



Administrative Assistant (Corporate Services)

The Town of Bradford West Gwillimbury offers a return to small town charm while being one of the country's fastest growing communities. We are a vibrant, thriving community that possesses a sense of pride and where community spirit prevails. Our Town is committed to being a complete and healthy community where there are opportunities for everyone to contribute and to benefit. We are seeking an enthusiastic, team-oriented professional to contribute to the Corporate Services Department.

Reporting to the Director of Corporate Services, this position will provide administrative support for the Corporate Services Department and overall customer service for the Town's Administration Office.

Key Duties and Responsibilities

- Provides front line customer service to the public in-person and through the Town's main phone line, responds to inquiries and provides general information on Town programs and services, researches and directs inquiries to Town departments as required.
- Monitors the general Corporate Services email accounts and responds to inquiries;
- Documents and tracks resident concerns through designated software systems;
- Coordinates the administration of the dog license program;
- Provides administrative support to the Administrative Monetary Penalty System (AMPS) for the dispute of parking penalty notices;
- Receives and inputs payments for various municipal programs and services, including parking tickets, property tax and utility bills.
- Processes departmental invoices/purchase orders and reconciles credit card statements utilizing financial software systems.
- Provides administrative support by drafting correspondence, scheduling meetings/appointments, ordering supplies, updating website information, and completing data entry.
- Processes incoming/outgoing mail and documents, maintains postage machine, arranges for courier services.
- Serves as Deputy Division Registrar, Deputy Issuer of Marriage Licenses and Commissioner of Oaths.
- Participates as a Deputy Returning Officer in the municipal election process.

Competencies and Qualifications

- Post-secondary diploma in Business or Public Administration, Political Science or equivalent.
- Three (3) to five (5) years of previous experience in a customer service or office environment.
- Ability to promote a culture of inclusiveness and work with a diverse population of employees and the general public.
- Excellent customer service, oral/written communication skills, interpersonal, analytical, problem-solving and time management skills.
- Ability to interact effectively, professionally and courteously with all levels of staff and contacts in a customer-focused environment; build respectful and cooperative working relationships with internal and external customers.
- Working knowledge of geographical area, Town policies, procedures and by-laws, telephone and voicemail systems.
- Computer literacy utilizing Microsoft Office (Word, Excel, PowerPoint), Adobe Acrobat and Outlook.
- Candidates will be required to provide a Criminal Record Check upon hire.

This position offers a salary range of \$50,734 to \$63,418 (2024 rates) working 35 hours per week plus a competitive benefit package.

To explore these challenging opportunities further, we invite qualified applicants to visit the [current opportunities](#) section of the Town's career site. Closing date for this position is April 24, 2024.

We thank all applicants for their interest. However, only those being considered for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act, and will only be used for candidate selection.

The Town of Bradford West Gwillimbury is committed to equity in employment. As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. We encourage applications from Indigenous peoples, racialized people, persons with disabilities, and those who identify as LGBTQ2S+.

The Town of Bradford West Gwillimbury is committed to providing accommodations based on any human rights protected grounds and in accordance with the AODA, throughout the recruitment and selection process. If you require accommodation, please notify us when contacted for an interview and we will work with you to meet your needs.