

# Township of Mapleton

## Receptionist Administrative Assistant



Mapleton is a mixed urban and rural community of 10,000 residents located in the Western portion of Wellington County. We're known for agriculture and innovative businesses. Whatever the season, Mapleton has something to offer, including a vibrant arts and entertainment community and many recreation opportunities for all ages. We're an easy commute from Guelph and the Region of Waterloo. Encounter our festivals and events and you will understand how exciting it is to be a part of our community. Mapleton is a great place to live, work, and play. To learn more visit: [www.mapleton.ca](http://www.mapleton.ca).

The Township of Mapleton is seeking a highly motivated individual with excellent organizational and customer service skills to join our team as an Receptionist Administrative Assistant. Interaction with the public plays an important role in this position. The successful candidate should have the ability to prioritize workload to adapt to frequent interruptions and change.

Experience working in the municipal government sector and/or a post-secondary education in Business or Public Administration is a definite asset.

This is a full-time position. A copy of the job description can be found on the Township's web site at [www.mapleton.ca](http://www.mapleton.ca)

The Township has a competitive compensation and benefits program with salary range of \$19.84-\$23.35. Confidential inquiries and résumés should be directed, no later than 5:00 p.m. on September 27, 2019, referencing on the envelope or subject line in the email: "Receptionist Administrative Assistant", to the undersigned:

**Mr. Manny Baron, CAO**  
**Township of Mapleton**  
by emailing: [acripps@mapleton.ca](mailto:acripps@mapleton.ca)

A copy of the job description can be found on the Township's website at [www.mapleton.ca](http://www.mapleton.ca)

Only those selected for an interview will be contacted. Personal information is collected under authority of the Municipal Act and will be used to determine eligibility for potential employment. The Township of Mapleton is an Equal Opportunity Employer.

**TOWNSHIP OF MAPLETON**

**RECEPTIONIST ADMINISTRATIVE ASSISTANT**

**JOB PURPOSE**

The Customer Service, Reception/Administrative Assistant is the face and voice of the Township. Usually the first point of contact with the public, ratepayers/clients, providing customer centric services in accordance with Township policies, mission and vision to ensure an effective and courteous experience. Maintains a clean, neat and well-organized workspace and reception area. Is also a resource to other departments in providing admin support services as required.

**KEY DUTIES**

a) Reception;

Greets officials and members of the public as they enter the township office, determining their needs. Provides information, as appropriate, or refers them to the appropriate departmental staff for further assistance, utilizing a wide general knowledge of departmental and governmental activity.

Is responsible for answering telephone, quickly and effectively determining caller's needs, providing information, as appropriate, or referring to the appropriate departmental staff.

Maintains bulletin boards, information rack, brochures/flyers, and other written material available to the public concerning municipal services and operations

Under the guidance of the Clerk, maintains the Township's filing system, both hard copy and digital.

Is responsible for ordering and maintaining office supplies as requested by staff.

Picks up mail daily. Prepares receipts as required for mail received (i.e. tax payments).

Takes deposits to bank.

Provides occasional support to Executive Assistant in preparing Council agendas when required.

b) General Administrative support;

Supports the Directors and staff as required, primarily finance departments with day to day admin support.

Other duties as assigned

## WORK COMPLEXITY AND DECISION MAKING

Accountability and Decision-Making Authority:  
Reports to Treasurer/Director Finance

Decision Making Authority:           None

Equipment Operation/Materials Handling/Safety Measures:  
General Office Environment

Works regularly with full range of office equipment including computers and photocopier.

Effort and Working Conditions:

Regular Office Hours

Some stress in meeting demands of public and dealing with difficult ratepayers.

Communication/Contacts

Communication with department heads and departmental staff. Frequent contact with the public.

## QUALIFICATIONS

College Diploma in business administration required. Financial background an asset.

Minimum 3 year's experience in customer service and administrative functions.

Good verbal, written communication skills

Team Player

## WORKING RELATIONSHIPS

Reports to Treasurer/Director Finance

Receives guidance and some direction from other department heads.

## HOURS OF WORK

40-hour work week. Usually- 8:00am – 5:00pm