

Job Description

Administrative Assistant

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Administrative Assistant is responsible for performing clerical tasks and providing administrative support at Region of Queens Municipality. The role involves keeping records, coordinating communications and keeping the workplace organized and efficient.

This role directly supports the Deputy Chief Administrative Officer, Director of People and Culture, Municipal Clerk, Policy Analyst/Strategic Initiatives Coordinator, Protective Services Coordinator.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity as a general outline of duties. This list is not exhaustive nor does it limit the CAO to assign other duties as required.)



Description	Approximate Time Spent (%)
<p>Administrative Support Duties:</p> <ul style="list-style-type: none"> • Schedule meetings, appointments, events and conferences for the various department members • Answer phone calls, take messages and connect guests to the appropriate parties, facilitate communication between staff and guests • Conduct employment reference checks • Document/respond to email and escalate inquiries as appropriate • Create and maintain spreadsheets, reports and any other Region information in an organized and confidential manner • Prepare agendas, take/transcribe minutes and follow-up when necessary • Plan and book travel arrangements for staff • Timely filing, personnel file maintenance and compliance • Other functions and tasks as required 	<p>70%</p>

Description	Approximate Time Spent (%)
<p>Recording Secretary for Administrative Committees:</p> <ul style="list-style-type: none"> • Accessibility • Dismantling Discrimination and Hate • Fire Services • Policy Advisory Board • Emergency Management Organization Planning 	15%
<p>Office Management:</p> <ul style="list-style-type: none"> • Ordering and management of supplies inventory • Mail pick up and drop off • Maintenance and distribution of internal contact lists • Maintenance and distribution of organizational charts • Creation of Milestone Certificates • Clerical tasks including faxing, scanning, photocopying and printing • Keep senior management updated on any matters regarding the office, staff or Region events 	15%

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Associate's degree in Business Administration is an asset
- High School Diploma
- A strong commitment to ongoing professional development

Experience:

- A minimum of three (3) years of experience working in an administrative assistant role
- Municipal administrative assistant experience is an asset
- Knowledge and proficiency in administrative software (i.e. Office 365, Zoom, Teams, Adobe, etc.)

Knowledge/Skill/Ability:

- Knowledge of office management, office practices and procedures
- Excellent time management skills and ability to prioritize tasks by urgency and importance
- Strong attention to detail and proofreading skills

- High degree of initiative for problem solving
- Excellent organizational and planning skills
- Work effectively under pressure, in a team environment as well as independently
- Ability to learn quickly and adapt seamlessly to changes in practice, process, and various legislation
- Ability to effectively communicate with strong listening, writing, and presentation skills focused on promoting understanding and seeking clarity
- Ability to function effectively in a dynamic and fast-paced work environment with challenging and competing priorities and deadlines
- Ability to develop and maintain effective working relationships with municipal officials, employees, various levels of government, community groups, and the public
- Adherence to high standards of confidentiality

Work Demands

This position spends approximately:

- 90% of the time indoors
- 5% of the time outdoors
- 5% of the time driving a vehicle during work

Physical effort:

- Sitting, facing computer screens, using phones for extended periods of time
- Occasional lifting of equipment or materials
- Occasional off-site site visits
- Occasional travel within the Municipality

Mental effort:

- Strategic and critical thinking
- Multitasking and managing competing priorities
- High concentration during emergency situations
- Complex problem solving

Hours of work:

- 35 hours per week from 8:30 am – 4:30 pm Monday to Friday (one-hour unpaid daily lunch) with the ability to work some evenings and weekends based on operational need (subject to change and notably, summer hours for the months of July and August are typically 8:00 am – 4:00 pm).

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



- The Administrative Assistant reports directly to the Municipal Clerk.
- Works closely with department directors to ensure a commitment to a high level of public service in delivery of the goals and priorities set by Council.
- Develops and fosters close working relations with various external government agencies, consultants and associated professional groups.
- Works with the public with integrity in a professional and courteous manner.

POSITION CLASSIFICATION (Where this position fits)



Position Title: Administrative Assistant	Division: Administration
Department: Municipal Clerk	Classification: N/A
Positions Supervised Directly: N/A	Reports to (Direct): Municipal Clerk
Hours per week: 35 hours per week, 8:30 am – 4: 30 pm with a one-hour unpaid lunch Monday to Friday with the ability to work some evenings and weekends based on operational need.	Work Location: Administration Building (249 White Point Road)
Pay Grade: Grade 2	
Effective Date: August 15, 2025	Revision Date:

Organizational Chart

The reporting relationship of this position to others within the immediate department:

