

Job Title: Branch Assistant - Engineering Services (Solid Waste)		Pay Grade: 4
Department: Engineering Services– Solid Waste		Reports To: General Manager of Engineering Services Senior Manager of CSWM Services
JJE Maintenance Review Date: 2025	Content Last Updated: January 2022	Position(s) supervised: N/A

JOB SUMMARY

The Branch Assistant provides administrative assistance and support for the Solid Waste Services and Engineering Services as a whole, which includes engineering, water, wastewater, solid waste and liquid waste management planning services. The position liaises with other Comox Valley Regional District departments, government agencies, engineers and other registered professionals, property owners and contractors.

MAJOR DUTIES AND RESPONSIBILITIES

1. Provides administrative support to all managers and staff within the branch in performing weekly, monthly and annual functions, and provide coverage for other branch assistants as needed.
2. Requests, prepares and distributes meeting agendas including supporting documentation; takes, transcribes and distributes meeting minutes as required; arranges and provides for meeting logistics including room bookings, participant invitations and catering.
3. Arranges advisory committee meetings; requests agenda items and prepares and distributes agenda and materials; takes, transcribes and distributes minutes, and liaises with advisory committee members for review; maintains advisory committee management reports and follows up after meetings on action items as required; drafts and distributes communications to advisory committee members.
4. Receives, codes, processes, assigns, coordinates and distributes incoming mail, faxes, shipments and courier packages for the branch.
5. Undertakes word processing assignments and composes and prepares correspondence, reports, briefing notes and contracts, including spreadsheets, charts and graphs.
6. Schedules appointments, meetings, travel and other time commitments.

7. Responds to and provides information for enquiries of a specific nature over the phone or in person, transcribes phone messages as required and refers more complex or unusual enquiries to appropriate staff for response; prepares correspondence in response to routine written enquiries and follows up with staff on responses to more complex or unusual enquiries; provides information on various services and programs offered by the branch.
8. As directed, composes and prepares correspondence, drafts and formats staff reports for review and signature of branch staff.
9. Conducts research on various subjects by retrieving file and internet information, gathers records and information and coordinates with staff on Freedom of Information requests; contacts/surveys other agencies and organizations, prepares correspondence, briefing notes or reports as required.
10. Performs various administrative duties related to processing and maintenance of requests for proposal, contracts, land purchases and sales and other agreements.
11. Researches, prepares and processes forms, reports, notices, media releases, correspondence, advertisements and other documents and materials relating to branch programs and processes.
12. Liaises with internal staff and external contacts, requests service and coordinates administrative details.
13. Maintains management reports, project and invoice tracking systems, and supports, follows up with and coordinates with staff to ensure deadlines are met.
14. Maintains various files, databases and spreadsheets, updates relevant resource materials for the branch, and archives files on a pre-scheduled basis.
15. Performs a variety of clerical duties including faxing documents, photocopying materials, filing, maintaining and updating phone, address and other such lists, manuals and procedures, processing mail-outs and ordering and maintaining adequate stock of office supplies.
16. As directed, provides information to a wide variety of internal and external contacts.
17. Monitors in/out check ins when staff are working alone to ensure whereabouts and safety. Escalate if staff do not respond.
18. According to prescribed procedures and guidelines, review and process applications, permits and rebates related to various services and programs offered by the branch, including asbestos disposal applications, waste disposal applications, septage applications, water service applications, lawn sprinkling permits and irrigation rebates.
19. Assists managers with completing automated onboarding/offboarding form, schedules orientations with other departments, and assists new employees within the branch on processes and procedures.

20. Provides updates and edits to the Comox Valley Regional District and Comox Strathcona Waste Management websites for programs, projects and services offered by the branch as needed.
21. Provides back-up administrative support to other branches as needed.
22. Undertakes other assigned duties as required

REQUIRED EDUCATION AND EXPERIENCE *(or equivalent combination)*

- Grade 12 graduation
- Completion of a six month to one year office administration course at a community college
- Over one year and up to and including two years of directly related experience in providing administrative support for a department

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 driver's licence

PREFERRED QUALIFICATIONS

- A WorkSafeBC approved course in asbestos awareness training

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

- Sound working knowledge of the practices and processes involved in local government office administration
- Advanced working knowledge of windows-based office applications such as MS Office Suite, Adobe Acrobat and SharePoint applications, with emphasis on word processing, presentations and web utilization
- Sound working knowledge of the mandate, values, policies and programs of the branch and Comox Valley Regional District in order to understand priorities, deal with routine enquiries and provide effective administrative support
- Knowledge of office equipment such as printers, photocopiers, folding machines and laminators
- Knowledge of iMap, LandUse/CMMS and iCity an asset
- Ability to record meeting minutes accurately and efficiently
- Ability to draft and format routine correspondence
- Ability to research various matters, prepare correspondence and reports, and coordinate administrative details of a branch program or process
- Ability to utilize proper grammar, punctuation and spelling
- Ability to anticipate and balance multiple demands and priorities and meet deadlines,
- Ability to communicate and relate to others effectively both orally and in writing

- Ability to relate appropriately with board and committee members, external officials and representatives, contractors, the public and staff with tact, courtesy and respect
- Knowledge of safety procedures and safe workplace practices related to the work
- Strong communication, interpersonal, organizational, time management, analytical and problem solving and expediting skills
- Strong customer service and complaint and conflict resolution skills
- Strong typing, word processing, spreadsheet and database skills

EMPLOYEE SIGNATURE

I have read and understand this job description

Print Name

Signature

Date