



Position Profile

February 2020

<p>Position Title:</p>	<p>Administrative Assistant</p>
<p>Reporting Relationships:</p>	<p>Departments: Development Services Department, CAO/Clerk’s Office</p> <p>Reports to: Building Inspector/Development Officer, CAO/Clerk</p> <p>Directs: N/A</p> <p>Internal Relationships: Employees, Mayor & Council, Planning Advisory Committee Members</p> <p>External Relationships: Residents, Municipal colleagues, Provincial departments, and contractors.</p>
<p>Overall Position Mandate:</p>	<p>The primary function of the Administrative Assistant is to assist the Development Services Department in its roles to ensure that buildings in the Village of New Maryland are in compliance with relevant Federal, Provincial and local codes and by-laws; and that the growth and development objectives of Council are achieved through the coordination and review of development applications within the provisions of the <i>New Brunswick Community Planning Act</i>.</p> <p>An additional function of the Administrative Assistant role is to provide administrative support to the CAO/Clerk’s Office as required.</p>
<p>Primary Position Responsibilities:</p>	<p><i>Following are the primary job duties and position responsibilities of the Administrative Assistant. The following statements are intended to describe the nature and level of work being performed but may not be an exhaustive list of all duties. Other duties and responsibilities may be assigned by the Building Inspector/Development Officer and/or CAO/Clerk.</i></p> <ol style="list-style-type: none"> 1. Acts as administrative support staff to the Development Services Department in preparation for the Planning Advisory Committee (PAC) meetings and attends the PAC meetings. 2. Support administratively the Development Services Department to ensure compliance with Federal, Provincial and Local Building Codes and Municipal By-laws.

<p>Primary Position Responsibilities Cont.:</p>	<p>3. Support administratively the Development Services Department in the coordination of development planning, applications and review processes.</p> <p>4. Assists administratively with the coordination of the rezoning process.</p> <p>5. Performs secretarial and administrative duties related to the Development Services Department and the CAO/Clerk's Office.</p> <p>6. Ensures accuracy and careful attention to detail.</p> <p>7. Manages workload.</p> <p>8. Applies efficient and effective communication.</p>
<p>Key Position Activities supporting Primary Position Responsibilities:</p>	<p>1. Acts as administrative support staff to the Development Services Department in preparation for the Planning Advisory Committee (PAC) meetings and attends the PAC meetings:</p> <ul style="list-style-type: none"> • Assists with the preparation of information packages prior to meetings; • Assists with the collection of relevant information for-alternatives under discussion; • Prepares correspondence in relation to the applications reviewed by PAC and other routine correspondence as required; • Assists with the public notifications in relation to applications before PAC; • Prepares the minutes of the monthly PAC meetings to ensure accuracy; • Assists with the NB Planning and Assessment Appeal Board matters in relation to appeals filed against decisions of the PAC or Building Inspector/Development Officer when requested by the Building Inspector/Development Officer; and • Contributes to the periodic review and by-law amendment process with respect to the Municipal Plan, Zoning, Building and Subdivision By-laws.
	<p>2. Support administratively the Development Services Department to ensure compliance with Federal, Provincial and Local Building Codes and Municipal By-laws:</p> <ul style="list-style-type: none"> • Assists with the development and coordination of an efficient and effective process related to building inspection, including procedures for permit application and review, fee collection, the scheduling and conducting of inspections, and reporting and filing; • Assist the Development Services Department in responding to inquiries from the public and developers concerning zoning, permitted uses, home occupations, building regulations, set-backs, etc.;

