

TOWN OF STRATFORD - JOB DESCRIPTION			
POSITION:	Receptionist/Administrative Clerk	JOB NUMBER:	No. 10
SALARY RANGE:	Level 3, 30 hours per week	ESTABLISHED:	February 1998
RESPONSIBLE TO:	Director of Finance and Technology	REVISED:	September 2024

JOB SUMMARY

- The Receptionist/Administrative Clerk provides receptionist and clerical services for the Town, Stratford Utility Corporation, Town Council, and associated committees, to serve the public and provide administrative support to staff.

MAJOR RESPONSIBILITIES

- To greet and assist members of the public; in person, by phone, or by email; providing up-to-date information on programs and services offered by the Town, or directing them to the appropriate department when required;
- To collect and record utility bill payments, utility service applications, and manage the float for petty cash and Stratford Utility Corporation including deposits and balancing of accounts;
- To record and research all complaints and redirect, when necessary, to appropriate staff members or agencies;
- To coordinate, receive, copy, and record all incoming correspondence and departmental communications including media releases, web pages, emails, social media etc.; maintain an electronic correspondence log, records of any newspaper articles relevant to the Town, and other data entry as assigned;
- To coordinate assigned projects including: the residential and business welcome package program, annual Town map, the dog tax licensing system, payment collections for Transit Passes, etc.;
- To manage a meeting calendar, notify Council, committee members, and staff of meetings, and assist with meetings including: preparation of meeting/information package, refreshment coordination, record and document minutes, as assigned; and
- To maintain the reception area, file and storage spaces, and to coordinate the ordering of office supplies, meeting refreshments, office equipment maintenance, promotional materials, etc.

KNOW HOW

- Extensive knowledge of administrative/clerical practices including typing/word processing, filing, photocopying, mail merges, database updates and other such duties typically acquired through a recognized administration program and a minimum of two years related experience;
- Proficiency with computer software applications in the Windows environment including word processing, spreadsheet and database programs, and scheduling and booking software;
- Basic knowledge of accounting and experience with accounting software;
- Understanding of utility billing and services and/or municipal administration;
- Deals personably and tactfully with the public in a fast-paced, multi-tasking office setting; and
- Strong interpersonal, organizational and communications skills.

WORKING RELATIONSHIPS

- Reports to the Director of Finance and Technology;
- Interacts with staff to direct members of the public and provide administrative/clerical support;
- Interacts with municipal officials and other levels of government;
- Greets and assists members of the public to provide receptionist services and process payments; and
- Maintains contacts with service providers such as RCMP, highway maintenance, garbage removal, animal control, etc.

PROBLEM SOLVING

- The ability to resolve conflicts with facility and boardroom bookings when possible;
- The ability to resolve conflicts among residents and stakeholders when possible; and
- The ability to solve simple issues, or apply judgment to determine what issues need to be escalated.

ACCOUNTABILITY

- Accountable to members of the public for their confidence in providing accurate information and in processing payments accordingly, to staff for administrative support, to the department director for work performance, and to all previously mentioned entities for confidentiality and security of records, information, and financial data.

WORKING CONDITIONS

- Physical Effort - work involves sitting for extended periods at a workstation, and regularly maintaining boardroom refreshment station and light storage area.
- Physical Environment - works in an open reception area that is constantly exposed to the public, often alone.
- Sensory Attention - work requires significant computer screen time, frequent interruptions, and telephone and personal interactions with member of the public.
- Mental Stress – working in a face-paced, multi-tasking environment where members of the public may not always be happy or pleasant, particularly when feeling aggrieved, and interactions may cause stress.