



## POSITION DESCRIPTION

### Office Administrator February 2026

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#### REPORTS TO:

Municipal Clerk

#### POSITION SUMMARY:

The Office Administrator position is responsible for providing senior level administrative and clerical support services to the Municipal Clerk, Manager of Municipal Law Enforcement, and Chief Building Official in the execution of their duties and responsibilities.

#### MAJOR DUTIES & RESPONSIBILITIES:

##### Administrative / Clerical

1. Maintain effective relations with the public, dealing with general inquiries, complaints and provide guidance on a daily basis via telephone, email and front desk reception and processing over the counter sales and services.
2. Primary point of contact at the front counter and with Township phones, receive and process payments through the receipting software.
3. Provide and receive applications for Building / Demolition Permits, Access Permits and Civic Addressing, ensuring accuracy of required information is complete, receiving payment and follow-up letters, as well as distributing completed applications to the appropriate departments.
4. Responsible for reconciling and maintaining the Building Permit reporting database, software and submitting monthly reports to council.
5. Manage various office duties/processes such as creating and maintaining landfill passes, managing and ordering supplies, and drafting the township newsletter.
6. Liaise with Groundskeeper ensuring all required paperwork is complete and accurate, confirm extra work requests have been followed through, oversee the contracted work is being done in a thorough and time efficient manner.
7. Provide administrative support to various departments as requested and as assigned by the Municipal Clerk.

##### Municipal Law Enforcement Department

1. Lead liaison person to Manager of Municipal Law Enforcement entailing various administrative functions.
2. Maintain Municipal Law Enforcement department filing system.
3. Prepare crown briefs and other legal documents as required by the Manager of Municipal Law Enforcement.



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4. Support the administration, operation, and reporting of the Administrative Monetary Penalty System.
5. Support the administration of trailer licenses, dog tags, follow-up letters, receiving payment and maintaining accurate records.

#### Land Use Planning

1. Knowledge and experience pertaining to the *Planning Act* and back-up contact for interpretation of the municipal Official Plan and Zoning By-law.
2. In conjunction with the Municipal Clerk and/or municipal planner, conducts pre-consultation meeting with applicants, developers and agents prior to submission of planning applications.
3. Assists the Municipal Clerk in implementing any land use planning requests involving all but not limited to: Official Plan, Zoning By-law, Site Plan Agreements, Minor Variances, Consent to Sever, Re-Zoning Applications, Plans of Subdivision, and Shore Road Closings.
4. Prepares planning notices, by-laws, resolutions, and affidavits related to each planning file. Maintains planning files to ensure up to date data received and provide follow-up.
5. Consults with the Municipal Planner, Southeast District Parry Sound Planning Board and Ministry of Municipal Affairs pertaining to all land use planning matters, as required.
6. Utilizes digital mapping system (CGIS) to prepare circulations lists, notices and pre-consultation notes as required.
7. Maintains all current and closed planning files electronically and physically.

#### Elections and Records

1. Responsible for fulfilling duties as delegated by the Municipal Clerk in the Municipal Election process.

#### **EDUCATION / EXPERIENCE / SKILLS:**

1. Successful completion of a Business / Office / or Legal Administration program from college or university and/or equivalent experience.
2. Completion of the AMCTO Municipal Administration Program and specialized municipal training/education is considered an asset.
3. One to two years municipal or related experience an asset and the willingness to continually upgrade qualifications.



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- 4. Experience in a computerized environment with a working knowledge of Microsoft Word, Excel, WordPerfect, Outlook and the internet as well as payroll and tax software programs implemented within the Municipality.
- 5. Must have excellent verbal and written communication skills and the ability to relate to elected officials, peers, and the public in a professional manner.
- 6. Required to work under pressure within severe time constraints maintaining a high degree of accuracy and attention to detail.
- 7. An acute sense of confidentiality and judgment is required for this role.
- 8. Ability to work positively with others in a team environment.

#### **Independence of Action**

The job requires the application of established methods and procedures. Work may involve a choice of methods.

#### **Mental Effort**

Variety of duties with frequent interruptions. Varied levels of focus including continuous periods of short duration, frequent periods of intermediate duration and occasional periods of long duration.

#### **Physical Effort**

Work is typical of an office environment and is generally performed at a desk but also includes short periods of walking or standing at a counter. Intensity requirements include light activity over long durations, some medium activity over intermediate durations and occasional heavy activity over short durations.

#### **Dexterity**

Requires tasks that demand the coordination of coarse and fine movements, where, speed is a major consideration and/or coordination of fine movements, where, speed is a moderate consideration.

#### **Accountability**

Actions could result in minor loss of time or resources and may affect the work of others.

#### **Safety of Others**

The degree of care required is typical of a general office setting.

#### **Supervision**

Supervisory responsibility is not normally part of the job requirement but there may be a requirement to show others how to perform tasks or duties.

#### **Contacts**



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Deal with or settle requests, complaints or clarification of information. Specialized or sensitive cases are generally forwarded to a supervisor.

#### **Working Conditions**

Work may involve dealing with difficult individuals and includes occasional exposure to rudeness or profanity.

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*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.*