<p>Key Position Activities supporting Primary Position Responsibilities Cont.:</p>	<ul style="list-style-type: none"> • Reviews applications for new construction and renovations to ensure completeness; • Assists with scheduling onsite inspections of new building construction and renovations; • Ensures that an effective record management and retrieval system is in place, and that all documents and reports are filed promptly and appropriately; and • Assists in providing building permit report information on a monthly basis to Statistics Canada, Service New Brunswick, NB Department of Public Safety, WorkSafe NB, and the Canadian Mortgage and Housing Corporation.
	<p>3. Support administratively the Development Services Department in the coordination of development planning, applications and review processes:</p> <ul style="list-style-type: none"> • Assists in scheduling meetings with potential developers to provide information and advice and to determine if they meet all necessary subdivision and related requirements; • Ensures proper documentation is submitted by developers and forwards an application to the Building Inspector/Development Officer for review and approval; • Assists in keeping current on the expiry dates of all bonds and Letters of Credit to ensure the work has been satisfactorily completed or funds accessed; • Adds notes to each file as comments are received from the Village Engineer; • Assists with reports to the Department of Transportation and Infrastructure of new streets for Kilometrage contracts; • Assists with assigning street numbers to all lots approved in subdivisions as per NB 9-1-1 requirements and informs NB 9-1-1 and Canada Post; • Assists to ensure that all buildings have civic addresses as well as informing NB 9-1-1 of any changes; and • Assist with inquiries from lawyers when a property changes ownership regarding permitted uses, setbacks, outstanding work orders, and violations.
	<p>4. Assists administratively with the coordination of the rezoning process.</p> <ul style="list-style-type: none"> • Assists applicants and the Development Services Department with the rezoning process and application procedure; • Assist in the preparation of newspaper advertisements informing residents of rezoning applications and sending letters to property owners within 100 meters of property in question;

<p>Key Position Activities supporting Primary Position Responsibilities Cont.:</p>	<ul style="list-style-type: none"> • Assists with the facilitation of public presentations and public hearings relating to the Municipal Plan and Zoning By-law amendment applications; • Prepares meeting minutes for public presentations and hearings; • Assists in the preparation Municipal Plan and Zoning By-law amendments for Council and necessary motions; and • Assists with the filing of the enactment of rezoning amendments with the Registry Office and advertises that amendments have been registered.
	<p>5. Performs secretarial and administrative duties related to the Development Services Department and the CAO/Clerk’s Office.</p> <ul style="list-style-type: none"> • Takes Development Services Department inventory, purchases and orders supplies and materials related to regulations and programs; • Provides assistance to the Development Services Department and CAO/Clerk’s Office with the preparation of correspondence, reports, forms and other documents; • Assists in answering incoming telephone calls and directs them appropriately, takes messages and check voicemails/emails; • Assists in the scanning of correspondence and property file information for the file repository and record retention; • Participates in other committees or sub-committees for special projects that may be identified as priority by the Building Inspector/Development Officer or the CAO/Clerk; • Attends other evening meetings or special events as requested by the Building Inspector/Development Officer CAO/Clerk; • Assists in preparing, organizing and maintaining project scheduling charts for presentation in Development Services Department meetings as an update on projects and project activity deadlines for review and adjustment by the Building Inspector/Development Officer; • Assists with maintaining GIS database; • Assists in the preparation and drafting of new by-laws, by-law amendments, and/or policies and acts as a by-law enforcement officer; • Assists with the preparation of technical information bulletins and other Development Services Department related updates for the Village website. • Acts as a backup to the Duty Officer for the Emergency Operations Centre; • Assists in the planning and/or execution of special events as requested by the Building Inspector/Development Officer CAO/Clerk; and • Performs reception duties covering the Village office front reception desk as required.

<p>Key Position Activities supporting Primary Position Responsibilities Cont.:</p>	<p>6. Ensures accuracy and careful attention to detail.</p> <ul style="list-style-type: none"> • Ensures processes are in place to facilitate accuracy and attention to detail as part of normal work practices; and • Quickly applies initiative in all situations to ensure expeditious completion of assignments and required transactions.
	<p>7. Manages workload.</p> <ul style="list-style-type: none"> • Efficiently manages workload and other related Development Services Department work activities as required by areas of responsibility and assignments given by the Building Inspector/Development Officer and/or CAO/Clerk; and • Organizes and implements work in a manner supporting the capability to complete a variety of tasks and job responsibilities.
	<p>8. Applies efficient and effective communication.</p> <ul style="list-style-type: none"> • Ensures the Building Inspector/Development Officer and other required internal and external relations are informed of issues and requisite policy matters on a timely basis; • Ensures all correspondence is completed on time and in a thorough and comprehensive manner in order to foster positive internal and external perceptions; • Attends meetings and/or municipal events in a fully prepared manner and actively participates in discussions; and • Actively facilitates peers and client work relations and interactions in a positive and professional manner.
<p>Core Competencies & Organizational Values:</p>	<p>Personal characteristics and expectations consistent with Core Competencies & Organizational Values:</p> <p>Customer Confidentiality</p> <ul style="list-style-type: none"> • Ensure client, customer and supplier confidentiality is of primary concern and is committed to not discussing, showing or providing any information related to files or verbal discussions to any person(s), organization(s) or Village’s suppliers for any reason unless otherwise authorized by the CAO/Clerk. <p>Communications</p> <ul style="list-style-type: none"> • Communicates on a regular and timely basis information that is relevant to the Village of New Maryland and related employees. • Communicates both one-on-one and in team settings, whichever is most appropriate and cost effective.

