



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

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| <u>JOB TITLE:</u> | OFFICE ASSISTANT | <u>SCHEDULE:</u> | B |
| <u>DIVISION:</u> | CASUAL POOL | <u>PAYGRADE:</u> | 3 |
| <u>DEPARTMENT:</u> | VARIOUS DIVISIONS/DEPARTMENTS | | |

JOB SUMMARY:

The incumbent is responsible for providing clerical and administrative support to various divisions of the City of Prince George. Responsibilities may include reception, responding to inquiries, preparing correspondence and various other documents, organizing meetings, performing data entry, processing timesheets, invoices and requisitions as well as filing. Assignments are scheduled and with each assignment the environment and tasks change continuously, requiring a high degree of adaptability. Performs related duties.

MAJOR RESPONSIBILITIES:

Under divisional supervision, provides clerical and administrative services by:

- receiving in-person and telephone enquiries and requests from the public and City employees and responding or re-directing as appropriate;
- receiving calls, recording and forwarding messages for staff within the division;
- following up calls directly with customers to ensure request or enquiry has been answered.
- performing data entry in a variety of computer programs;
- typing and preparing correspondence;
- preparing a variety of documents;
- collecting and distributing mail, fax transmissions, emails, letters, etc.;
- processing time entry;
- preparing Requisitions for Goods/Services;
- preparing invoices for payment;
- preparing journal vouchers;
- recording and transcribing minutes and preparing agendas;
- scheduling appointments and meeting rooms;
- arranging for minor repairs of office equipment as necessary; and
- filing.

QUALIFICATIONS:

Education: High school graduation, [supplemented by a post-secondary vocational or college course/program in business, bookkeeping, office administration or other relevant field.](#)

Experience: A minimum of two years of experience in an administrative position.

Knowledge and Skills: Typing speed of 45 wpm. Considerable knowledge of office systems and procedures. Considerable skill and accuracy with data entry tasks. Advanced word processing skills. Intermediate level skills with spreadsheets. Ability to quickly learn computer applications pertaining to the work. General understanding of accounting principles. Good knowledge of services offered by the City. Demonstrated professionalism and commitment to customer service. Ability to work within a proactive team environment. Excellent verbal and written communication skills. Excellent interpersonal skills for providing information and service to the public, internal and external customers and co-workers. Good organizational skills to manage simultaneous completion of a number of varied tasks. Ability to appropriately direct customer concerns to facilitate problem resolution. Ability to keep abreast of changing work environment. Ability to operate a multi-line telephone. Ability to proofread documents. Ability to effectively adapt to a changing work environment. Ability to effectively respond to a high volume of work. Demonstrated commitment to maintaining a high level of confidentiality. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: -bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License: No
Vehicle Usage: No
Police Information Check: Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offenses related to the position

Prepared by: CK
Date prepared: April 27, 2004
Date revised: January 2021
Revised by: L. Hemsall
Date revised: **January 2022**
Revised by: **S. Young**