

Job Description

**MUNICIPAL SERVICES ASSISTANT –  
RECEPTION**



Position title: Municipal Services Assistant - Reception

Department: Corporate Services

Reports to: Finance Officer

## **Position Summary**

Reporting to and receiving direct supervision from the Finance Officer, the Municipal Services Assistant - Reception takes payments, answers phones, greets and directs customers or visitors to the municipality. This position is considered the Administrative support staff for the Director of Corporate Services and Finance Officer. The Municipal Services Assistant – Reception, will be the point of contact for our County Parks Contractors and includes public inquiries into the Let's Camp online booking software. The position is expected to uphold all County of St. Paul policies and procedures, including, but not limited to those that impact the occupational health and safety, and respectful workplace of all County of St. Paul employees and the public.

*The duties, responsibilities, and scope of this position may, from time to time, be amended, altered, or changed by the County of St. Paul No. 19 (the County) acting reasonably to meet the business, community, and/or regulatory needs of the organization.*

## **Key Responsibilities**

### **Reception and General Administrative Support**

- Serve as the main point of contact for ratepayers, visitors and staff at the County of St. Paul Administration Office.
- Main cashier – payments for accounts receivable, taxes, and utilities.
- Posting payments coming through the mail, drop box and our Public Works Department.
- Provide reception support including by not limited to:
  - Answering phones, emails and in-person inquiries
  - Greet and direct customers or visitors to municipal services (e.g. fire permit applications & GIS).
  - Set up residents to access bulk water at fill stations.
  - Sort and distribute mail.
  - Prepare outgoing courier packages and receive/distribute courier.
  - Assist with mail outs for other team members as required.
  - Maintains the main County email account.
- Order office stationery supplies.
- Ensure full stock of grocery/water supplies for the Administration office and Council meetings.



- Coordinate beverages, meals and snacks for Council meetings and any other meetings as required.
- Coordinate boardroom and meeting room bookings.
- Scan documents into Laserfiche system and file paper records as required.
- Accept and forward all calls pertaining to streetlight outages.
- Act as the main point of contact for Contracted Parks Caretakers as well as public inquiries with Let's Camp software.
- Act as the first point of contact regarding County cemeteries.
- Provide general administrative support to the Director of Corporate/Community Services and Finance Officer.

#### Administration

- This position may be appointed by Council to the County Library Board as Secretary/Treasurer.

### **Reporting Relationships**

*The following job titles and/or specific positions listed may, from time to time, be amended, altered, or changed by the County acting reasonably to meet the business, community, and/or regulatory needs of the organization.*

Position reports directly to the Finance Officer.

Position directly supervises the following:

- None at this time

Position indirectly supervises within the department:

- None at this time

### **Knowledge, Skills, Abilities**

- The following are required in this position:
  - High school diploma or GED.
  - Basic experience with MS Office products (Word, PowerPoint, Excel, Outlook).
  - Ability to communicate clearly in writing and verbally, accuracy and attention to detail on written correspondence.
  - Time management skills, including punctuality.
  - Ability to be accountable for own actions and to work well on a team, including being able to keep an open mind, be honest, fair, and to interact with all levels of staff courteously and effectively, ensuring that a positive attitude is employed in day-to-day work.
  - Willingness to participate in any training or work-related workshops.

The following are considered assets or preferences in this position:

- Customer service or reception experience.



## **Working Environment, Physical Conditions and Capabilities**

- This position works primarily indoors in an office setting.
- Limited physical requirements of standing, walking, bending, and sitting. Sitting for longer periods of time may be required given the administrative nature of the role.
- Use of hands, finger dexterity for typing / writing is required.

## **Certification**

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

