

TOWNSHIP OF HOWICK

Operations Administrative Assistant - Job Description

Departments:	Development & Protective Services, Recreation & Facilities
Reports To:	Manager of Development & Protective Services/Fire Chief & Manager of Recreation & Facilities
Position Status:	Permanent, Full-time
Normal Work Week:	37.5 hours
Positions Supervised:	No supervisory duties
Location:	Gorrie Fire Hall, Township Municipal Office and Howick Community Centre
2025 Pay Range:	Non-Union, Pay Band C - \$30.86 - \$36.10 per hour

POSITION SUMMARY:

Under the direction of the Manager of Development and Protective Services/Fire Chief and the Recreation & Facilities Manager, the Operations Administrative Assistant provides administrative, financial reporting and technical support to the Development and Protective Services and Recreation & Facilities departments.

The successful candidate will complete the following duties for the Development & Protective Services Department: assist the public with general inquiries and complaints, complete various data entry duties, issue burn permits, perform records management activities, maintain and update departmental sections of the Township website, manage the Howick Fire Department social media pages, research, draft and update Standard Operating Guidelines (SOGs), receive and assist with processing Zoning Certificates, schedule and coordinate inspection schedules with contractors and developers, prepare and laminate permits, prepare invoices and maintain permit application and property files.

The Operations Administrative Assistant will also provide administrative support to the Manager of Recreation and Facilities, performing various data entry and invoicing duties along with regular communication with program registrants via inquiries, updating the Township website and creating social media posts.

KEY DUTIES & RESPONSIBILITIES:

Fire Department – 25%

- Act as the first point of contact for the public to the Fire department by ensuring that each person is assisted and directed to the appropriate service, in an efficient, friendly, and timely manner.
- Manage a large amount of firefighter data daily by reviewing and entering call response and firefighter activity data in FirePro software system.
- Prepare Fire Marque documentation following structure fires.
- Assist with processing quarterly payroll for the Fire Department.
- Enter training plans into FirePro and coordinate with Training Officers to update records as needed.
- Issue and update burn permits; follow-up with residents who have not renewed or recorded burns for the current year.
- Maintain current personnel information in FirePro, Who's Responding, and departmental files, including annual updates.
- Draft and review correspondence related to Fire Code and Open-Air Burning By-law enforcement.
- Ensure ongoing organization and updates of digital and physical filing systems, including relevant additions to property files.
- Assist in coordinating service providers and vendors for scheduled maintenance and projects.
- Update and track equipment inventory as changes occur.
- Assist in delivering the Fire Department's public education programs, including school and community event presentations.
- Support Fire Department inspections, including open-air burn and complaint related site visits in absence of the Fire Chief.

By-law Enforcement – 25%

- Receive and process by-law complaints; ensure all in-person and phone interactions are properly recorded.
- Create and maintain by-law enforcement files in FirePro as new cases arise and develop.
- Draft official notices, orders, and correspondence throughout the enforcement process.
- Coordinate and schedule follow-up inspections and ensure cost recovery items are submitted to the Finance department for invoicing.
- Manage dog licence applications and renewals; update records and issue follow-up notices and/or invoices for unexpired licences.
- Process kennel license applications; follow-up with previous kennel owners to confirm renewal status or closure.
- Maintain up-to-date server and paper files; ensure all relevant documents are added to property records.
- Maintain and update the By-law Enforcement section of the Howick Township website.
- Develop public education content for distribution via Howick's social media platforms.

- Prepare documentation for Provincial Offences Court and consult with legal counsel, as necessary.
- Assist with research, development and updates of by-laws, programs, and policies under management guidance.
- Provide limited enforcement support by initiating files and conducting preliminary inspections for minor by-law issues (i.e., noise, parking, lawn complaints) when timely response is required.

