

PARKS SERVICES ASSISTANT

EXEMPT (Y/N): No	DIVISION: Parks Services
SALARY LEVEL: (Under Review)	DEPARTMENT: Community Services
LOCATION: Field Road	SUPERVISOR: Manager, Parks Services
APPROVED BY: GM, Community Services	DATE: November 2024

SUMMARY: Under the general direction of the Manager, Parks Services, the Parks Services Assistant provides clerical and administrative support to the SCRD Parks Division to ensure delivery of service meets the expectations of staff and external customers.

KEY RESPONSIBILITIES *include:*

1. Provides departmental office support to the Manager and other Divisional staff, including drafting, formatting and proofreading of correspondence, reports, memos, contract documents, invoices, purchase orders, work orders, ordering materials, procurement of supplies, and other materials related to day-to-day activities.
2. Provides courteous, professional, and positive public relations with customers, the public, local government representatives, and other agencies by delivering quality customer service.
3. Responds to enquiries from the public, service providers, local government representative, and other agencies related to Parks Services.
4. Coordinates meetings, prepare and distribute agenda packages and minutes for a variety of meetings as required and to follow up on Board resolutions.
5. Coordinates the cemetery reservation/burial information system, including scheduling of burials and cremations and providing related information to the public.
6. Ensures effective and professional communications are maintained between operations staff, contractors, the public, and others.
7. Maintains and disposes of records and documents keeping with SCRD privacy and confidentiality policy and FOIPPA requirements.
8. Maintains departmental data, records, filing, records management system and divisional statistical tracking and reports.
9. Coordinates the completion and timely delivery of timesheets for divisional staff to Payroll.
10. Schedules and confirms appointments, meetings, processes conference and educational registrations and booking of travel arrangements for departmental staff as required.
11. To comply with, and promote, safe work practices and procedures to ensure a safe and healthy work environment.
12. Other related duties as assigned.

TYPICAL ACTIVITIES *include:*

1. Drafts agendas and assembles supporting information for review by various members of the division: photocopies and distributes agenda packages for meetings, open houses and other public participation events.

2. Prepares accurate minutes by summarising recommendations, discussions and comments of meeting participants, distributes minutes within established time frames.
3. Prepares documents for obtaining supplies and contracted services for review of Manager. Such documents may include but are not limited to tender documents, requests for proposals and equipment specifications.
4. Initiates, drafts, formats and proofreads routine correspondence, completes reports, forms, agreements, standard operating procedures and other related documentation for finalisation by the Manager.
5. Responds to telephone and email enquiries, screens and may respond to complaints from the public, referring more sensitive or complex issues to the Parks Manager as appropriate
6. Records and compiles quarterly and annual service data, such as cemetery plot sales, burials/cremations and camping site usage, and other key performance indicators for quarterly and annual operational reporting.
7. Sets up and maintains departmental filing systems.
8. Coordinates the completion, authorization and timely delivery of timesheets for division to Payroll.
9. Other 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, preferably in a municipal setting.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE

- Proficient in Microsoft Office Word, Excel, Outlook, PowerPoint, and Teams.
- Proficient in Adobe Acrobat Standard or Pro.
- Proficiency with computerized financial and cemetery services software, preferably Business World, Stone Orchard.
- Typing Speed minimum 50 wpm.
- 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 organize workload, set priorities and work with a minimum of supervision.
- Ability to work accurately and handle details that frequently change.
- Ability to interact professionally and effectively with staff, board members and the public, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Ability to work effectively as a member of a team.
- Demonstrates a high degree of tact, diplomacy and discretion.

KEY RELATIONSHIPS *To perform the typical duties of this job successfully, an individual must have contact with certain people that are not in the direct reporting relationship.*

External

- Board of Directors
- Committee and Commission members
- Consultants and contractors
- General public
- Other service providers, such as funeral directors.

Internal

- Parks and Recreation staff
- General Managers, managers and supervisors of other divisions
- Administration staff
- Receptionists and clerical staff in own and other service divisions

DECISION MAKING AUTHORITY *Decisions that are made in carrying out the typical duties of the job without referring to the Manager/Supervisor:*

- Exercising discretion in handling enquiries; determining how to refer calls, emails, and counter enquiries or complaints from the public regarding parks and cemetery issues.
- Determining how to format documents.
- Determining how to manage own workload and prioritize tasks appropriately.
- Organization of filing and cemetery information systems.
- Decisions on application of policy with respect to cemetery services, in accordance with policy guidelines.

PROBLEM-SOLVING

- Dealing with sensitive issues.
- Working within deadlines and multi-tasking.
- Conflict resolution.
- Maintaining professional and courteous public relations to ensure client satisfaction.

QUALIFICATION REQUIREMENTS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.*

MEASUREMENT DATA (to be used in combination with SCRD Core Competencies)

- Tact, diplomacy, and discretion in dealing with other staff members, the public and others; works effectively as a member of the Parks services team; public assisted effectively and efficiently; good problem solving skills used.
- All correspondence, invoices, applications and related material completed daily or as needed.
- Agenda packages and minutes prepared and distributed according to schedule.
- Written communication must reflect strong writing skills (grammatically correct, good sentence structure, no spelling errors, etc.).

- Extreme accuracy in data entry and completes data entry in a timely manner.
- Clear and professional communication with division staff, the public and others is always maintained.
- Standard Operating Procedures (SOP) manual is updated as required.
- Current parks and cemeteries information is available to the public.
- Information provided to others, such as contractors, legal counsel or provincial government representatives is researched thoroughly and reported in an accurate and timely manner.
- All records and documents are maintained and disposed of in keeping with SCRD standards for confidentiality and FOIPPA requirements.

SUPERVISORY RESPONSIBILITIES

- None.

ADDITIONAL INFORMATION

- May be required to attend evening and weekend meetings.
- The incumbent is expected to support corporate sustainability, respectful workplace, and workplace safety objectives.