

# Job Description

## Administration Manager

<b>Job Title:</b>	Administration Manager
<b>Job Type:</b>	Full-time, Salaried
<b>Reports To:</b>	Director of Administration

### Job Purpose

The Administration Manager is responsible for the management of the district's administration department including, but not limited to, records management, by-law development and enforcement, policy drafting and review, development planning administration and right to information requests for the municipality.

### Duties and Responsibilities

The following are the primary duties and responsibilities of the Administration Manager. The following statements are intended to describe the nature and level of work being performed but may not be an exhaustive list of all the duties and responsibilities required for the position. Other duties and responsibilities may be assigned by the Director of Administration.

- 1. Supervise and assist the administration coordinator with records management systems.**
  - Establishes and maintains effective record management and retrieval systems in accordance with legislative requirements and municipal needs;
  - Works collaboratively with the administrative team to ensure consistent practices and accurate record-keeping;
  - Ensures proper filing and recording procedures (coding) for the immediate and long-term retention of the municipality's financial and daily documentation;
  - Acts as custodian of historical records and sets schedules for archiving to the *Provincial Archives of New Brunswick* and destroying such records in accordance with the *Municipal Retention Authority* system;
  - Keeps correspondence file current and distributes copies to appropriate staff, then files material accordingly.
  
- 2. Assists in drafting municipal by-laws, policies, and contracts.**
  - In consultation with the Director of Administration, participates in the development of new by-laws or by-law amendments, new policies or policy amendments and new contract or contract amendments including researching and gathering information, preparing drafts for review by the Director of Administration, the relevant Committee and finalizing drafts to present to Council for approval;
  - Responds to straightforward by-law complaints from local citizens, elected officials, and businesses, and directs other inquiries to appropriate staff as required.
  
- 3. Assists with development planning administration functions.**
  - Develops and maintains a working knowledge of the Local Governance Act and the Community Planning Act;
  - Refers all zoning, building and subdivision applications to the district's Land Use Planning service provider for their approval;
  - Refers all development and building permit applications to the district's Land Use Planning service provider for their approval;

- Refers all property owners to the district's Land Use Planning service provider to assist with preparation of the paperwork for various amendments, variances, and certificates;
- Develops and maintains vacant land catalogue;
- Assists Director of Administration in development of agreements.

**4. Assists with the RTIPPA (Right to Information and Protection of Privacy Act) function for the municipality.**

- Coordinates responses to requests made under RTIPPA;
- Responsible for researching issues and developing written proposals, policies, reports, and strategic plans;
- Liaise with and develop responses to requests from the public, organizations, school districts, other jurisdictions and stakeholders.

**5. Assists with research and coordinating economic and business activities including providing support to local businesses and business groups.**

- Assists in implementing an economic stimulus strategy for entrepreneurs and commercial/industrial businesses;
- Assists in consultations with existing, new, or proposed businesses regarding business plans and marketing information;
- Assists area businesses with various projects and organizations;
- In combination with the Director of Administration, actively participates with the Florenceville-Bristol & District and Centreville Chambers of Commerce by attending meetings and helping with projects;
- Develops a detailed community profile and other demographic information to promote the district;
- Identifies the needs of the business community and makes recommendations to the Director of Administration for appropriate action;
- Provides economic information to the private sector;
- Identifies and promotes new businesses and industrial opportunities;
- Refer economic leads which are a benefit to the district to the Director of Administration;
- Responds to requests from within and outside the municipality for business-related statistical information;
- Works with the Director of Tourism for tourism business-related inquiries;
- Works with the Director of Operations to respond to requests for district-owned site visits, availability of land/buildings and facilitates tours of the municipality and its facilities.

**6. Assists with the Information Technology needs of staff**

- Coordinates set up of computers, laptops, email accounts, software, and hardware needs of staff;
- Keeps an inventory of equipment;
- Renew domain names and website platform subscriptions.

**7. Performs other administrative and technical duties related to office administration.**

- Reviews potential funding options and works with the various departments and Chief Administrative Officer to apply for funding;
- Prepares correspondence, articles for publication, newsletters, and other public communications;
- Responsible for the development and maintenance of the district's website;
- Responsible for posting administrative matters on the district's social media pages.

**8. Acts as the backup for office reception duties in the Administration Coordinator's absence.**

- Welcomes and directs visitors arriving at the reception area;
- Answers all incoming telephone calls and directs them appropriately, takes messages, checks voicemail, and sets public voicemail messages;
- Checks general municipal email account and responds or forwards to appropriate staff as required;
- Responds to public inquiries, addresses straightforward issues, or concerns, and directs other inquiries to appropriate staff as required (e.g., customer account queries to the Treasurer and building maintenance to the Public Work & Maintenance Supervisor);
- Picks up, opens, and distributes incoming postal mail, and collects and prepares outgoing mail for postal or courier service;
- Tracks staff movements (who is in and out, on vacation, in meetings etc.);

- Receives complaints and concerns and deals with them or directs them to the appropriate staff member;
- Logs all complaints in a log with the following information - name of complainant, phone number/e-mail, date, department, category, complaint details, who handled the complaint, resolution details and date;
- Monitors visitor access to offices;
- Provides assistance with the faxing and photocopying of documents and distributes copies as requested;
- Schedules appointment, deliveries and bookings and keeps a log of each;
- Organizes council chamber, conference room, meeting room, Community Hall, and Riverside Park bookings;
- Acts as cashier;
- Accepts municipal payments from residents and is responsible for securing the cash box;
- Records utility receipts;
- Completes sewer account requests for information;
- Performs routine errands as required (bank, post office, etc.);
- Tidies and maintains reception area, kitchen, Council Chambers, and storage rooms.