Core Competencies & Organizational Values Cont.:

- Ensures two-way communication. Listens and delivers clear, concise messages to employees and residents.
- Constructively challenges organizational routines and practices, and supports new ideas.
- Presents information before groups and individuals in a meaningful, stimulating and effective manner.
- Ensures written communications are complete and delivered in succinct, articulate messages.

Professional Development

- Participates in continuous learning. Is actively engaged in self-development. Utilizes success, setbacks, challenges and change as learning opportunities.
- Effectively utilizes feedback, coaching and the appraisal process as a developmental and re-directional productive tool.
- Attends formal training, either within or outside the workplace. Training is to be linked with results in improved performance.

Teamwork

- Pro-actively promotes a climate of teamwork.
- Demonstrates respect for the thoughts and opinions of others, and supports the outcome of the Team.

Customer Focus

- Understands the link between the employees and residents.
- Initiates cost effective actions, innovations and plans to meet or exceed the needs of our residents.

Practices and Processes

- Utilizes technical abilities to ensure efficient and effective functioning in the area of responsibility.
- Persistently and constructively critiques and improves systems, practices and processes.
- Persistently strives to achieve the lowest possible cost without sacrificing customer service or employee commitment.

Planning and Problem Solving

- Effectively handles multiple priorities by utilizing effective organizing, planning and time management skills.
- Manages workload strategically.
- Analyses and identifies problems and seeks relevant information to creatively generate viable solutions.

Integrity and Trustworthiness

- Builds relationships based on trust and integrity with all fellow employees and customers/residents.
- Demonstrates care for safety and wellbeing of employees.

<p>Core Competencies & Organizational Values Cont.:</p>	<ul style="list-style-type: none"> • Builds positive relationships by demonstrating consistency in behavior, openness in communication, candor and a commitment to fairness and honesty. <p>Energy and Initiative</p> <ul style="list-style-type: none"> • Has a bias for action and maintains a high activity level. • Seeks challenges and takes initiative to solve problems. <p>Flexibility and Adaptability</p> <ul style="list-style-type: none"> • Demonstrates versatility in inter-personal relationships and communications. • Welcomes positive change, manages ambiguity and adapts to stressful situations. • Helps those around them through uncomfortable transitions.
<p>Qualifications:</p>	<p>To perform this job successfully an individual must be able to achieve each of the key objectives outlined previously.</p> <p>The minimum qualifications required to successfully perform the job of the Administrative Assistant are as follows:</p> <ul style="list-style-type: none"> ❖ High school graduation supplemented by post-secondary education/diploma in Office Administration or equivalent program and/or 2-3 years of experience in a receptionist, secretarial or administrative position; ❖ Experience in an automated work environment and proficiency in using computers, email and internet, fax and photocopy machines is required; ❖ Demonstrated proficiency in using Microsoft Office programs is required; ❖ Experience in website maintenance is considered an asset; ❖ Must be prepared to attain and maintain certification as a Commissioner of Oaths; ❖ Equivalent combinations of education and experience may be considered; and ❖ Bilingualism in French will be considered an asset.
<p>Knowledge, Skills & Ability:</p>	<p>The following knowledge, skills and abilities are required:</p> <ul style="list-style-type: none"> • Knowledge of office reception, secretarial and administrative practices and procedures; • Skill in using office equipment, computers and software, including proficiency in Microsoft Office programs; • Client services orientation including the ability to provide service in a friendly and helpful manner and respond appropriately to their inquiries, requests and complaints; • Tact and diplomacy when dealing with internal and external stakeholders;

