibilities

Responsible to perform duties in a Health and Safety conscious manner.

### 3) Travel

N/A

### 4) Driving

Driving to seminars to occur occasionally.

### 5) Mental Environment

Busy office environment, open concept.  
Constant interruptions, dealing with unhappy people (sometime ratepayers) and deadlines contribute to stress.

## **Section E: Effort**

### **1) Mental Effort**

Strong mental effort required for accuracy.  
Deadlines and task management are major components of work effort.  
Constant interruptions – public, residents, co-workers, telephone.

### **2) Physical Effort**

Minimal physical effort required.  
Excellent keyboarding skills. There will be long periods of data processing required.  
Prolonged periods of sitting.

## **Section F: Additional Information**

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

## Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

**Employee:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_

**CAO:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_