

TAY VALLEY TOWNSHIP

POSITION DESCRIPTION

POSITION DATA

Position Title: Finance – Administrative Assistant

Reports To: Treasurer

Indirectly Reports To: Deputy Treasurer

Department: Finance

Effective Date: January 1, 2024

Revised Date: N/A

POSITION SUMMARY AND PURPOSE

Reporting to the Treasurer, the Finance Administrative Assistant provides a positive, professional image of the Township. As a first point of contact for visitors and callers in the Finance Department, strong communication skills are required to determine the nature of inquiries and concerns so that they are addressed accordingly.

CORE LEADERSHIP AND MANAGEMENT COMPETENCIES

N/A

SIGNATURES

I have read and had an opportunity to comment on this position description.

Incumbent

Date

This position description reflects the key duties, responsibilities and requirements of the position.

Treasurer

Date

Chief Administrative Officer/Clerk

Date

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

KEY RESPONSIBILITIES

Description	Approximate Time Spent (%)
1. Receives incoming visitors and telephone calls, identifies client needs, directs clients to the appropriate staff member or organization and answers general inquiries for the Finance Department.	5%
2. Administers cashier operations by receiving and recording payments from various manual and electronic sources, including associated tasks such as: <ul style="list-style-type: none">• creating cash receipt batches per payment method (ex. cash, cheque, credit card, debit, telephone, online, etc.);• importing and reconciling bank telephone and online payments on the bank statement versus the bank report and correcting if necessary;• printing daily cash receipt reports for review and posting by the Deputy Treasurer (or Treasurer);• posting all cash receipt batches and filing appropriately;• logging and remitting development charge and cash in lieu of parkland receipts to the Deputy Treasurer for transfers within bank accounts. 3. Prepares and delivers bank deposits in person to the bank and electronically for cheques.	45%
4. Prepares accounts receivable for all departments, including associated tasks such as: <ul style="list-style-type: none">• reconciling financial reports to departmental records;• creating accounts receivable batches as per the accounts receivable standard operating procedures;• following up, internally and externally, with outstanding accounts receivable arrears.	3%
5. Maintains and reconciles multi-year security deposit sub-ledgers for zonings, minor variances, severances, site plan control agreements, development agreements, road closures, road assumptions, road naming, entrance permits, building permits, community hall rentals, etc. 6. Processes cemetery financial transactions and reconciles bank accounts (ex. Bolingbroke and Pinehurst).	4%

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<p>7. Coordinates petty cash, dog tag and garbage bag tag records and transactions.</p> <p>8. Maintains inventories of and orders office supplies.</p>	<p>1%</p>
<p>9. Educates the public on the property tax process and payment requirements/options, responding to enquiries, resolving related issues and referring unresolved matters to the Treasurer and Deputy Treasurer.</p> <p>10. Updates tax account information in the property tax software and with MPAC, and files the changes in the property files, both electronic and hard copy in accordance with the Township's record management system.</p> <p>11. Prepares tax certificates and liaises with lawyers' offices regarding questions of ownership, etc.</p>	<p>1%</p>
<p>12. Processes accounts payable invoices and payments, both electronic funds transfers and paper cheques, including associated tasks such as:</p> <ul style="list-style-type: none"> • filing and storing of paid invoices; • managing vendor enquiries; • creating monthly coding and reconciling for cell phones, credit cards, GIS services, phone lines, advertising, etc. • setting up and maintaining vendor information; • processing accounts payable batches, entering invoices for payment, and ensuring proper coding and signatures in a timely manner; • digitizing all documents and invoices into financial software where possible. 	<p>25%</p>
<p>13. Coordinates community hall bookings, including associated tasks such as:</p> <ul style="list-style-type: none"> • communicating with potential renters; • processing booking requests, including entering booking into electronic calendar, sending payment requirements, hall rental policy, etc. • collecting fees and security deposits; • relaying monthly bookings and any updates to cleaner(s); • confirming after booking whether to release security deposit; • if applicable, releasing security deposits. 	<p>10%</p>
<p>14. Responsible for Lottery Licensing in accordance with the Alcohol and Gaming Commission of Ontario.</p>	<p>1%</p>

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15. Assists with the preparation and distribution of promotional and advertising material for the Department. 16. Ensures the website and other information related to the Department is up to date.	1%
17. Performs an assigned role in the Emergency Operation Centre and in accordance with the Emergency Plan.	1%
18. Maintains electronic and hard copy office records for the department in accordance with the Township's records management system. 19. Provides clerical support for the Treasurer and Deputy Treasurer and other staff as directed by the Treasurer. 20. Provides clerical/secretarial support to Working Groups, as assigned.	2%
21. Performs other related duties as assigned.	1%

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FACTOR DESCRIPTION

1. Minimum Qualifications

1.1 Education

- Post-secondary school courses in office administration, including an accounting component
- Drivers' license

1.2 Experience

- One (1) to Two (2) years' experience in an office environment
- Cash handling and processing financial transactions
- Processing accounts payable and accounts receivable
- Dealing with the public
- Experience using financial software

1.3 Knowledge/Skill/Ability

- Capable of carrying out duties with minimal supervision
- Excellent communication skills
- Excellent computer skills, proficiency using Outlook, Word, and Excel
- Punctual and reliable
- Strong time management and organizational skills
- Team oriented
- Ability to deal with various agencies, the public and internal staff in a pleasant, positive, professional manner

2. Preferred Qualifications

2.1 Education

- Post-secondary school diploma in office administration, including an accounting component
- Municipal Accounting and Finance Program certificate
- Municipal Finance 101
- Customer service training
- Municipal training
- Municipal designation

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2.2 Experience

- Additional two (2) years' financial experience in a municipal environment
- Dealing with suppliers and outside agencies
- Using Microsoft Dynamics (Great Plains)

2.3 Knowledge/Skill/Ability

- A working knowledge of relevant legislation and financial and taxation matters
- Ability to process large volumes of financial transactions with a high degree of accuracy and in a timely manner
- Ability to take initiative

Knowledge may be learned through on-the-job training and post-secondary school courses.

