



Town of Orangeville
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Job Opportunity

The Corporation of the Town of Orangeville
invites applications for the position of

Business Services Assistant **Community Services Department** (Full-time position, 35 hours per week)

Located on the north-west edge of the Greater Toronto Area, less than one hour's drive from Toronto and yet only moments away from the unspoiled, natural beauty of the Niagara Escarpment, the Town of Orangeville ("Town") offers an excellent combination of location, small town charm and urban amenities. Situated in the picturesque natural setting of the Hills of Headwaters, Orangeville is home to over 30,000 residents and is the largest urban community and regional service centre within the County of Dufferin. Orangeville is a great place to raise a family, with an excellent quality of life and a strong sense of community. The Town is committed to a value based, thriving and collaborative work environment that supports our employees' success. Our employees are passionate about delivering high-quality programs and services to our residents and are proud to contribute to making Orangeville one of the exceptional places to live in Canada.

The Town has an opportunity available for the position of Business Services Assistant. Reporting directly to the Manager, Economic Development and Culture, this position acts as the first point of contact for all inquiries to the Economic Development and Culture office. Essential to the effective functioning of the office, this role appropriately serves clients and directs them to relevant business-related support. The position establishes effective working relationships with other divisions, external partners, and community organizations to support the delivery of economic development information, small business support services, and tourism information. This position also provides administrative support to the division.

Job Duties:

- Provides first point of contact for telephone, walk-in and email inquiries by welcoming members of the public, addressing questions, and referring to contacts and resources as required; offers specialized support for small business clients including business registration assistance and general inquiries regarding economic development, tourism, and culture; and assists clients in finding resources and support.
- Supports outreach to local businesses as required to fulfill needs of the office and support projects and initiatives; and returns calls, makes inquiries, books meetings, and conducts follow-ups on behalf of Economic Development and Culture staff.
- Preparation of print and electronic marketing materials; updates website content; and monitors divisional components of site to ensure information remains updated.
- Contributes to the organization of events and conducts outreach related to promotion; completes registration for events and coordinates registrations with CRM databases; and drafts committee agendas and minutes for approval and distribution.

- Maintains filing system; administers and tracks expenses; supports staff with preparation of reports and presentations; prepares invoices; maintains petty cash; maintains and organizes the office, equipment, technology, and publications; and oversees office supplies, equipment repairs, publication distribution, and general office maintenance.
- Creates and maintains database of clients, business and community leaders, and user groups; collects, records, and analyzes statistics; creates tracking mechanisms in databases for use by staff; and conducts research as required by Manager.
- Other duties as assigned.

Qualifications:

- Post-secondary diploma in business administration, marketing or a related field.
- Minimum two (2) years of experience in a related administrative position.
- Previous administrative experience in municipal government, preferably within an Economic Development office, would be an asset.
- Valid G Driver's License.
- Excellent communication skills, written and verbal; effective organizational skills and time management skills; superior customer service and interpersonal skills; ability to work effectively in a team; ability to work independently, multi-task, and prioritize.
- Computer skills including use of Microsoft Office, and Microsoft Dynamics CRM; proficiency in content management systems; ability to maintain databases and learn other software (e.g., Adobe Pro, ArcGIS, Constant Contact, Canva, etc.).
- Knowledge of small business and economic development related regulations, programs and services preferred.

Successful candidates will be required to complete a background check, including but not limited to a Criminal Record Check, in accordance with the duties of this position.

Salary Range: \$57,788.28 to \$67,601.11, Band 7 on the Town's 2024 Pay Grid (currently under review), plus a comprehensive benefits package

Qualified candidates are invited to submit their resumes, in confidence, to Sarah Mayer, Co-ordinator, Human Resources, no later than 4 p.m. on **Monday, December 2, 2024**. Applications may be submitted online, or in person to the Town Hall located at 87 Broadway. Please do not email your application.

To select the best candidates to serve the Town of Orangeville and its people, several screening tools, including Police Record Checks are required as part of the hiring process for some employment or volunteer positions. When requested, applicants are required to provide a Police Record Check as a condition of their offer of employment. Police Record Checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of Police Record Check required will be indicated in the job posting qualifications.

The Town of Orangeville is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. By submitting your personal information to the Town of Orangeville, you consent to the collection, use, and disclosure of that information in connection with our recruitment, hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and will be used to determine the qualifications for employment with the Town of Orangeville. Questions about this collection should be directed to the Manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.