



**MUNICIPALITY OF JASPER  
JOB DESCRIPTION MANUAL**

**Title: Program Coordinator – Operations & Utilities**

Classification: CUPE 16	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 Program Coordinator provides essential administrative and clerical support to the Director and Operations Department Managers, ensuring smooth and efficient operation of the department.

This role involves answering phone and email enquiries professionally, drafting and editing various documents, maintaining accurate records and databases, and coordinating procurement activities. The position supports the department's employee orientation and onboarding in addition to managing timekeeping and payroll processes within the area.

The position also leads the department's involvement in the municipality's corporate Health & Safety (H&S) Programs by serving as the area's H&S Committee Secretary and acts as the primary liaison with the municipality's corporate Communications team.

**POSITION-SPECIFIC DUTIES**

**1. General Administration and Clerical Support to Director and Managers:**

- a) Answer phone and email enquiries in a professional and courteous manner and provide excellent customer service with internal municipal departments, residents and other stakeholders.
- b) Draft, edit, and format correspondence, documents, reports, memos and emails as required.
- c) Assist the Director in the regular and timely completion of monthly expense reporting
- d) Maintain accurate records and databases, ensuring timely and precise data entry.
- e) Coordinate procurement of goods and services, purchase office supplies, receive and receipt courier packages and deliveries.
- f) Assist in preparing meeting agendas, take minutes and distribute relevant documentation
- g) Handle routine correspondence and draft responses under the Directors guidance.
- h) Compile information as needed and ensure reporting timelines are maintained for various projects or reports; specifically including Alberta Recycling Management Authority (ARMA) recycling programs.

- i) Track progress of departmental projects status, activities and outcomes and communicate any necessary updates to decision-makers.
- j) Serve as the primary point of contact between the department and the Communications department to facilitate the development of materials and outreach strategies to provide information, resources and support to residents, businesses and other stakeholders.
- k) Provide back up coverage for the Operations & Utilities Administrative Assistant.

## **2. Employee Onboarding, Timekeeping, and Payroll**

- a) Provide newly hired staff with an orientation to working for the municipality and department operations and provide onboarding information
- b) Ensure employee timesheets are completed on time, accurately and are reconciled to manager approved leave requests ie: sick, vacation, personal leave hours
- c) Track operator hours on applicable equipment for the purpose of pay level movement on the CUPE Local 1458 Wage Grid as per the Collective Agreement.
- d) In conjunction with the manager, ensure that necessary approvals and supporting documents are forwarded to the HR Coordinator for all movements on the Wage Grid.
- e) Ensure that all timesheets and payroll related documents are signed by the employee and approved by the manager prior to forwarding to the payroll department.

## **3. Coordination Department Health & Safety (H&S) Programs**

- a) Collaborate with the municipality's Health and Safety Coordinator to assist the management team in providing H&S orientations to all new and returning employees before their first day of work, maintaining and updating orientation checklists.
- b) Schedule training programs, maintain employee certification and competency assessment records, and keep records of required training per position up-to-date.
- c) Ensure all Operations H&S documentation complies with the Municipality of Jasper's Health and Safety Management System.
- d) Develop and maintain Operations-specific hazard assessments and safe operating/work procedures.
- e) Schedule, document, and submit required formal workplace inspections, ensuring follow-up on all corrective actions identified.
- f) Maintain emergency response procedures, schedule emergency drills and responses, and ensure all first aid kits meet regulations.
- g) As the Operations Department H&S Committee Secretary, develop and distribute meeting agendas and minutes.
- h) Attend and participate in all corporate H&S meetings, ensuring all Operations H&S documentation is submitted monthly to the H&S Committee and disseminated through meetings and the H&S bulletin board.
- i) Maintain contractor files/safety packages as part of the Contractor Management Program.

## **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
- 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

#### **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
- Incident Command System (ICS) certifications are an asset
- Proficiency with computers including using the Microsoft Office suite: Outlook, Word, Excel is required.
- Previous administrative experience in a public works or government setting is an asset

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

  
 Bill Given  
 Chief Administrative Officer  
 Municipality of Jasper

Date: May 31, 2024