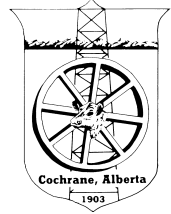




**TOWN of COCHRANE**  
**Job Description**



<b>Job Title:</b> Administrative Assistant – FCSS	<b>Department:</b> Community & Protective Services	
	<b>Division:</b> FCSS	
<b>Reports To:</b> Susan Flowers (FCSS Manager)	<b>Subordinate Positions:</b> N/A	
<b>Hours per Week:</b> 21 – 35 hours/week	<b>Wage Grid / Level:</b>	
<b>Approved by Director:</b>	<b>Reviewed by Human Resources:</b>	Nicole Chepil Human Resources Manager
<b>Signature:</b> _____	<b>Signature:</b>	_____
<b>Date Approved:</b> _____	<b>Date Reviewed:</b>	_____

**Position Summary:**

Reporting to Susan Flowers, this position is responsible for:  
 Providing administrative support to the FCSS staff, and relevant projects for Resource Centre, Parent Link Centre, staff and committees within the FCSS department. Provide back up reception duties as required.

**CORE DUTIES AND RESPONSIBILITIES**

(List the 7 - 10 main or core responsibilities in descending order of importance):

1. Greet clients on the phone and in person. Provide information and direction by assisting in basic client assessment and referral.
2. Provide administrative, clerical & technical support to the staff of FCSS, Parent Link Centre and Resource Centre. As well as the FCSS Advisory Board & other community groups as required.
3. Perform reception duties as required, including switchboard calls, balancing cash, opening and closing the centre, processing mail & couriers, assisting with the Library, monitoring supplies, executing security checks and payroll entre. Also responsible for booking meeting rooms and setting up security cards on Entrapass.
4. Register public in all Town of Cochrane programs, including FCSS, recreation and the swimming pool. Execute security checks and take payment for trade fair tables, garbage bags and donations.

5. Assist with training of all team members, allied professionals, all students and community groups. Also train public on all equipment they borrow.
6. Require indepth knowledge of all forms we provide, including Social Assistance, Seniors Services, Affordable Housing etc. Also have a vast knowledge of all programs, services and childcare options.
7. Assist with Volunteer Programs. Help manage Volunteer Income Tax Program.
8. Manage and/or assist with all stages of special projects, from planning to completion.
9. Assist with grant proposals, budge preparations for committees for special projects, the development of policies and procedures and the integration of standards.
10. Assist with preparation of submissions for the Cochrane Program Activity Guide, the FCSS Newsletter, the Cochrane Resources Directory and Resources for Retirement Guide.
11. The duties and responsibilities outlined above are representative, but not all-inclusive.

**KNOWLEDGE:**

(These are the minimum required standards to perform the job)

**Education and Experience:**

- High school diploma or equivalent
- College diploma / degree
- Three to five years experience
- Advanced technical knowledge of office equipment
- Problem solving and mediation skills

**Skills and Abilities:**

- Superior listening skills and intuition
- A high level of professionalism, great attention to detail and good typing skills
- Ability to work independently and as a strong team member
- Manage one’s own professional development and growth within guidelines and resources available.

**Certifications, Licenses and/or Designations:**

- Commissioner for Oaths is an asset
- Office Administration Certificate or Diploma
- Participation in the Town’s Minimum General Safety Training program

**COMMUNICATION AND INTERPERSONAL SKILLS:**

(List the typical requirements that occur on a regular or day-to-day basis)

- Advanced verbal, written and listening skills
- A good intuition
- Handle all inquiries with discretion and respecting confidentiality

- Non-judgmental
- Patient
- Willingness to learn and expand skills
- Maintain constructive relationships with both internal and external customers and suppliers.

**COMPLEXITIES AND PROBLEM SOLVING**

(List the typical requirements that occur on a regular or day-to-day basis)

- Great problem-solving skills
- Able to work well with continuous interruptions
- Advanced ability to assess needs quickly and link with resources
- Listen effectively and sometimes read between the lines
- Maintain a non-judgmental, professional attitude in emotionally difficult situations
- Embrace the values of the corporation and use them as a guide for conduct and decision-making.

**WORKING CONDITIONS:**

**Physical Effort:**

- Sitting for extended periods in an office environment
- Mental and emotional intensity due to social nature of organization
- Physical threat rare but possible

**Work Environment:**

- Typical office environment
- Can be emotionally stressful and intense

**SIGNATURES AND APPROVALS:**

\_\_\_\_\_  
Employee Name  
(Please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name  
(Please print)

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

This personal information is being collected for the purpose of the Town of Cochrane salary administration and performance management programs. It will be treated in accordance with the privacy protection provisions of Part 2 of the Freedom of Information and Protection of Privacy Act. If you have any questions or concerns, please contact the Human Resources Department at (403) 851-2517.