

TOWN OF STRATFORD - JOB DESCRIPTION			
POSITION:	Multi-Department Administrative Clerk	JOB NUMBER:	No. 44
SALARY RANGE:	Level 3, 31.5 hours per week	ESTABLISHED:	May 2023
RESPONSIBLE TO:	Director of Finance and Technology	REVISED:	

**JOB SUMMARY**

- The Multi-Department Administrative Clerk processes utility payments, assists the public with basic billing and servicing inquiries, and provides receptionist and clerical services for the Stratford Utility Corporation and the Town, to serve the public and to assist Town Administration.

**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 assist with the Utility Collection Policy, manage the recording and collection of utility applications and payments, balance the utility cash float, and receive applications and payments for Special Projects, bylaw procedures, etc.
- To assist Stratford Utility Corporation customers with basic billing and servicing inquiries and to direct to the appropriate town staff person when necessary;
- To provide administrative support to department staff including typing and word processing, filing, scheduling of meetings, preparing minutes, correspondence packages, and agendas; and annual survey data entry duties as required;
- To record and research all complaints and redirect, when necessary, to appropriate staff members or agencies;
- To coordinate the ordering and organization of office supplies and refreshments for boardroom meetings; and
- To maintain the reception area, file and storage spaces, and to coordinate the ordering of office supplies, meeting refreshments, office equipment maintenance, etc.
- To assist with the residential and business welcome package.
- To provide coverage for the receptionist during lunch, vacation, training, or sick days.

**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 and communication skills.
- Efficiency in research, preparing agendas, legislative minute taking, record keeping, and other such duties; and
- Strong self-management, organizational, interpersonal, 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; and
- Greets and assists members of the public to provide receptionist services and process payments.

**PROBLEM SOLVING**

- The ability to resolve scheduling and accommodations conflicts 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 and Stratford Utility customers for their confidence in providing accurate information and ensuring utility related operations, 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.
- Physical Environment - works in an open area that is constantly exposed to the public.
- Sensory Attention - work requires significant computer screen time, attention to detail, frequent interruptions, and telephone and personal interactions with Council, staff, and members of the public.
- Mental Stress - works in a face-paced, multi-tasking environment, attends meetings after regular office hours, and members of the public will not always be happy or pleasant, particularly when feeling aggrieved, and interactions may cause stress.