



Township of Southwold

POSITION DESCRIPTION

1. Position Title:

Community Services & Communications Clerk

2. Reporting Relationship:

Reporting to the Director of Building and Community Services/CBO

3. Positions Supervised:

None

4. Scope of Position:

Under general direction, the Community Services & Communications Clerk will provide customer service and advance the strategic public relations goals of the municipality through effective communication and assistance in the overall organization and operations of the Township office administration.

The position will also be responsible for the provision of Committee secretariat services and administrative/clerical support to Township departments including Finance, Infrastructure and Development, Building, Recreation, Administration, and Fire.

5. Responsibilities:

5.1 Community Services

5.1.1 Receives tax, water and other related payments due to the Township over the counter, by phone, or by mail, and issuing receipts as required.

5.1.2 First point of contact for incoming calls and office visitors, provides information and appropriate referral to various department staff.

- 5.1.3 Provides administrative and clerical support to the various municipal departments including Infrastructure & Development, Building, Fire, Recreation, Administration, and Finance as required.
- 5.1.4 Provides secretariat services at Committee Meetings, records minutes, resolutions, decisions, votes, and other proceedings of Committees, as directed by the CAO/Clerk.
- 5.1.5 Supports the Township's parks and recreation department by:
 - 5.1.5.1 Books facility rentals, including completion of rental agreements with renters, collection of fees and deposits, provides facility information
 - 5.1.5.2 Organizes and attends viewings with renters
 - 5.1.5.3 Communicates facility rental activity to operational staff
 - 5.1.5.4 Schedules sports team rentals and leagues in the community.
 - 5.1.5.5 Coordinates and schedules contracted cleaning staff to ensure proper cleaning schedule is maintained
- 5.1.6 Supports the maintenance of records management and retention and assists all departments in the implementation of the Township's Record's Management By-Law and compliance with same.
- 5.1.7 Responsible for a range of activities including, but not limited to:
 - 5.1.7.1 Waste management/recycling program information and public education
 - 5.1.7.2 Recording and communicating requests for service such as signs, streetlights,

5.1.7.3 Submitting Stats Canada reports

5.1.8 Manages office equipment, maintenance and service contracts and systems and maintains an inventory of office supplies and equipment.

5.1.9 Coordinates and supports the requirements outlined in the Accessibility for Ontarians with Disabilities Act (AODA) and other relevant legislation, in conjunction with the CAO/Clerk. Reviews legislation, standards and trends in accessibility and updates the Township Accessibility policies as required.

5.2 Communications

5.2.1 Working under the direction of the Director of Building and Community Services, the Community Services & Communications Clerk is responsible for advancing the strategic public relations goals of the municipality.

5.3.1 Develop strategies to improve the Township's public image and communications with Township residents through the development of communications and promotion strategies.

5.3.2 Maintains and updates corporate website and Township social media pages and assists in the drafting of policies to strategically advance the Township's online presence.

5.3.3 Assists with research and preparation of draft news releases, memos, public notices, website & social media posts, newsletters & general correspondence for various departments. Gathers, researches, and prepares communications material for internal and external audiences.

5.3.4 Prepares and places advertisements on behalf of the Corporation.

5.3.5 Processes incoming correspondence, refers to appropriate department, files in appropriate records management category, and assists in providing appropriate responses.

5.3.6 Provides backup for other office staff as needed.

5.3.7 Carries out other related duties as assigned.

6. Authority of Position:

Authority limited to direction given and to operating within accepted office and management policies and procedures.

Works within the guidelines of legislation and policy, by-laws, resolutions and decisions of Council.

7. Working Relationships:

Contacts within the work unit are primarily with the Director of Building and Community Services, Municipal Council, Committees of Council, Administration and extend to the balance of the municipal departments.

7.1 With the Director of Building and Community Services

Receives direction and guidance.

7.2 With Council, Committees of Council

Receives policy direction from Council, Committees of Council.

7.3 With Other Staff Members

Usual cooperation and courtesy.

7.4 With Public

7.4.1 Interaction with the public is required to respond to general queries/requests/concerns relating to all Township Departments. The responses are generally determined and known based on corporate policy and procedures.

7.4.2 Interaction inside the work unit, outside the work unit and with the general public may require diplomacy, the ability to calm upset individuals and professionalism.

7.4.3 Interaction inside the work unit, outside the work unit and with the general public includes verbal and written response. Information and responses to enquiries are provided in a courteous manner.

7.4.4 Provides information on the content of corporate by-laws, policies and services and other public documents.

8. Required Knowledge and Skill

- 8.1 Post-secondary diploma and a minimum of one to two years general office experience with emphasis on computer, business, accounting, communications, or marketing courses.
- 8.2 Experience in office procedures, preferably with exposure to municipal government. Able to work well on own initiative and as part of a team; maintain confidentiality; possess excellent organizational skills and the ability to prioritize in a multi-tasking environment.
- 8.3 Excellent Interpersonal skills and written/verbal communications, public relations skills and proficiency in Microsoft Office applications are required.
- 8.4 Working knowledge of municipal governance, legislative and procedural framework related to statutes, regulations and by-laws affecting municipal management, with particular emphasis on the Municipal Act is considered an asset.

9. Working Conditions:

- 9.1 The normal working environment includes that of an office. Work is subject to frequent interruptions and is multi-tasked.
- 9.2 Risk of personal injury while performing duties is minimal. Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and data entry using a computer keyboard. Additionally, the position requires near, far, and color vision in reading correspondence, reports, and using the computer, and hearing is required

when providing phone and face-to-face customer service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds, is also required.

- 9.3 Usual hours of work are 35 hours per week. This position may necessitate an extended schedule of evening work for Committee and other meetings.

10. Impact of Error

- 10.1 Typographical errors if unnoticed could change the meaning of a document, letter, etc. which could cause possible problems for the Township.
- 10.2 Mechanical and clerical errors could be traced and corrected after delay and duplication of effort.
- 10.3 Incorrect information given to the public would result in confusion and unfavourable public relations.
- 10.4 Errors could be of concern but are likely to be detected and corrected utilizing the Organization's internal system (quality control, supervision, peer review). An error to a customer or client could cause some embarrassment but corrective measures can be taken.