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Position Title: Administrative Professional (Program Assistant I)

Position Status: Full-Time Temporary (This position to last not later than August 31, 2026)

Department: Water Services

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T17 \$2,317.83 - \$2,724.55 bi-weekly

Our Water Services Department is seeking a Program Assistant I (Administrative Professional) who will provide support to our Interagency Projects & Quality Control (IP&QC) Division and be part of a dynamic administrative support team.

You are: an administrative professional who is self-motivated and who thrives in a fast-paced environment. You are approachable, have excellent verbal and written communication skills, are organized and detail-oriented; dependable and reliable; and personally invested in supporting others and providing exceptional service to a team of professionals.

This role:

- Assists in coordinating and facilitating the Division's activities related to legislative mandates and services; tracks the processing of permits, approvals, and orders; advises staff of pending deadlines and information requirements, keeps senior staff informed of status of various activities; coordinates efforts to resolve issues of nonpayment of fees or appeals/reviews of fee assessments; and maintains and prepares timesheets for department staff.
- Handles bookings; responds to requests concerning public meetings, parks recreational usage, facilities and services; assesses individual requirements and actively promotes, recommends and books suitable locations, catering and services; informs of regulations, restrictions and applicable charges; determines eligibility for fee waiver; ensures insurance and permit requirements are met; establishes conditions and terms of contract; liaises with parks operational personnel regarding available facilities, events coordination and customer service; coordinates receipt of support services as required; and responds to customer complaints.
- Posts, compiles, checks, processes, maintains, and controls a variety of records, files, and statistics related to departmental operations; reconciles and balances complex activity control information requiring procedural determinations; performs non complex calculations as required; generates lists, invoices, and other information from databases and spreadsheets, identifies unutilized project resources and brings to the attention of a superior; monitors charges assessed for activities; and issues payments, purchase orders and requisitions as required.

- May supervise the work of one or more subordinates engaged in clerical and office support tasks and request temporary clerical assistance as required.
- Develops, and upon approval, implements new and/or improved office methods and procedures to increase efficiency and accommodate department requirements and work schedules; prepares and maintains documentation on current and new procedures.
- Composes non routine correspondence, as required; types, edits and formats a variety of material including reports, correspondence, agendas, notices, permits and other documents.
- Provides information and assistance to staff and the public on a variety of matters pertaining to departmental operations, procedures, and services; handles inquiries requiring explanation of rules, regulations and procedures applicable to the work of the division where a variety of data is required to answer or resolve complaints or related matters; circulates documents and applications to required agencies and follows up on status of same.
- Assists in planning and arranging logistics related to committees, information meetings, seminars, events and workshops; gathers, organizes, posts and distributes materials; attends meetings, takes minutes or carries out action items and assignments from meetings as required; obtains information from external sources on assigned projects; researches file documentation; and follows up on phone and written information inquiries.
- Monitors divisional administrative budget expenditures and checks that expenditures have been allocated to appropriate accounts; investigates variances between budgeted and actual expenditures and takes corrective action or notifies superior of potential cost over runs.
- Performs related work as required.

To be successful, you have:

- Completion of Grade 12, supplemented by business, administrative and computer courses, preferably completion of a certificate program in office or business administration, plus considerable related experience; or an equivalent combination of training and experience.
- Considerable knowledge of the functions, regulations, and procedures governing divisional activities as related to the work performed.
- Considerable knowledge of office practices and procedures and of business English, spelling, punctuation and arithmetic and technical terminology applicable to the work performed.
- Considerable knowledge of computer applications as related to the work performed.
- Sound knowledge of the organization and functions of the department and related Metro Vancouver Regional District departments.
- Ability to assist in the coordination of divisional activities and to assess and act upon information requirements.
- Ability to work with minimal supervision and to develop and implement upon approval new and/or revised work methods and procedures.
- Ability to establish and maintain effective working relationships with a variety of contacts, provide information and assistance and function effectively while dealing with contentious matters.
- Ability to arrange meetings, prepare agendas, take minutes, and follow up on actions from meetings.
- Ability to plan, assign, supervise and check the work of a small group of subordinates engaged in clerical and office support tasks.
- Ability to communicate effectively both verbally and in writing.

- Ability to compile, maintain, and control a variety of records, reports, and files, to compose non-routine correspondence, and type a variety of material.
- Ability to operate office equipment and computer applications and to develop and maintain databases, spreadsheets and other computer office support tools.
- Driver's Licence for the Province of British Columbia.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by May 27, 2025.