

ADMINISTRATIVE COORDINATOR PERMANENT FULL TIME

The Town of Morinville is a vibrant, growing community located in the Edmonton Metro region. With a resident population of approximately 10,500, Morinville has a healthy business and residential community that offers an excellent quality of life in a smaller urban setting.

The Town of Morinville is currently seeking a dynamic, experienced and service oriented individual to lead our Administrative Support Services Team at Town Hall. Reporting to the Manager, Communications and Legislative Services, the Administrative Coordinator leads the front-line service delivery and provides administrative and office management support as a member of the Administrative Support Services Team.

Responsibilities include but are not limited to:

- Responsible for the overall supervision of assigned services and activities of the Customer Services Representatives.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures.
- Plan, direct, coordinate, and review the work plan for admin support services staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve challenges.
- Provide guidance and support to customers experiencing problems accessing or obtaining specialized information, and refer to the appropriate program area or organization for resolution.
- Process business and individual customer transactions, determining that eligibility requirements are met and obtaining required documents.
- Collect and process payments, reconcile payments with transactions, and maintain files along with the electronic database systems.

Key Skills & Attributes

Customer Service and Communication Skills

- Experience providing in-person, front counter customer service responding to inquiries, providing advice and information, and resolving customer issues.
- Seeks an understanding of customer inquires and then responds with clear and concise information.

Problem Solving and Analytical Skills

- Uses critical thinking and problem solving to assess situations, identify options, and then respond.
- Demonstrated judgement and tact when interacting with customers.

Collaboration and Organizational Skills

- Flexibility and collaboration skills to effectively work in a team-driven environment.
- Facilitate operational requirements and decision making by encouraging new and different ideas.
- Developed planning and organizational skills to organize and prioritize workloads.

Financial and Administrative Skills

- Experience with cash handling such as collecting payments, balance floats, prepare deposits, and operating point of sale machines to process monetary transactions.

Requirements:

- Post secondary education in Office Administration or related field.
- A minimum of 3 years of client services support experience, preferably in a municipal government or public sector environment
- Supervisory experience is preferred.
- Demonstrated proficiency is computer software systems related to POS, Diamond Software, Microsoft Office
- The successful candidate will be required to provide a satisfactory Criminal Record Check prior to commencement of employment

Compensation/Hours of Work: Annual salary range of \$53,926— \$64,391 (7 Step Grid), based on 35 hours per week. We offer a comprehensive benefits package including Pension, professional development opportunities and a supportive work environment.

Application Deadline: Tuesday, October 19, 2021 at 12:00pm (noon)

Submit resume and cover letter quoting "Competition #202156-AC" to:

Human Resources, Town of Morinville
10125-100 Avenue, Morinville, AB T8R 1L6
Email: hr@morinville.ca | Fax: 780-939-5633 | Web: www.morinville.ca

The Town of Morinville thanks all applicants for their interest; however, only those under consideration will be contacted.

