

Job Profile

This position will perform a variety of highly responsible, confidential and complex administrative duties primarily in support of the Office of the CAO and the Office of the Mayor, but also in support of the Internal Auditor, Senior Policy Analyst Intergovernmental Affairs, Corporate Planning and Strategic Initiative divisions, and Council. The successful candidate will have excellent organizational skills with a focus on quality customer service and continuous improvement processes. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference.

HOURS OF WORK

35 hours per week

DUTIES

- Provide administrative support to the Chief Administrative Office and the Office of the Mayor including the handling of sensitive and confidential matters. Act in the capacity of an Executive Assistant as required for vacation coverage.
- Provide administrative support to Councilors as required.
- Perform daily clerical work, including, centralized hard copy and electronic filing, dissemination of information, record keeping and archiving including project files.
- Provide excellent and timely customer service to both external and internal customers, via telephone, e-mail, website and in-person per policy and procedures.
- Independently and appropriately direct internal/public requests for departmental service.
- Act as a professional, effective and cooperative departmental liaison with peers and staff, representatives of other municipalities, the private sector and the general public.
- Preparation of letters, certificates and documents.
- Calendar management and organization of communications; tracking inquiries and complaints
- Printing, scanning, photocopying of documents.
- Monitor and order office supplies including printer supplies and repairs including picking up of supplies as required.
- Collect, process, respond, and distribute the mail.
- Coordinate event registrations and travel arrangements.
- Scheduling meetings.
- Conduct a variety of research and analysis.
- Data entry of financial transactions.
- Complete special projects and other duties as assigned.

QUALIFICATIONS

- Considerable experience related to the duties listed above, normally acquired through the completion of a post-secondary degree, diploma or certificate in Business Administration, Office Administration or a related discipline and considerable experience providing administrative support to senior management in a public or private sector environment and customer service in person and on the phone. Candidates with an equivalent education and experience may be considered.
- Excellent customer service skills with the ability to deal with the internal and external contacts in a courteous and efficient manner.
- Excellent organizational and problem solving skills with the ability to manage multiple tasks and priorities in a demanding environment.
- A team-oriented person with demonstrable initiative, change management skills, and a strong attention to detail.
- Excellent communications skills (both oral and written) with the ability to communicate with all levels of staff, stakeholders and the general public.
- Ability to maintain strict confidentiality and integrity.
- Advanced skills in Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Experience providing senior administrative support to a senior manager in a municipal environment is preferred.

THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE "CAREERS/JOBS" PAGE FORCURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR