



**MUNICIPALITY OF JASPER  
JOB DESCRIPTION MANUAL**

**Title: Operations and Utilities Administrative Assistant**

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|------------------------------------|--|
| Classification: CUPE 14            | Supervisor: Director of Operations & Utilities |
| Department: Operations & Utilities | Work hours: 7.5 hours/day, 37.5 hours/week     |
| Status: Permanent Full Time        |  |

**SUMMARY DESCRIPTION**

Reporting to the Director of Operations and Utilities, the Administrative Assistant provides administrative support for the Managers of Utilities, Municipal Buildings and Asset Management and Operations Service as well as serving as the administrative lead for the Jasper Municipal Cemetery. The Administrative Assistant will also support the Communities-In-Bloom and Traffic Advisory Committees through the preparation and distribution of agendas and minutes and; provide back up coverage for the Administrative Assistant/Program Coordinator.

**POSITION-SPECIFIC DUTIES**

**1. Cemetery Administration:**

- a) Oversee all administrative aspects of cemetery management
- b) Act as the central point of contact for all public inquiries
- c) Respond to inquiries in a professional, empathetic and timely manner and provide effective follow-up and information as required;
- d) Coordinate burials and related activities with compassion and sensitivity.
- e) Work with the Operations Service Manager to ensure the grounds are well-maintained and that all relevant regulations and standards are met.
- f) Track invoices and coordinate payment with the Finance Department;

**2. General administrative and clerical support to Operations Department Managers:**

- a) Answer phone and email enquiries using a professional and courteous manner
- b) Purchase office supplies, and receive courier packages, receipt deliveries
- c) Schedule and organize appointments, meetings, and events.
- d) Draft, edit, and format correspondence, documents, reports, presentations, memos and emails as required.

- e) Maintain accurate records and databases, ensuring timely and precise data entry.
- f) Arrange and coordinate travel plans, including booking accommodations.
- g) Assist managers in tracking and reporting monthly credit card expenses, ensuring adherence to budget guidelines and on-time submission to the Finance Department.
- h) Assist in preparing meeting agendas, take minutes, and distribute relevant documentation.
- i) Handle routine correspondence and draft responses under the manager's guidance.
- j) Conduct research and compile information as needed for various projects or reports.

**3. Provide coordination and support for the Communities In Bloom and Traffic Advisory Committees**

- a) Schedule and organize meetings.
- b) Assist in preparing meeting agendas, take minutes, and distribute relevant documentation.
- c) Maintain a Motion Action List and recording of decisions for each of the committees

**4. Provide Back-Up Coverage for the Operations & Utilities Administrative Coordinator**

- a) Monitor department telephone reception and walk-in customers
- b) Coordinate Shipping and receiving of materials
- c) Support department health and safety processes and systems

**GENERAL MUNICIPAL DUTIES**

- Act as an ambassador for the Municipality of Jasper in the community;
- Work collaboratively with other municipal department staff;
- Adopt a culture of continuous improvement, guided by the Municipality of Jasper's values of: respect, accountability, communication, professionalism, empathy and teamwork;
- Review, understand, and follow municipal policies and procedures;
- Perform all duties in line with the municipal Occupational Health and Safety (OH&S) program;
- Document and report all incidents or near-miss situations in accordance with policy; and
- Participate in internal municipal committees as assigned.
- Maintain an organized and efficient office space, including filing systems and supplies management.
- Prioritize and manage tasks to ensure deadlines are met and important matters are addressed promptly.

**COMPETENCIES AND BEHAVIOURS**

- Excellent interpersonal and communication skills, in writing, on the phone and in-person
- Ability to multitask while working in an open office environment
- Strong client service orientation
- Ability to maintain a positive attitude and be flexible in a team environment
- Ability to stay calm and professional in stressful situations
- Ability to handle sensitive and trauma-related information, maintaining privacy and confidentiality
- Confident, personable and approachable nature

- Proven organizational and time management skills with the ability to meet deadlines and changing priorities
- Detail oriented with a high level of accuracy
- Ability to work independently on things like research, writing and communication
- Ability to maintain privacy and use discretion in a confidential work environment

**DESIRED KNOWLEDGE, EDUCATION, AND EXPERIENCE**

- **Education:** Grade 12 education. Post-secondary education or training in a related field (administration, business, communications, emergency services) is an asset.
- **Experience:** Minimum four years' experience in an office environment, preferably in a municipal, trades or customer service services environment.
- Sound working knowledge of office procedures with general knowledge of accounting
- Experience in a trauma-informed work environment is an asset.
- Incident Command System certifications are an asset
- Proficiency with computers including using the Microsoft Office suite: Outlook, Word, Excel is required.

Approved: \_\_\_\_\_



Bill Given  
Chief Administrative Officer  
Municipality of Jasper

Date: 2023-12-21