

**PROJECT ASSISTANT****EXEMPT (Y/N):** No**SALARY LEVEL:** Grid 1, Band 9**LOCATION:** Main Office**APPROVED BY:** GM, Infrastructure Services**DIVISION:** Strategic Initiatives**DEPARTMENT:** Infrastructure Services**SUPERVISOR:** Manager, Capital Projects**DATE:** Nov 2024*Replaces: Project Assistant**DATE:* Sept 2021

**SUMMARY** Reporting to the Manager, Capital Projects, provides administrative support services directly related to projects and initiatives within the Infrastructure Services Department, to ensure the delivery of services meets the expectations of internal and external customers.

**KEY RESPONSIBILITIES** *include:*

1. Provides administrative support services to divisional managers and other Infrastructure Services staff, primarily in Strategic Initiatives and Capital Projects, which may include, but is not limited to, the preparation of correspondence, agendas, reports, invoices, purchase orders, work orders, ordering materials, and procurement of supplies.
2. Responds to service enquiries from the general public, service providers, local government representatives and other agencies related to divisional initiatives, such as those related to water, wastewater, solid waste and ports.
3. Supports project leads with the preparation and administration of contract documents, including progress reports, change directives and financial administration.
4. Maintains effective communications between operations staff, contractors, stakeholders, the public, and others.
5. Maintains project filing system and divisional statistical reports on a regular basis.
6. Complies with and promotes safe work practices and procedures in order to maintain 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, and completes reports, forms and other related documentation for finalization by a Manager or other senior Infrastructure Services staff.
5. Maintains departmental data by entering and reviewing data for project tracking, rebate programs, and generates reports and retrieves files as required.

6. Maintains project tracking, projects design and construction management filing systems, and files and retrieves pertinent project data.
7. Schedules and confirms appointments, vehicle bookings and meetings, construction meetings, construction inspections, processes conference and seminar registration, and books travel arrangements for departmental staff as required.
8. Sets up and maintains departmental filing systems.
9. Provides information and assistance to public enquiries regarding utility billing, capital projects, and responds to other inquiries regarding utility accounts such as conveyances or water/sewer fees, rates and programs as required.
10. Other related duties as assigned.

#### **QUALIFICATIONS, EDUCATION, AND EXPERIENCE**

- Completion of Grade Twelve (12) or equivalent.
- Certification in a relevant discipline equivalent to fifteen (15) credits of post-secondary administrative support or business courses from a recognized post-secondary institution.
- Minimum of one (1) year's related office experience including providing customer service and formal minute taking, preferably in a municipal setting.
- An equivalent combination of education and experience may be considered.

#### **OTHER SKILLS/KNOWLEDGE**

- Proficient in Microsoft Office Word, Excel and Outlook.
- Proficient in Adobe Acrobat Standard or Pro.
- Typing speed minimum 50 wpm.
- Communicates effectively, orally and in writing, including ability to accurately draft, format and proofread documents including minutes, correspondence, and a variety of reports.
- Records and drafts minutes, i.e. ability to comprehend, synthesize and summarize discussions and recommendations.
- Works within deadlines, handle multiple tasks and successfully meet operational challenges.
- Communicates effectively with staff, Board members and the public, maintaining a strong customer focus.
- Interacts effectively with customers, contractors, by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Pays attention to detail and handles details that can change frequently.
- Works effectively as a member of a team.
- Demonstrates a high degree of tact, diplomacy, and discretion.
- Maintains and disposes of records and documents, keeping with SCRD standards for confidentiality and FOIPPA requirements.