3. Decision Making and Independence

Complexity/Problem Solving

Determines work priorities. Decides on how to respond to complaints and when to refer complaints to the appropriate staff member or management official.

Supervision, Training, Management and Advisory Responsibilities

N/A

Supervision Received – Independence of Action

Ability to work as part of the Finance Department team to achieve broad department goals under the direction of the Treasurer.

Required to work independently under established policies and procedures of the Township.

Follows the policies and procedures of the Township.

Impact of Decisions

Failure to provide secretarial, clerical, and administrative services in an efficient and effective manner will result in disruptions in the provision of services.

Failure to provide proper advice and follow appropriate legislation may result in unnecessary time delays and financial expense to both the public and the Township.

Errors in dealing with the public may cause an escalation of the individual's complaint.

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Confidentiality

Frequently works with confidential information concerning Township financial transactions where disclosure may result in legal action, loss of integrity and negative impact(s) on the image of the Township.

4. Contacts

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Treasurer	Frequent	Internal – to receive direction, advice, and seek clarification.
Deputy Treasurer	Frequent	Internal – to receive direction, advice and seek clarification.
Municipal Staff	Frequent	Internal – regarding A/P, A/R accounts, hall bookings
General Public	Constant	External – general inquiries for the Township and the Finance Department, processing payments and resolving related issues for A/P, A/R, tax accounts
External Agencies	Regular	External – ownership and address changes, tax certificates
Suppliers and Contractors	Occasional	External – ordering supplies
Government Agencies	Occasional	External – regarding A/P, A/R, tax accounts, Lottery Licensing

Provides information to the public; uses tact to address their inquiries and concerns. Is the first point of contact for visitors and callers in the Finance Department and must present a pleasant, positive and professional image regardless of their demeanor or work stress. Communication skills are required to find out the nature of inquiries and concerns so that they are addressed appropriately.

5. Work Conditions

Township Municipal Office – Office Area.

Regularly deals with public complaints, refers contentious issues to management staff. Must deal with the stress of frequent interruptions and time-sensitive demands from members of the public while maintaining a pleasant and calm manner as the first point of contact with visitors and telephone callers for the Finance Department.

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5.1 Hours of Work

Normal Working Hours: Monday to Friday - 8:30 a.m. – 4:30 p.m. with an hour lunch.

Evenings/Weekends: Attendance at Working Group Meetings is mandatory. Evening meetings may be required.

On-Call: N/A

Overtime: Occasional overtime may be required.

5.2 Work Environment

The duties of the position are performed primarily in an office environment. The Municipal Office outdoor mailbox is to be checked daily and physical bank deposits are made at a minimum weekly.

Protects own health and the health and safety 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.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	95%				95%
Outdoors				5%	5%
					= 100%

	Constant	Frequent	Regular	Occasional	Percentage
Attend internal/external meetings			15%		15%
Time spent travelling				5%	5%
Frequency of interruptions		50%			50%
Frequency of changing deadline and priorities			20%		20%

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Interaction with irate/aggressive clients/customers				10%	10%
					= 100%

5.3 Hazards

Occasionally may be exposed to weather extremes or safety hazards when traveling within and outside the Township.

May experience related noise, fumes, dust or dirt from the Public Works garage and sand dome located adjacent to the Municipal Office.

May come into contact with cleaning supplies and standard office chemicals, printer toner, etc.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Noise			X	
Fumes				X
Dirt, Dust				X
Hazardous Chemicals				X
Disagreeable Weather Conditions				X

5.4 Physical Requirements

May be required to sit for extended periods of time while using the computer.

May be required to lift boxes of paper weighing 20 kilograms.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Operating and/or Maintaining Vehicles - Standing				

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Operating and/or Maintaining Vehicles - Sitting				X
Operating and/or Maintaining Vehicles - Walking				
Operating and/or Maintaining Vehicles - Climbing				
Requirement to Lift Objects (20 kg)				X
Pushing and/or Pulling Objects to Complete Tasks				
Personal Protective Equipment (PPE) Worn on a Regular Basis				
Types of Tools Used (computer (desktop/laptop), telephone, photocopier/scanner/fax, laminator, shredder, postage machine)	X			

5.5 Mental Requirements

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

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Requires Awareness of Surroundings (working with personal and financial information)	X			
Visual Effort Required on a Concentrated Basis (reading, inputting, operating a computer)	X			
Requirement to Listen Attentively (to callers and enquiries)		X		

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ORGANIZATIONAL CHART

Treasurer

Deputy Treasurer

FINANCE ADMINISTRATIVE ASSISTANT