Building Services – 25%

- Provide secretarial and administrative support to the Chief Building Official (CBO) as required.
- Receive building, demolition, pool, and septic permit applications and ensure documentation within each application file is complete prior to CBO plan review.
- Receive and assist with the processing of Zoning Certificates.
- Assist with budget research, gathering information and statistics.
- Assist with drafting staff reports, correspondence, and by-laws as required by CBO.
- Monitor Building Department voicemail and follow-up with inquiries accordingly.
- Schedule and coordinate inspection schedules with contractors and developers.
- Responsible for the maintenance of permit application files and property filing system, both hard copy and electronic.
- Preparing and laminating permits.
- Prepare invoices, contact permit applicant upon permit being ready for pickup, and process payments when required.
- Provides general information related to the Municipality as may be required.
- Perform other related duties as assigned by the Chief Building Official.

Recreation & Facilities – 25%

- Provides administrative support to recreation programs process and the day-to-day operations of the Recreation & Facilities Department.
- Various administrative, communications and general tasks associated with recreation programs.
- Receives, responds to, or redirects inquiries, questions or complaints by phone, email and in person, from internal and external contacts regarding recreation programs.
- Reconcile program registrations made through Universus Sport and Recreation Management Software and create invoices.
- Assist with accounts payable duties for the Recreation & Facilities Department, managing and processing invoices to ensure timely and accurate payment to vendors.
- Assist with the development and delivery of all marketing and promotion materials for the Recreation & Facilities Department, update departmental website pages, and create engaging social media posts.

- Communicate with program registrants directly via phone or email or indirectly through the Township of Howick Recreation Department's social media accounts and the Township website.
- Research and investigate online payment options for Recreation Department.
- Assist with budget and report research, gathering information and quotes for Manager of Recreation and Facilities.
- Perform other related duties as assigned by the Manager of Recreation & Facilities.

EDUCATION AND QUALIFICATIONS

- Experience related to the duties listed above, normally acquired through the completion of a diploma in Recreation and Leisure Services, Marketing, Event Management, Office Administration, or closely related discipline. Candidates with an equivalent combination of education and experience may be considered.
- Experience in providing administrative support to senior management.
- Excellent organizational and office administration skills with the ability to manage multiple tasks in a busy environment and meet stringent deadlines.
- A self-starter with good critical thinking and problem-solving skills.
- Excellent oral and written communications skills along with experience in Accessibility for Ontarians with Disabilities (AODA) requirements.
- Demonstrated ability to:
 - Interact effectively and courteously with all levels of staff and contacts in a political and community/client service environment.
 - Always maintain a high standard of public relations.
 - Maintain relationships with internal and external stakeholders.
 - Perform in a manner which is consistent with corporate goals.
- A high level of professionalism and being flexible in adapting to change.
- Ability to respect and maintain a high level of confidentiality with sensitive issues.
- Advanced skills with Microsoft Office (Word, Excel, PowerPoint, and Outlook) Adobe Acrobat Pro, Website Content Management Systems, Facebook, and Instagram platforms.
- Ability to support departmental leadership in preparing, coordinating, and monitoring departmental budgets.
- Experience in financial systems (preferably Keystone) would be an asset.
- Knowledge of the Occupational Health & Safety Act.

WORKING RELATIONSHIPS

Internal – Daily communications with Development & Protective Services, Recreation & Facilities staff, other municipal departments. Occasional interaction with elected officials.

External – Vendors/Suppliers, Township residents, agencies, community groups, other municipalities, other levels of government.

WORKING CONDITIONS

Normal office environment working conditions apply. May be seated for extended periods (2-3 hours). There are many interruptions, and deadlines to be met. Work is confidential in nature and requires significant discretion. Exposure to disagreeable people and situations can be expected.

IMPACT OF ERROR

- Misrepresentation of data or inaccurate information could reflect poorly on the Township and have legal, financial, and long-term consequences.
- Decisions have an impact on the work of others within the department.
- Moderate impact on public relations.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job, but this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Signatures/Approvals	Signature	Date
Incumbent:		
CAO/Clerk: Caitlin Gillis		

*Terms and conditions of employment as per all Human Resources policies and procedures of the Township of Howick.
The Township of Howick is an equal opportunity employer and supports applicants of all abilities. Accommodations will be provided upon request in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).
Please contact the CAO/Clerk at clerk@howick.ca if you require accommodation.*

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for the purpose of candidate selection.