



# Position Profile

August 2024

<b>Position Title:</b>	<b>Administrative Clerk</b>
<b>Reporting Relationships:</b>	<b>Department:</b> Finance Department <b>Reports to:</b> Treasurer <b>Directs:</b> N/A <b>Internal Relationships:</b> All Employees, Mayor & Council, Age-Friendly Committee <b>External Relationships:</b> Village Residents, Suppliers and Contractors
<b>Overall Position Mandate:</b>	<p>The Administrative Clerk provides the first point of contact with residents, visitors and the general public and is primarily responsible for day-to-day reception duties for the municipal office.</p> <p>The Administrative Clerk is also responsible for the funds received from residents for water and sewer payments, contractors for building permit applications and development fees, and from members of the public who rent the municipal facilities; and carries out various records retention duties and provides administrative and secretarial support as required.</p>
<b>Primary Position Responsibilities:</b>	<p><i>Following are the primary job duties and position responsibilities of the Administrative Clerk. The following statements are intended to describe the nature and level of work being performed but may not be an exhaustive list of all duties. Other duties and responsibilities may be assigned by the Treasurer and/or CAO/Clerk.</i></p> <ol style="list-style-type: none"><li>1. Performs the day-to-day reception duties for the municipal office.</li><li>2. Performs secretarial duties for members of Council, the Age-Friendly Committee, and other staff.</li><li>3. Performs other administrative and technical duties related to financial and office administration.</li></ol>

<p><b>Primary Position Responsibilities Cont.:</b></p>	<p>4. Performs backup duties for the Community Facilities Manager when required.</p> <p>5. Provides administrative support regarding enforcement of the Animal Control By-law when required.</p> <p>6. Provides support for the administration of the Recreation &amp; Leisure Services Department when required.</p> <p>7. Ensures accuracy and careful attention to details.</p> <p>8. Manages workload.</p> <p>9. Applies efficient and effective communication.</p>
<p><b>Key Position Activities supporting Primary Position Responsibilities:</b></p>	<p><b>1. Performs the day-to-day reception duties for the municipal office.</b></p> <ul style="list-style-type: none"> <li>• Welcomes and directs visitors arriving at the reception area;</li> <li>• Answers all incoming telephone calls and directs them appropriately, takes messages and checks voicemail messages;</li> <li>• Responds to or directs appropriate incoming e-mail from the office email address, website or Facebook;</li> <li>• Responds to public inquiries on a variety of Village programs and services, addresses straightforward issues or concerns, and directs complicated cases to the CAO/Clerk or other sources as appropriate;</li> <li>• Opens and distributes incoming postal mail, and prepares outgoing mail for postal or courier service to the local post office;</li> <li>• Identifies time-sensitive communications from all sources and brings to the immediate attention of the appropriate party;</li> <li>• Keeps correspondence binder current;</li> <li>• Scans correspondence and uploads to the File Repository and to records retention when appropriate;</li> <li>• Provides assistance to contractors when submitting building permit applications and accepts payments;</li> <li>• Accepts municipal payments from residents, contractors, etc.;</li> <li>• Organizes payment receipts with cash, cheque, and debit payments to forward to the Senior Finance Clerk for deposit; and</li> <li>• Assists with the implementation of pandemic or health related protocols to help ensure the safety of staff and residents.</li> </ul>
	<p><b>2. Performs secretarial duties for members of Council, the Age-Friendly Committee and other staff.</b></p> <ul style="list-style-type: none"> <li>• Provides assistance to members of Council with the preparation of correspondence, reports, forms and other documents;</li> <li>• Posts information to the Village website, Facebook and social media sites;</li> </ul>

<p><b>Key Position Activities supporting Primary Position Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Posts tenders, Request for Proposals (RFPs), etc. to the NB Opportunities Network;</li> <li>• Prepares public works reports, enters them into the computer system, and forwards to the appropriate staff members;</li> <li>• Scans newspaper for any information relevant to the Village of New Maryland; and</li> <li>• Attends the Age-Friendly Committee monthly meeting and prepares the meeting data packages, minutes of the committee proceedings, summary report for Formal Council and related duties.</li> </ul>
	<p><b>3. Performs other administrative and technical duties related to financial and office administration.</b></p> <ul style="list-style-type: none"> <li>• Takes Village Office inventory, purchases and orders supplies including kitchen supplies, materials related to regulations and programs and business forms (ie: recycling bins, purchase order books, etc.);</li> <li>• Acts as Duty Officer for the Emergency Operations Centre;</li> <li>• Operates the Laserfiche program, and the Voyent Alert system;</li> <li>• Maintains mail out lists for Christmas cards and Christmas Party guests, sends out invitations and receives replies; and</li> <li>• Assists in the planning and/or execution of special events as requested by the CAO/Clerk.</li> </ul>
	<p><b>4. Ensures accuracy and careful attention to detail.</b></p> <ul style="list-style-type: none"> <li>• Ensures processes are in place to facilitate accuracy and attention to detail as part of normal work practices.</li> </ul>
	<p><b>5. Manages workload.</b></p> <ul style="list-style-type: none"> <li>• Efficiently manages workload and other related departmental work activities as required by areas of responsibility and assignments given by the Treasurer and/or CAO/Clerk; and</li> <li>• Organizes and implements work in a manner supporting the capability to complete a variety of tasks and job responsibilities.</li> </ul>
	<p><b>6. Applies efficient and effective communication.</b></p> <ul style="list-style-type: none"> <li>• Ensures the Treasurer and other required internal and external relations are informed of issues and requisite policy matters on a timely basis;</li> <li>• Ensures all correspondence is completed on time and in a thorough and comprehensive manner in order to foster positive internal and external perceptions;</li> </ul>

