

Job Title: Information Centre Assistant		Pay Grade: 4
Department: Administrative Services		Reports To: Manager of Corporate Records and Information
JJE Maintenance Review Date: 2027	Content Last Updated: December 2021	Position(s) supervised: N/A

JOB SUMMARY

The Information Centre Assistant position is responsible to provide efficient and effective front line customer service, clerical, and administration assistance to the general public and staff of the Comox Valley Regional District. The Information Centre Assistant position is primarily responsible for providing reception and switchboard services and processing payments at the information centre.

MAJOR DUTIES AND RESPONSIBILITIES

1. Greets customers at the information centre, determines nature of their visit, responds to general enquiries, and/or signs in and directs person to the appropriate department or staff member.
2. Answers the main switchboard, ascertains nature of the call, directs enquiries, provides routine information or takes messages.
3. Receives and processes payments involving cash, cheques, and credit/debit card transactions from walk-ins, through the mail, over the phone and from the planning and building department; enters payments into financial system and issues receipts.
4. Issues new employee identification cards, pet licences, transit passes, transit tickets, handy-passes and taxi-saver coupons; processes HandyDART applications and various permits; collects money and issues receipts.
5. Balances and reconciles money received and prepares bank deposit on a daily basis.
6. Prepares monthly/annual transit reports, postage reports as required, and maintains inventory of transit supplies and distributes as required to third party vendors.
7. Receives and distributes incoming mail, faxes and courier packages and processes outgoing mail and courier items.
8. Performs a variety of clerical support duties including but not limited to faxing documents, photocopying materials, electronic filing, maintaining and updating phone, address and other such lists, ensuring bulletin board and

- brochure display are in order and up-to-date, and ordering and maintaining adequate stock of office supplies, shipping and receiving, and large mail-outs.
9. Maintains an awareness of all meetings, events, advertising etc. concerning the regional district in order to provide accurate information to the public.
 10. Distributes and accepts tender documents and maintains tender summary reports.
 11. Maintains and updates process binder for the front desk and participates in the training of new Information centre staff.
 12. Organizes and maintains the committee room, board room and coffee room keeping it clean and in functional order. On occasion schedules appointments, meetings, travel and other time commitments.
 13. May provide clerical and administrative support to other branches as needed and required including word processing assignments, preparing or composing correspondence, reports, and briefing notes, including spreadsheets, charts and graphs.
 14. Undertakes other assigned duties as required.

REQUIRED EDUCATION AND EXPERIENCE *(or equivalent combination)*

- Grade 12
- Completion of a six month up to one year office administration course from a recognized post-secondary education institute. Over six months and up to and including one year directly related experience in performing general administrative support duties, customer service, cash handling in a computerized setting, and dealing with the general public.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS *(required for acceptance into the job or to be acquired in first six months of being in the job)*

- Valid Class 5 Drivers License

PREFERRED QUALIFICATIONS

- Completion of courses in customer service or conflict resolution

KNOWLEDGE, ABILITIES AND SKILLS *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Good working knowledge of the practices and processes involved in local government office administration.
- Good knowledge of the mandate, policies and programs of the Comox Valley Regional District in order to deal with routine enquiries and provide effective administrative support.
- Good knowledge of general office equipment such as folding and mail machines, copiers, faxes and laminators.

- Some knowledge of financial administration systems with the ability to process payment transactions, enter sales data into financial system, prepare receipts, and balance and reconcile payments received.
- Ability to work collaboratively as part of a team.
- Ability to communicate effectively both orally and in writing including the use of proper grammar, punctuation and spelling.
- Ability to relate effectively with the public and other staff with tact, professionalism, courtesy and respect.
- Ability to cope with interruptions, a noisy environment and multiple demands and priorities.
- Excellent verbal communication, interpersonal and conflict management skills.
- Good organizational, time management, and expediting skills.
- Demonstrated advanced level skills with Microsoft Office Suite, with emphasis on word processing and excel. Strong utilization skills with Adobe Acrobat, Explorer, web utilization skills, electronic filing and SharePoint applications.

EMPLOYEE SIGNATURE

I have read and understand this job description

Print Name

Signature

Date