

RECEPTION & ADMINISTRATIVE CLERK



Eastern Regional Service Board (ERSB) has been established by the Province to plan and operate the regional solid waste management system for residential and commercial users across the eastern region. We are seeking a **Reception & Administrative Clerk** to provide routine work processing and receptionist duties in support of the administrative and communications functions of ERSB.

Duties And Responsibilities Include But Are Not Limited To:

1. Acts as first point of contact for clientele, greeting visitors and determining nature of requests and, where possible, provides information to the client. In circumstances where information is not readily available, identifies most appropriate action to be taken and expedites requests accordingly. Responds to enquiries concerning programs and services and directs enquiries as required.
2. Provides information on policies and procedures to the general public by telephone or in person and prepares replies to routine requests for information.
3. Receives all in-coming calls and routes requests for further information to appropriate personnel.
4. Ensures efficiency in handling of reception duties and maintains tidiness of the common area.
5. Provides cashier services by accepting payments at the counter, electronically or via mail, in accordance with the various payment methods used by ERSB and issuing accurate receipts for these payments. Contributes toward safekeeping of ERSB funds by maintaining continuity of receipts, making correct change, counting cash, balancing and accounting for all monies received. Prepares deposits for financial institution as required.
6. Receives, opens, records, time/date stamps and distributes mail.
7. Endeavors to calm volatile visitors, diffuses problems and handles emergencies.
8. Prepares correspondence, memos, reports and presentations for all workers.
9. Orders supplies, maintains inventory of office supplies and co-ordinates repairs to office equipment.
10. Maintains manual and computerized filing system and ensures that filing is completed on a daily basis. Operates office equipment.
11. Organizes travel and accommodations requirements when required.
12. Provides backup support for the Administrative Division.
13. Ensures the Manager of Corporate Services is apprised of all any problems.
14. Performs other related duties as assigned by the Manager.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- A team player
- Excellent computer skills
- Excellent interpersonal and customer services skills
- Exceptional organizational skills and communication skills
- Ability to deal with others in an effective, respectful and informative manner.
- Ability to multi-task, adapt to changing needs and establish priorities.
- Ability to exercise good judgment, courtesy and tact in dealing with the public and in proper disposition of problems
- Ability to carry out verbal and written instructions accurately and efficiently while working under minimum supervision.
- Must be proficient in the use of TownSuite Municipal Software.

EDUCATION AND TRAINING:

Successful completion of a post-secondary Business or Office Administration Program from a recognized educational institution, supplemented by 3 to 5 years work experience at an administrative support level.

COMPENSATION:

The salary range for this position is \$36,221 - \$42,005 per annum.

CLOSING DATE:

Applications must be received by 3:00 p.m., Tuesday, **July 17, 2018**.

Interested persons should email their resumes along with three (3) references to the attention of Manager Corporate Services by email info@ersbnl.ca or fax to 709-579-5392.

NO TELEPHONE INQUIRIES PLEASE. WE THANK YOU FOR YOUR INTEREST; HOWEVER, ONLY THOSE SELECTED FOR INTERVIEWS WILL BE CONTACTED.