

JOB TITLE: Administrative Assistant - Tourism

REVISED:

DEPARTMENT: Facilities & Community Services

DIRECTLY RESPONSIBLE TO: Director of Facilities & Community Services

INDIRECTLY RESPONSIBLE TO: CAO/Clerk

MAIN PURPOSE:

Directed by the Director of Facilities and Community Services, the Administrative Assistant provides a variety of administrative functions associated with the day to day service delivery of the Travel Information Centre.

The successful candidate must demonstrate exemplary interpersonal, organizational and communication skills and be capable of working independently and as part of a team.

The incumbent will also be required to maintain general awareness of local and municipal matters, the local and regional tourism industry and corporate policies and procedures and issues affecting the Department.

The successful candidate must demonstrate exemplary customer service and passion for Blind River.

The position has access to confidential and sensitive materials and absolute discretion is essential at all times.

KEY RESPONSIBILITIES

- Provides executive administrative support to the Department for functions associated with day-to-day tasks
- Complete a wide variety of clerical duties such as processing mail, filing, and answering phones and emails
- Ability to develop and maintain effective working relationships with internal and external contacts
- Maintain existing and develop new processes and standardized procedures for administrative and visitor services functions designed to provide superior customer service in the most efficient manner possible
- Directly support Community Services on tourism initiatives and activities
- Assists with maintaining inventory, while ensuring items are priced correctly
- Provides customer support for visitor services counter operation

- Act as liaison to Facilities Department and Community Centre staff to ensure the Visitor and Tourism Centre and grounds adhere to health and safety requirements for visitors and staff
- Other projects as assigned

Qualifications

- Completion of Secondary School
- Ability to adhere to strict deadlines
- Minimum one-year experience working with point of sale, visa, and debit
- Advanced customer service skills
- Demonstrated tact, diplomacy and sound judgement skills
- General knowledge of tablets, smartphones and social media
- Bilingual preferred

WORKING RELATIONSHIPS:

Internal: Other departmental staff, Committees and Council.

External: Liaison with other municipalities, Provincial departments, agencies and various contractors. Suppliers of services and equipment.

WORKING CONDITIONS:

Office setting

Required to work 35 hours per week

Overtime/weekend work will be required

After hours meeting attendance may be required

COMPENSATION:

\$24.51 (Per CUPE Agreement, Administrative Assistant)

Revised: February 2024