

Office Administrative Coordinator Job Description

Reports to: Director of Finance

Overview:

This role is responsible for providing essential support for the Town of Berwick and Berwick Electric Commission. Specific functions include customer service, communications, and administration.

Duties and Responsibilities:

Customer Service

- Provide frontline service at Town Hall.
- Main line operator on general switchboard.
- Respond to general inquiries and questions; forward on to appropriate department.
- Process payments including in-person and received in mail.
- Provide support to residents for new services, including, service contracts, wire permits, book king, low-income tax forms, etc.
- Administer the equipment loans program.

Communications

- Prepare all external correspondence based on input from departments and community organizations:
 - Media Releases
 - Social media posts
 - Website updates
 - In-Cider Newsletter
 - "How to" and/or information documents for public circulation
- Responsible for posting information on social media.
- Electronic Sign:
 - Create graphics
 - Update regularly
 - Troubleshoot software issues with vendor
- Prepare and circulate internal communications to staff.
- Complete website revisions, upload documents and ensure only current and relevant.
- Prepare communications for Council, including letters, speeches and speaking notes.

Administration

- Close Town Hall facility at the end of regular business hours.
- Mail pick-up, drop-off, process and distribute:

- Includes folding, stuffing, postage for bills, reminders, newsletters, mailouts etc.
- Reminder calls for accounts receivable.
- Additional administrative support for the Finance department as required.
- Maintain phone system:
 - Record greetings
 - Maintain directory
 - General troubleshooting with IT support
- Maintain appropriate inventory of common office supplies, including paper and toners, re-ordering as required.
- Coordinate maintenance for town hall including heating system, doors, janitorial services etc.
- Maintain key and key fob inventory for facilities, ensuring proper access and distribution and collection for new and departing employees.
- Responsible for booking all Town facilities.
- Provide meeting support for Town Committees
- Provide general administration support for public works:
 - Posting tenders, recording opening, updating website etc.
 - Creating Purchase Orders
 - Service orders & work order support
 - Other administrative support as required
- Records Management Support:
 - Scanning old records as we transition to digital records management system
 - Ensure records are maintained in accordance with AMANS
- Provide human resource administration support:
 - Input and keep current records in system
 - Prepare policies, procedures and forms for review
- Coordinate IT services with consultant and Town of Berwick.
- Health and Safety:
 - Provide administrative support to the JOHS Committee including agendas and minutes
 - Prepare policies for review
- Complaint and Bylaw Complaint Administrative Support:
 - Create and action a complaints tool for residents
 - Ensure complaints are provided to the appropriate department for action
 - Follow up to confirm complaints have been resolved and respond to complainant.
- Provide alternate support for meetings as required outside of normal working hours.
- Other tasks as required.

QUALIFICATIONS:

Education & Experience:

Post-secondary education in office administration, business administration or another related field;

Minimum of five years post-graduate experience;

Previous experience within a municipality an asset.

Personal:

Demonstrated ability to meet deadlines with frequent interruptions and maintain accuracy and a positive demeanor under pressure.

Passion for delivering an incredible customer experience.

Communicates effectively with peers, staff, other stakeholders and the public.

Champions continuous improvement and embraces change, while contributing to a positive work environment.

Knowledge, Skills & Abilities:

Exceptional organizational skills and strong attention to detail.

Ability to prioritize tasks and successfully meet deadlines.

Demonstrated ability to work independently with minimal supervision.

Positive and proactive within a team environment; willing to roll-up sleeves and help out in every department.

Excellent computer skills, specifically Microsoft 365; experience with Canva and websites an asset.

Other:

Offer of employment is conditional upon the completion of applicable background checks and confirmation of credentials, the results of which must be satisfactory to the employer.