<p><b>Key Position Activities supporting Primary Position Responsibilities Cont.:</b></p>	<ul style="list-style-type: none"> <li>• Attends meetings and/or municipal events in a fully prepared manner and actively participates in discussions; and</li> <li>• Actively facilitates peer and client work relations and interactions in a positive and professional manner.</li> </ul>
<p><b>Core Competencies &amp; Organizational Values:</b></p>	<p>Personal characteristics and expectations consistent with Core Competencies &amp; Organizational Values:</p> <p><b>Customer Confidentiality</b></p> <ul style="list-style-type: none"> <li>• Ensure client, customer and supplier confidentiality is of primary concern and is committed to not discussing, showing or providing any information related to files or verbal discussions to any person(s), organization(s) or Village’s suppliers for any reason unless otherwise authorized by the CAO/Clerk.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Communicates on a regular and timely basis information that is relevant to the Village of New Maryland and related employees.</li> <li>• Communicates both one-on-one and in team settings, whichever is most appropriate and cost effective.</li> <li>• Ensures two-way communication. Listens and delivers clear, concise messages to employees and residents.</li> <li>• Constructively challenges organizational routines and practices and supports new ideas.</li> <li>• Presents information before groups and individuals in a meaningful, stimulating and effective manner.</li> <li>• Ensures written communications are complete and delivered in succinct, articulate messages.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Participates in continuous learning. Is actively engaged in self-development. Utilizes success, setbacks, challenges and change as learning opportunities.</li> <li>• Effectively utilizes feedback, coaching and the appraisal process as a developmental and re-directional productive tool.</li> <li>• Attends formal training, either within or outside the workplace. Training is to be linked with results in improved performance.</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Pro-actively promotes a climate of teamwork.</li> <li>• Demonstrates respect for the thoughts and opinions of others and supports the outcome of the Team.</li> </ul> <p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>• Understands the link between the employees and residents.</li> <li>• Initiates cost effective actions, innovations and plans to meet or exceed the needs of our residents.</li> </ul> <p><b>Practices and Processes</b></p> <ul style="list-style-type: none"> <li>• Utilizes technical abilities to ensure efficient and effective functioning in the area of responsibility.</li> </ul>

<p><b>Core Competencies &amp; Organizational Values Cont.:</b></p>	<ul style="list-style-type: none"> <li>• Persistently and constructively critiques and improves systems, practices and processes.</li> <li>• Persistently strives to achieve the lowest possible cost without sacrificing customer service or employee commitment.</li> </ul> <p><b>Planning and Problem Solving</b></p> <ul style="list-style-type: none"> <li>• Effectively handles multiple priorities by utilizing effective organizing, planning and time management skills.</li> <li>• Manages workload strategically.</li> <li>• Analyses and identifies problems and seeks relevant information to creatively generate viable solutions.</li> </ul> <p><b>Integrity and Trustworthiness</b></p> <ul style="list-style-type: none"> <li>• Builds relationships based on trust and integrity with all fellow employees and customers/residents.</li> <li>• Demonstrates care for safety and wellbeing of employees.</li> <li>• Builds positive relationships by demonstrating consistency in behavior, openness in communication, candor and a commitment to fairness and honesty.</li> </ul> <p><b>Energy and Initiative</b></p> <ul style="list-style-type: none"> <li>• Has a bias for action and making things happen.</li> <li>• Seeks challenges and takes initiative to solve problems.</li> </ul> <p><b>Flexibility and Adaptability</b></p> <ul style="list-style-type: none"> <li>• Demonstrates versatility in inter-personal relationships and communications.</li> <li>• Welcomes positive change, manages ambiguity and adapts to stressful situations.</li> <li>• Helps those around them through uncomfortable transitions.</li> </ul>
<p><b>Qualifications:</b></p>	<p>To perform this job successfully an individual must be able to achieve each of the key objectives outlined previously.</p> <p>The minimum qualifications required to successfully perform the job are as follows:</p> <ul style="list-style-type: none"> <li>❖ High school graduation supplemented by post-secondary education in a relevant discipline and/or 2 – 3 years of experience in a receptionist, secretarial or administrative position;</li> <li>❖ Experience in an automated work environment and proficiency in using computers, email and internet, fax and photocopier machines is required;</li> <li>❖ Demonstrated proficiency in using Microsoft Office programs is required;</li> <li>❖ Experience in website maintenance is considered an asset; and</li> <li>❖ Equivalent combinations of education and experience may be considered.</li> </ul>