### **Qualifications**

The minimum qualifications required to successfully perform the job are as follows:

- High School graduation supplemented by post-secondary education in a relevant discipline;
- 2-3 years supervisory experience in administration or related department;
- Valid New Brunswick driver's license;
- Experience in an automated work environment and proficiency in using computers, email, Internet, fax, and photocopy machines is required. Demonstrated proficiency in using Microsoft Office programs, PowerPoint, SharePoint;
- An equivalent combination of education and experience may be considered.

The following job certifications are considered an asset:

- Standard First Aid and CPR Certificate;
- WHMIS (Workplace Hazardous Materials Information System) Certificate;
- 2-3 years of experience in municipal administration and file maintenance systems;
- A certificate in local government administration would be an asset.
- Other certificates in Local Government Administration.

### **Knowledge, Skills, and Abilities**

The following knowledge, skills and abilities are required:

1. Communications Skills
  - Effective communication skills, including the ability to listen actively, respond verbally in a manner that is clear and respectful, and prepare written communications that are clear and concise.
2. Client Service Orientation
  - The ability to consistently communicate in a friendly and helpful manner and respond appropriately to client inquiries, requests, and complaints.
3. Interpersonal Skills
  - Teamwork and relationship-building skills including the ability to establish and maintain effective working relationships with peers, subordinates, Council members, residents, government officials, auditors, contractors/suppliers, business representatives and other stakeholders.
4. Political Skills

- Knowledge of the *Local Governance Act* and the *Community Planning Act*, and understanding of relevant legislation, policies, procedures, protocols, rules, and regulations concerning the structure and functioning of municipal government;
  - Knowledge of district by-laws and understanding of the process and procedures for by-law development and amendment;
  - Knowledge of district policies and understanding of the process and procedures for policy development and amendment.
5. Research and Analytical Skills
- Analytical and problem-solving skills, including the ability to research, analyze and evaluate alternatives and develop recommendations related to a range of administrative matters;
  - Ability to accurately define and effectively address problems as they arise.
6. Organizational Skills
- Flexibility, including the ability to adapt to work effectively within a variety of situations and with various individuals or groups;
  - Planning and organizational skills, including the ability to develop and implement administrative goals, objectives, practices, and procedures;
  - Ability to set realistic goals and develop plans to achieve them;
  - Time and stress management skills, including the ability to prioritize work, manage multiple demands, meet tight deadlines, remain calm during crises, respond constructively and support others in challenging situations.
7. Manual Skills
- Skill in using office equipment, computers, and software, including proficiency in Microsoft Office, Publisher, PowerPoint, SharePoint, social media platforms, and website maintenance tools;
  - Skill in designing and maintaining the district's website.
8. Other Skills
- Knowledge of office procedures;
  - Attention to detail and ability to maintain a high level of accuracy in preparing and entering information;
  - High degree of discretion and an ability to maintain confidentiality.

### **Working Conditions**

The role of the Administration Manager may occasionally involve long hours of work, sometimes commencing early in the morning and running until late in the evening to attend Council sessions or Chamber of Commerce meetings. Stress may be experienced by encounters with rude, angry, or displeased residents. Record management tasks require concentration, attention to detail and high levels of accuracy. There are times the incumbent may face stress due to the need to manage multiple requests and demands and complete tasks within tight deadlines. Assistance may be requested from other staff, sometimes, and may be faced with frequent interruptions and the constant need to shift priorities. Participation in community events may be periodically required on evenings, weekends, and statutory holidays.

### **Physical Requirements**

The Administration Manager may spend long hours sitting and using office equipment and computers, which may cause eye and muscle strain.

### **Hours of Work**

The incumbent is required to work Monday to Friday 8:00 a.m. to 4:00 p.m. (may include statutory holidays if deemed necessary by the Chief Administrative Officer for community event participation).

**Certification and Approval**

Employee and Supervisor Certification

<p>I certify that I have read and accepted the duties and responsibilities assigned to this position.</p> <p>_____</p> <p>Signature (Employee)</p> <p>_____</p> <p>Printed name</p> <p>_____</p> <p>Date</p>	<p>I certify that this job description is an accurate description of the duties and responsibilities assigned to this position.</p> <p>_____</p> <p>Signature (Supervisor)</p> <p>_____</p> <p>Printed name</p> <p>_____</p> <p>Date</p>
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Approved by Chief Administrative Officer :	
Printed Name:	
Date:	