



Township of Lucan Biddulph

Full-Time Receptionist/Administrative Assistant (contract position) Job Description – 2025

PURPOSE:

Provides receptionist duties in terms of answering the phone and directing calls, greeting residents and visitors to the office. Provides data entry services, including the receipt and posting of tax payments and other payments such as municipal water, permits etc. and ensures that the public are given courteous, timely service. Provides secretarial, clerical and administrative support to other departments when required.

SUPERVISION EXERCISED

No supervision is exercised.

ROLE EXPECTATIONS

- Handles in person, at the counter requests and incoming phone calls and messages on main line
- Picks up and distributes mail
- Compiles, packages and posts outgoing mail including courier packages
- Provides factual information to persons making inquiries or refers individuals to appropriate source
- Responds to correspondence or telephone inquiries where required
- Prepares the operating till for each day's activities and ensures that the proper float is present
- Receives and records payments including processing of post-dated cheques
- Enters and maintains data into databases
- Provides filing support
- Processes various vital statistics administrative documents
- Receives and processes locates for the public works department
- Creates building permit invoices and assists the general public with online permitting system (CloudPermit)
- Provides general administrative support services for the Office of the CAO and Clerks Department, including researching and generating presentations
- Provides leadership in coordinating various staff events
- Performs any other related duties assigned by her/his supervisor

KEY RESPONSIBILITIES AND RESULTS EXPECTED

Develop and maintain a good working knowledge of the operations of the Township and the role of other levels of government so that the incumbent is able to give factual information or refer the individual to the appropriate source. Ensure that individuals are dealt with effectively and referred to the appropriate department.

SKILLS/COMPETENCIES/EXPERIENCE DESIRED

- Keyboard efficiency and capacity to operate or quickly learn relevant computer software.
- Proficient in Microsoft Office
- Effective command of all office procedures
- Direct experience in a municipal setting and/or a similar organization concentrating on dealing with the public
- Demonstrated ability to be a team player who is able to establish effective working relationships with others
- Grade 12 with job related courses (there is a preference for the individual to have Post-Secondary education focused on accounting programs from a Community College) or equivalent combination of education and experience
- At least one year of relevant experience preferably in a government/institutional setting

OTHER FACTORS TO CONSIDER

- Work is usually standardized and the employee works under occasional supervision but has some choices of action within limits defined by standard practices.
- Carries out tasks requiring a reasonable degree of concentration on a variety of activities.
- Regularly carries out basic financial tasks such as recording & entering data, handling significant amounts of cash etc.
- The individual is not required to provide guidance to or supervise any other person
- Work involves frequent contact with the public, elected officials and other government agencies.

COMPENSATION

The position is 37.5 hours per week, Monday to Friday from 8:30 a.m. to 4:30 p.m. The 2024 salary range is \$26.89 to \$31.46 per hour including benefits

The Township of Lucan Biddulph is an Equal Opportunity Employer.

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the Ontario Human Rights Code, the Township of Lucan Biddulph will provide accommodations throughout the recruitment and selection process to applicants with disabilities. If selected to participate in the recruitment process, please inform the municipality's staff of the nature of any accommodation(s) that you may require.

All applicant information collected is in accordance with the Freedom of Information and Privacy legislation and under the authority of the *Municipal Act*, and used strictly for candidate selection. We thank all applicants who apply, but only those candidates selected for an interview will be contacted