



Job Description

Resource Assistant

Reports to: General Manager/Secretary Treasurer

Hours per week: 37.5 (Contract)

Grade: 3

Job Summary

The Resource Assistant provides administrative, and customer service support to the Kettle Creek Conservation Authority staff team. The Resource Assistant exercises a high level of confidentiality, attention to detail, customer service and time management skills. Reporting directly to the General Manager/Secretary Treasurer the position is an integral part of the KCCA staff team.

Duties and Responsibilities

1. Office Administration (90%)
 - a. Perform reception duties in an efficient and courteous manner including screening telephone calls, greeting visitors, responding to, and directing public enquiries directly and by telephone.
 - b. Assist the staff team with day-to-day clerical duties including but not limited to: agreement and procurement support, organizing meetings, preparing agendas and minutes, proofreading, editing and processing correspondence, issuing day-use permits and processing payments for over the counter sales.
 - c. Analyze incoming mail, faxes and correspondence for distribution/action by appropriate staff; initiate action on routine items. Prepare outgoing mail, including courier pick-up.
 - d. Prepare correspondence, reports and minutes. Collate, duplicate and mail correspondence, reports and minutes. Prepare routine responses for signature.
 - e. Consistently exercise a high level of confidentiality and discretion in handling correspondence, information, and all matters of confidentiality; raises issues where appropriate.
 - f. Establish, revise and maintain office organization and procedures to ensure efficient operation and recommend improvements. Maintain KCCA filing system which includes the creation, scanning, culling and destruction of files.
 - g. Order and maintain supplies for office equipment including the office printer, publications, safety supplies etc.
 - h. Provides back-up support to the Corporate Services Coordinator for day-to-day bookkeeping functions including accounts receivables (processing credit card, cash and cheque payments), payables and processing payments and reconciliations of the

campground reservation system including as necessary work assignments in the campgrounds.

2. Program Support (10%)

- a. Assist other program areas of the Authority as required including but not limited to the implementation of special events such as the Children's Water Festival, Forest Festival and other assignments as appropriate.

3. Other

- a. Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Authority policies, procedures, and guidelines. All necessary personal protective equipment must be used and maintained in good condition.
- b. Other duties as assigned.

Decision Making and Independence

List examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.

Example #1

The position receives a call of a reported spill of oil in a local waterway:

- Based on previous calls of this nature the position is trained to take the caller's information (name and phone number) and identify the location of the spill.
- The position will follow a standard operating message and direct the caller to the Spills Action hotline and refer the collected information or caller to the Water Conservation Supervisor for appropriate action.

Example #2

The position is asked to coordinate a lunch meeting for the Executive Committee of the Authority:

- The position will book the board room using the Teams Calendar.
- The position will determine the number of members attending and contact a list of known caterers for a price per meal estimate.
- The position will book the caterer and follow up to ensure delivery for the day of the meeting.

Example of a situation that is referred to the supervisor for direction or resolution:

- An issue/occurrence that would be considered abnormal, unusual, beyond their level of experience, outside of their comfort level or of a particularly sensitive nature.

- An issue/occurrence that cannot be resolved within the approved budget/scope or in accordance with existing policies.
- Day to day tasks that require supervisory approval due to established protocols.

Minimum Qualifications

Education (degree/diploma/certifications)

- Post-Secondary Diploma/Certificate in office administration, accounting, business or combination of equivalent post-secondary education and experience

Experience

- One year of proven experience in an administrative/bookkeeping support position
- Interest or experience in the natural resources sector or environment an asset.

License/Registration and Training

- Valid and unrestricted Class “G” driver’s licence with access to reliable transportation and be able to travel to various work locations across the watershed.
- Criminal Record Check

Skills/Knowledge

- Demonstrated project management, organizational and coordination skills
- Focused on desired outcomes by meeting and/or exceeding standards based on past performance, goals and objectives
- Takes personal ownership and responsibility for the quality and timeliness of work commitments
- Accurately estimates duration and level of difficulty of tasks and project, realigns resources to achieve priorities
- Recognizes critical errors in processes and practices and recommends corrective action
- Works cooperatively and effectively with others, encouraging teamwork through daily actions and by soliciting feedback from all levels of the organization
- Demonstrated ability to develop/prepare a variety of written materials such as general correspondence and reports
- Meets deadlines and follows organizational guidelines, policies, and standards
- Displays a high level of confidentiality and respects sensitive information
- Establishes priorities and identifies critical tasks that need be handled immediately
- Provides superior customer service to both internal and external customers in a pleasant, informative and timely manner; displays professionalism
- Optimize customer service in program areas through continuous improvements to corporate processes, tools and communication.

- Excellent problem solving, interpersonal, organizations and communication skills, tact and judgement
- Demonstrated accuracy in English, spelling, grammar and data entry
- Advanced proficiency in Microsoft Office software including Word, Excel, PowerPoint, and Outlook.
- Knowledge of current accounting software and the processing of accounts payable and receivables and bank deposits
- Working knowledge of common accounting software including DEXT, Quick Books Online consistently respecting and protecting