

INFRASTRUCTURE SERVICES ASSISTANT

EXEMPT (Y/N): No	DIVISION: Solid Waste Services
SALARY LEVEL: Grid 1, Band 9	DEPARTMENT: Infrastructure Services
LOCATION: Field Road	SUPERVISOR: Manager, Solid Waste Services
APPROVED BY: GM, Infrastructure Services	DATE: November 2022
<i>Replaces: Infrastructure Services Assistant</i>	DATE: November 2019

SUMMARY Reporting to the Manager, Solid Waste Services, provides administrative support to initiatives undertaken in the Infrastructure Services Department primarily in the Solid Waste Services division, to help ensure that the delivery of services meets the expectations of internal and external customers.

KEY RESPONSIBILITIES *include:*

1. To provide departmental office support to the Manager and other Infrastructure Services staff, including preparation of correspondence, agendas, committee minutes, reports, invoices, purchase orders, work orders, ordering other materials, and procurement of supplies.
2. To respond to service enquiries from the general public, service providers, local government representatives, and other agencies related to solid waste and utilities.
3. To ensure effective communications are maintained between operations staff, contractors, and others.
4. To maintain the filing system and divisional statistical reports on a regular basis.
5. To coordinate the completion, authorization, and timely delivery of timesheets to Payroll.
6. To comply with and promote, safe work practices and procedures in order in support of a safe and healthy work environment.

TYPICAL ACTIVITIES *include:*

1. Drafts agendas and assembles supporting information for review by various members of the division, photocopies and distributes agenda packages for advisory meetings, open houses, and other public participation events.
2. Prepares accurate minutes by summarizing recommendations, discussions, and comments of meeting participants, distributes minutes within established time frames.
3. Prepares documents for obtaining supplies and contracted services for review, processes work orders and purchase orders as needed.
4. Initiates, drafts, formats, and proofreads routine correspondence, completes reports, forms, and other related documentation for finalization by the Manager or other Infrastructure Services staff.
5. Responds to Infrastructure Department customer enquiries, resolves problems or directs customers to appropriate person, and aids in contacting crew by radio for urgent or emergency calls.
6. Coordinates communication between field staff and office staff, enters and reviews landfill and transfer station staff time sheets and maintains Solid Waste procedures and manuals.

7. Maintains departmental data, enters and maintains data for operations tracking, inventory, work order and electronic purchase order databases, and generates reports as required.
8. Schedules and confirms appointments, vehicle bookings, meetings, processes conference and seminar registrations, and books travel arrangements for departmental staff as required.
9. Oversees the department filing system to ensure all digital and hard copy files are stored and managed in accordance with SCRD policy and procedures.
10. Provides information and assistance to public enquiries regarding utility billing and responds to other inquiries regarding utilities accounts such as conveyances or water/sewer fees, rates, and programs.
11. Other related duties as assigned.

QUALIFICATIONS

- Completion of Grade Twelve (12) or equivalent.
- Completion of fifteen (15) credits of post-secondary administration or business courses from a recognized post-secondary institution.
- Minimum of one (1) year's related office experience including providing customer service, formal minute taking, and proficiency with computer software including Microsoft 365 Suite, Word, Excel, PowerPoint, and Outlook, as well as Adobe Acrobat Standard or Pro.
- An equivalent combination of education and experience may be considered.
- Valid Class 5 BC driver's license.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Ability to type at a minimum 50 wpm is preferred.
- Ability to communicate effectively, orally and in writing, including ability to accurately draft, format and proofread documents including minutes, correspondence, and a variety of reports.
- Ability to record and draft minutes i.e., ability to comprehend, synthesize and summarize discussions and recommendations.
- Ability to work within deadlines, handle multiple tasks and successfully meet operational challenges.
- Ability to communicate effectively with staff, Board members and the public, maintaining a strong customer focus.
- Ability to interact effectively with customers by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Ability to work accurately and handle details that frequently change.
- Ability to work effectively as a member of a team.
- Ability to demonstrate a high degree of tact, diplomacy, and discretion.
- Ability to ensure that records and documents are maintained and disposed of in keeping with SCRD standards for confidentiality and FOIPPA requirements.