

EMPLOYMENT OPPORTUNITY

FCSS OFFICE ADMINISTRATOR – TERM POSITION

POSITION SUMMARY

As the Town of Vegreville evolves, so do our employment opportunities. Our work culture includes a dynamic mix of professionals, with a diversity of skills and expertise. The Family & Community Support Services (FCSS) Department is looking for an administrative professional who serves as the first point of contact to the public and provides comprehensive clerical support to management and staff. This role requires a highly organized and detail-oriented person with the ability to multitask while fostering a trauma-informed lens to customer service. The FCSS Department promotes safety, collaboration, trustworthiness, and empowerment into their interactions with the public to better support residents while also supporting staff well-being.

DUTIES & RESPONSIBILITIES

- Provide front-line customer service by greeting people, responding to inquiries, and connecting individuals with the appropriate staff member or community resources.
- Answer and transfer phone calls, forward messages, follow up on inquiries, and place referrals.
- Assist with maintaining community directory and help posters to ensure accurate and up to date information is being provided to residents.
- Effectively compose, format, and edit a variety of written correspondence including preparing and proofreading documents.
- Create and maintain electronic and hard copy records, filing systems, and records management.
- Schedule appointments and meetings.
- Prepare and distribute agendas, minutes, and supporting documents for meetings.
- Track office inventory, including ordering supplies and coordinating deliveries.
- Accept payments and issue receipts.
- Process department invoices and other routine financial transactions with the Town of Vegreville accounts payable/receivables.

EDUCATION & KEY COMPETENCIES

- Strong written communication skills and ability to effectively compose, format, and edit written business correspondences.
- Communicate information accurately, clearly, and concisely using plain language principles.
- Comprehensive experience with Microsoft Office and various online programs such as Canva and Google Docs.
- Comfortable and skilled at providing a welcoming first impression, building trust, reducing negative encounters, and reducing potential for escalation.
- Work independently to make decisions and prioritize assignments to ensure all work is completed and deadlines met.
- Make timelines for projects and tasks when managing multiple tasks simultaneously.
- Evaluate situations, determine the source of a problem and find effective solutions.

- Certificate or diploma for Office Assistant, Office Administrative, or Administrative Professional.
- Previous experience working within the Human Services sector is an asset.
- Possess and retain a valid Class 5 Alberta Operator's Licence.
- Able to complete a Criminal Record Check with Vulnerable Sector.
- In good standing with the Canada Revenue Agency (CRA) – required for the Community Volunteer Income Tax Program.

Application deadline is Wednesday, May 22, 2024, at Noon.

To apply, email your resume and cover letter to employment@vegreville.com. Thank you to all that apply.

Only those selected for an interview will be contacted.