<p><b>Knowledge, Skills &amp; Ability:</b></p>	<p>The following knowledge, skills and abilities are required:</p> <ul style="list-style-type: none"> <li>• Knowledge of office reception, secretarial and administrative practices and procedures;</li> <li>• Skill in using office equipment, computers and software, including proficiency in Microsoft Office programs;</li> <li>• Client service orientation, including the ability to consistently welcome residents and customers in a friendly and helpful manner and respond appropriately to their inquiries, requests and complaints;</li> <li>• Effective communication skills, including the ability to listen actively, respond verbally in a manner that is clear and respectful, and prepare written communications that are clear and concise;</li> <li>• Tact and diplomacy when dealing with internal and external stakeholders.</li> <li>• Attention to detail and ability to maintain a high level of accuracy in preparing and entering financial information;</li> <li>• High degree of discretion and ability to maintain confidentiality;</li> <li>• Flexibility, including the ability to adapt to and work effectively within a variety of situations and with various individuals or groups;</li> <li>• Planning and organizational skills, including the ability to develop and implement office administration practices and procedures;</li> <li>• Time and stress management skills, including the ability to prioritize work, manage multiple demands, meet tight deadlines, remain calm during a crises, respond constructively and support others in challenging situations; and</li> <li>• Teamwork and relationship-building skills, including the ability to establish and maintain effective working relationships with peers, subordinates, Council members, residents, government officials, auditors, contractors/suppliers, business representative and other stakeholders.</li> </ul>
<p><b>Working Conditions:</b></p>	<p>The Administrative Clerk performs reception duties in a busy, open area of the office and is faced with frequent interruptions and the constant need to shift priorities to address the needs of residents, visitors, other staff, and members of Council.</p> <p>Stress may be experienced as a result of encounters with rude, angry or disaffected residents. There are also times when the Administrative Clerk may face stress due to the need to manage multiple requests and demands and complete tasks within tight deadlines. It is an ongoing challenge to juggle the hectic and highly transactional nature of the reception duties with the need to concentrate to perform some of the higher-level secretarial and administrative functions, particularly the preparation of AFC session notes which require concentration to ensure accuracy and clarity and must be completed in a timely manner.</p>

<b>Working Conditions Cont.:</b>	<p>The Administrative Clerk provides secretarial support one evening per month to the Age-Friendly Committee. Participation in community events may also be required on evenings and/or weekends.</p>
<b>Physical Requirements:</b>	<p>The Administrative Clerk may spend long hours sitting and using office equipment and computers, which can cause eye and muscle strain. Physical exertion may be required with respect to lifting or moving supplies, furniture or equipment in the course of daily duties or at community or special events.</p> <p>In the case of emergencies or critical incidents, as the Duty Officer for the Emergency Operations Centre, the Administrative Clerk could be exposed to risk related to environment and other hazards.</p>
<b>Hours of Work:</b>	<p>The standard hours of work are 8:30 a.m. to 4:30 p.m. Monday to Friday except on statutory holidays, other than during Summer Hours. The Summer Hours are 8:00 a.m. to 4:30 p.m. Monday to Thursday and 8:00 a.m. until 1:00 p.m. on Friday during the months of July and August.</p> <p>There is also a requirement to attend monthly AFC meetings during the evening and to attend the annual Remembrance Day Service.</p> <p>Attendance may be required at community events scheduled during the evenings or weekends, or as requested by the Treasurer and/or the CAO/Clerk. For additional information, please see the latest revision of the HR Policy Manual.</p>
<b>Salary:</b>	<p>The current salary range for this position is \$46,217 - \$59,422.</p> <p>Additional compensation is provided for the required meetings and events and may be taken as pay or as time off, with pre-approval of the Treasurer or CAO/Clerk.</p>

*Certification and Approval*

<b>Employee Certification</b>	<b>Supervisor Certification</b>
<p>I certify that I have read and understand the duties and responsibilities assigned to the position of Administrative Clerk.</p> <p>Employee Signature:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Employee Printed Name:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Date:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>	<p>I certify that this position profile is an accurate description of the duties and responsibilities of the position of Administrative Clerk.</p> <p>Supervisor (Treasurer) Signature:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Supervisor (Treasurer) Printed Name:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Date:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>

<p><b>Approved By CAO/Clerk</b></p> <p>Signature of CAO/Clerk:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Printed Name of CAO/Clerk:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p>Date:</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>
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