



## **ADMINISTRATIVE ASSISTANT / RECEPTIONIST JOB DESCRIPTION**

**Position Title:** Administrative Assistant/Receptionist

**Reports To:** Directly to CAO/Clerk  
Directly to the Treasurer

### **MAIN PURPOSE**

To provide reception duties for the Township and administrative support to the CAO/Clerk and Finance functions.

### **KEY ACTIVITIES**

#### **Reception**

1. Receives incoming visitors and telephone calls, identifies client needs, directs clients to the appropriate staff member or organization and answers general inquiries while maintaining confidential information.
2. Responsible for mail and courier including all arrangements for pick up (posting office and drop box), sorting, distribution and outgoing mail.
3. Receives and distributes faxes to respective staff.
4. Photocopies and faxes material for the public.
5. Maintains adequate supply of office supplies, documents and forms in a timely and organized fashion.
6. Ensures adequate photocopier paper supply on a daily basis, coordinates toner replacements/returns and contacting for repair needs as required.
7. Maintains room booking (i.e. Council Chamber) and maintenance of shared calendars as required.
8. Maintains township key registry.

## **TOWNSHIP OF LANARK HIGHLANDS**

### **Position Description: Receptionist/Finance Administrative Assistant**

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9. Maintains recreation schedule, booking calendars and spreadsheets.
10. Processes tax payments, general payments, dog tag sales, fire permits, etc. Date stamp, initial, utilize cash register/debit machine, process and/or file as required.
11. Date stamps all payments and cheques received in the mail and forward to Finance for processing.
12. Date stamps all invoices and other correspondence received in the mail and forward to the appropriate department for processing.
13. Tracks dog tag sales and supply ordering.
14. Maintains and updates filing systems as required or directed.
15. Makes address changes/transfers in all required areas as directed, including filing requirements (i.e. Diamond Taxation Software, Assessment Roll Books, MPAC, Highland Voice, Voter View).
16. Faxes and mails tax certificates upon receipt.
17. Performs other related duties as assigned.

### **CAO/Clerk and Admin Support Function**

1. Provide administrative support for the CAO/Clerk, Mayor, Councillors, and other staff as directed and required.
2. Updates website.
3. Performs other related duties as assigned.

### **Finance Function**

1. Responsible for accounts payable filing.
2. Responsible to code all bell and hydro invoices as they arrive.
3. Assist in data entry of invoices into Diamond or other Township systems as required and directed by the Payroll/Accounts Payable Clerk.
4. Assist in quarterly billing of Community Centres or other Township functions requiring invoices as directed.

## **TOWNSHIP OF LANARK HIGHLANDS**

### **Position Description: Receptionist/Finance Administrative Assistant**

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5. Assist in the preparation, listing and reconciliation of post-dated deposits, including data entry into Great Plains as required and directed by the Taxation/Accounts Receivable Clerk.
6. Prepare, list and balance current deposits for taxation and all departmental requirements, including data entry into Great Plains, as required and directed by the Taxation/Accounts Receivable Clerk.
7. Enter payments received via telepayment, debit or online as required and directed by the Taxation/Accounts Receivable Clerk.
8. Performs other related duties as assigned.

### **FACTOR DESCRIPTION**

#### **1. Knowledge**

- Ability to deal with the public, various agencies and internal staff in a pleasant, positive, professional manner
- Excellent communication skills
- Excellent administrative skills
- Strong time management and organizational skills
- Ability to take initiative
- Punctual and reliable
- Team oriented

#### **2. Experience**

- Post-secondary courses in office administration or combination of experience and education is required;
- Three (3) years' experience in an office environment is required;
- Working knowledge of the Township's legislation, policies and procedures is required;
- Word processing, spreadsheet, social media, database and GIS application expertise required;
- Capable of carrying out duties with minimal supervision;
- Municipal experience would be considered an asset.

#### **3. Complexity/Problem Solving**

Determines work priorities. Attempts to deal with complaints, but difficult problems or complaints are referred to the appropriate staff member.

**TOWNSHIP OF LANARK HIGHLANDS**

**Position Description: Receptionist/Finance Administrative Assistant**

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**4. Mental Effort**

Mental effort is required for the entire day to remember priorities and maintain composure when dealing with interruptions and needs of callers.

**5. Physical Effort**

May be required to sit for periods of over one hour while using the computer and to meet deadlines. May be required to lift boxes of files weighing 50 lbs.

**6. Impact of Decisions**

Failure to provide proper reception or administrative services or to follow appropriate procedures may result in unnecessary time delays and financial expense to both external clients, internal departments and/or the Township.

**7. Financial Authority**

- Receives and processes payments associated with all Township functions (i.e. dog tag sales, fire permits);
- Accuracy of accounts payable coding of invoices required;
- Accuracy of data entry for invoices, deposits, etc. required;
- Receives tax and general payments at the counter and in the mail.

**8. Supervision**

N/A

**9. Policies and Procedures**

Required to work independently under established policies and procedures.

**10. Contacts – Interpersonal Skills**

Internal Contacts: CAO/Clerk  
Finance Department  
Planning Administrator/Deputy Clerk  
Manager of Public Works  
Chief Building Official and Bylaw Enforcement Officer  
All Township Staff

**TOWNSHIP OF LANARK HIGHLANDS**

**Position Description: Receptionist/Finance Administrative Assistant**

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External Contacts: General Public  
Real Estate Agents/Appraisers  
Suppliers and Contractors  
Recreation User Groups  
Other Public Agencies

**11. Work Environment**

The duties of the position are performed primarily in a busy, open office environment, with disruptions from the phones and customers.

Protects own health and the health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers, as legislated under the Ontario Occupational Health and Safety Act.

**12. Working Conditions and Pressure**

Township Municipal Office – Office Area.

Normal Working Hours are Monday to Friday - 8:30 a.m. – 4:30 p.m. with a half hour lunch. Additional overtime may be required.

Must deal with frequent interruptions while maintaining a pleasant and calm manner. First point of contact with visitors and telephone callers. Frequently deals with public complaints, refers contentious issues to management.

**Note:**

This job description reflects the general duties necessary to describe the principal functions of the position and shall not be construed to be all the work requirements inherent in this position.