<p>Knowledge, Skills & Ability Cont.:</p>	<ul style="list-style-type: none"> • High degree of discretion and ability to maintain confidentiality; • Flexibility, including the ability to adapt to and work effectively within a variety of situations and various individuals or groups; • Knowledge of Village of New Maryland By-laws and understanding of the process and procedures for by-law development, amendment and enforcement; • Knowledge and understanding of the municipality, including the social, economic, and political environment and development opportunities and challenges that face the municipality; • Effective communication skills, including the ability to listen actively, respond verbally in a manner that is clear and respectful, and prepare written communication that is clear and concise; • Planning and organizational skills, including the ability to assist in the development and implementation of operational goals, objectives, priorities, practices and procedures; • Time and stress management skills, including the ability to prioritize work, manage multiple demands, meet tight deadlines, remain calm during crises, respond constructively and support others in challenging situations; and • Teamwork and relationship-building skills, including the ability to establish and maintain effective working relationships with peers, Council members, residents, government officials, contractors, developers, colleagues and other stakeholders.
<p>Working Conditions:</p>	<p>The role of Administrative Assistant occasionally involves working in the evening in order to participate in the monthly PAC meeting and/or other meetings or events for Village related priorities.</p> <p>The Administrative Assistant performs administrative and secretarial duties that can be faced with frequent interruptions and the constant need to shift priorities to address the needs of residents, visitors, other staff, and members of Council.</p> <p>Stress may be experienced as a result of encounters with rude, angry or disaffected residents. There are also times when the Administrative Assistant may face stress due to the need to manage multiple requests and demands and complete tasks within tight deadlines.</p> <p>Particularly during busy seasons, the incumbent may have to assist in the management of multiple applications and projects at one time and will be confronted with many requests relating to departmental demands from residents, developers and/or contractors.</p> <p>As the need arises, cross departmental assistance to other staff may be required.</p> <p>Participation in community events may also be required on evenings and/or weekends.</p>

<p>Working Conditions Cont.:</p>	<p>In the case of emergencies or critical incidents, the Administrative Assistant may be required to perform duties in support of the Emergency Operations Centre.</p>
<p>Physical Requirements:</p>	<p>The Administrative Assistant may spend long hours sitting and using office equipment and computers, which can cause eye and muscle strain. Physical exertion may be required with respect to lifting or moving supplies, furniture or equipment in the course of daily duties or at community or special events.</p> <p>In the case of emergencies or critical incidents, as the Duty Officer for the Emergency Operations Centre, the Administrative Assistant could be exposed to risk related to environment and other hazards.</p>
<p>Hours of Work:</p>	<p>The standard hours of work are 8:30 a.m. to 4:30 p.m. Monday to Friday except on statutory holidays. There is also a requirement to attend the monthly PAC meeting during the evening and/or other meetings to participate in special community events held periodically on evenings or weekends as requested by the Building Inspector/Development Officer and/or the CAO/Clerk.</p> <p>It is a requirement for all staff members to work the New Maryland Day event and the Remembrance Day service.</p> <p>For additional information, please see the latest revision of the HR Policy Manual.</p>
<p>Salary:</p>	<p>The current salary range for this position is \$39,295 - \$46,312 and includes the compensation for attendance at the monthly PAC evening meetings.</p>

Certification and Approval

Employee Certification	Supervisor Certification
<p>I certify that I have read and understand the duties and responsibilities assigned to the position of Assistant Building Inspector/Development Officer.</p> <p>Employee Signature:</p> <p>_____</p> <p>Employee Printed Name:</p> <p>_____</p> <p>Date:</p> <p>_____</p>	<p>I certify that this position profile is an accurate description of the duties and responsibilities of the position of Administrative Assistant.</p> <p>Supervisor (Building Inspector/Development Officer) Signature:</p> <p>_____</p> <p>Supervisor (Building Inspector/Development Officer) Printed Name:</p> <p>_____</p> <p>Date:</p> <p>_____</p>

<p>Approved By CAO/Clerk</p> <p>Signature of CAO/Clerk:</p> <p>_____</p> <p>Printed Name of CAO/Clerk:</p> <p>_____</p> <p>Date:</p> <p>_____</p>
