



Corporate Services Assistant – Job Description

Title

Corporate Services Assistant

Reports To

Finance Officer

Summary

The Corporate Services Assistant is an out-of-scope position with the Town of Kindersley at the busy, fast-paced Administration Office. The primary duties of this position are to be the first-point-of contact for customer service requests, reading water meters, administering the utility bills, monitoring and collecting on delinquent accounts, and the processing of utility related Work-Orders.

To help ensure the efficient and effective operations of the Town Office, this position is cross-trained in a number of functions related to clerk positions, including but not limited to payroll, accounts receivable, accounts payable, and taxation.

Core Competencies

- Customer Focused
- Energetic
- Ethics and Integrity
- Quality Orientated – attention to details and high degree or accuracy in all areas of work
- Time Management – good organizational and prioritization skills
- To be able to work with minimal supervision, independently or as part of a team, prioritizing workload
- Communication- able to communicate verbally and in writing, with all levels of the organization, other agencies, and the public
- Adaptability/ Flexibility
- Results Focus
- Able to interpret and implement company policies and procedures
- Accountability and Dependability - high level of integrity, accountability, and a commitment to strong ethical practices. Able to maintain confidentiality is crucial
- Computer literate:
 - Effective working skills of Microsoft Word, Excel, and email
 - Able to learn new software (i.e. Accounting, Work-Orders, Asset Management)
- Mathematical reasoning- able to make accurate mathematic calculations
- Works well in a stressful environment:
 - Able to work well under pressure handle and meet set deadlines
 - Able to respond appropriately in high pressure situations with unhappy clients with a calm steady demeanour
- Development and Continual Learning

Qualifications, Skills & Education

- Post-secondary education in clerical or administrative studies or 3 years of related experience
- Proficient with Microsoft Office Suite with an emphasis on Word and Excel, and email.



- Excellent attention to detail
- Excellent interpersonal skills, and able to work with all members of the Town of Kindersley team, and capable of fostering and maintaining effective working relationships
- Excellent verbal and written communication skills
- Strong public relations skills
- Dedicated to ongoing learning and professional development
- Able to work flexible office hours

Duties & Responsibilities

The following will be the primary duties of the position:

- Customer Service – first-point-of-contact at the counter, by telephone, and email
- To present a positive and professional image of the executive office to all visitors including co-workers, council, suppliers, and periodically upset tax-payers
- Utilities - including generating reports, water meter reads, balancing, monitoring accounts, managing the billing and notices, monitoring and collecting for delinquent accounts (including telephone calls to set up payment plans), and correspondence with the Credit Bureau
- Maintaining the asset database
- Administering Work Orders
- Participating in applicable meetings

The following are the secondary duties of the position that may be required for cross-training:

- Accounts Receivable & Payable processing
- Payroll
- Cemetery Record processing
- Handling and processing of forms, permits, applications
- Receipting of payments
- Managing inventories and ordering office supplies
- Administrative work with committees
- Provide support to all departments – primarily through assisting staff by facilitating inquiries about departmental policies, procedures, and programs
- Other duties shall be assigned as required

Work Conditions

- Required to sit at desk or stand at counter for long periods of time
- Intermittently twist and reach office equipment
- Write and use keyboard
- Manual dexterity required to use desktop computer
- Lifting or moving up to 20lbs may be required

Reviews

A review will be conducted by the Finance Officer and/or the Director of Corporate Services at least once per year with a view towards evaluating the performance of the assigned duties and responsibilities, setting short and long-term goals and objectives, identifying and developing solutions to challenges.

Term

This position is a permanent full-time out-of-scope position.
The position is to commence June 1st.



Standard office hours are from 8:00 am to 5:00 pm, with an hour break for lunch, which will be scheduled to ensure that there is always a clerk on shift over the noon hour.

Remuneration

The salary will correspond with experience and is based on a 40-hour work week.

The pay period is semi-monthly. Advancement within the assigned salary grid is based on performance and is at the discretion of the Director of Corporate Services in conjunction with the Chief Administrative Officer.

Vacation

This position is entitled to paid vacation, starting at 3 weeks paid per year (unless the employee is presently working in another department and has accrued vacation time with the Town of Kindersley beyond 3 weeks).

Benefits

The Town of Kindersley offers a generous medical and dental Group Insurance benefits package currently provided through Group Health, as well as a pension with the Saskatchewan Municipal Employees Pension Plan.

Training and Professional Development

The Town of Kindersley strongly encourages all employees to regularly upgrade their skills, training, knowledge base certifications and professional designations through the various courses, seminars, conferences, and learning opportunities offered to employees.

Internal Policies

All employees are required to abide by the Town of Kindersley's Human Resources Policy Manual, 2012 and will indicate as such by signing the provided form upon receipt of the Manual. Signing the form indicates having received the Manual, and agreeing to read and abide by it.