

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

## ADMINISTRATIVE SUPPORT SPECIALIST

### Permanent Full-Time

<b>JOB ID:</b> C55-24	<b>LOCATION:</b> 151 Centre Street, Shelburne ON
<b>JOB TYPE:</b> Permanent Full Time (Union)	<b>DEADLINE TO APPLY:</b> 4:30 p.m. on July 5, 2024

Reporting to the Associate Administrator, the Administrative Support Specialist is responsible for the administrative and clerical duties of the Dufferin Oaks Administration Department and support of other departments throughout the home as required. This position provides backup and relief of departmental Accounting Clerk positions.

### What we can offer YOU!

- A competitive hourly wage ranging between \$27.23-\$30.25 (2024 Union Pay Grid);
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Eligible to enroll in OMERS pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment

### What you'll do

- Maintain office supplies, ensuring appropriate inventory levels, including ordering, receiving deliveries, and organizing storage areas
- Send, receive, and distribute mail, including courier services and fax transmissions. Responsible for electronic postage machine, ensuring sufficient postage levels and supplies and replenishing as necessary. Prepare usage reports as required
- Provide support for office equipment, including supplies, resource bookings, operation, and service coordination
- Responsible for the management and coordination of electronic and manual files in accordance with corporate and legislative requirements. Including, but not limited to filing, storage, destruction and database entry
- Lead and provide support in the development of forms and documents as required, utilizing appropriate software and technology
- Participate in staff orientation and new resident admission processes
- Meeting coordination, including scheduling, resource booking and preparation of minutes, agendas, reports and correspondence as required
- Support departmental quality initiatives, including completion of identified audits and best practices. Identify opportunities for policy, business practice and process improvements
- Undertake special projects as assigned
- Act as the primary point of contact for inquiries from the public, outside agencies and other departments
- Provide visitor and resident support, including determining and facilitating appropriate service requirements
- Primary contact for facility bookings by external users
- Responsible for internal and external communications as directed. This includes development and

posting of effective communication materials, utilizing graphic design skills and software, ensuring applicable legislative requirements are met

- Act as Dufferin Oaks liaison on applicable corporate committees, including Dufferin County Communications Team
- Responsible for posting updates and edits of Dufferin Oaks internal and external website content
- Prepare accounts payable invoices for submission to Accounting Clerk, ensuring accuracy and appropriate GL account coding, authorization and backup
- Identify accruals for year-end treasury reports
- Create Purchase Orders and Cheque Requisitions as requested
- Reconciliation and submission of Dufferin Oaks corporate credit card statements as per Finance Department specifications
- Receive and process payments from residents and other stakeholders
- Responsible for processing of donations, including collection, preparation and distribution of charitable donation receipts and acknowledgements
- Maintain Resident Petty Cash, including deposits, reimbursement, reconciliation and replenishment
- Other duties as assigned

### **What you'll bring**

- Two (2) year post-secondary diploma in Business Administration or related field
- Minimum one (1) year of related experience in an administrative function
- Excellent customer service and communication skills (oral and written) with the ability to respond to and communicate effectively in-person, over the phone or via written correspondence, including tactfully handling or escalating difficult situations
- Ability to engage with a wide variety of people with a high level of professionalism, compassion and courtesy including culturally, socially, and economically diverse populations, seniors, persons with disabilities and professional colleagues.
- Ability to ensure confidentiality and privacy of financial records and resident information.
- Excellent organizational and time management skills to meet the challenges of a busy work environment
- Demonstrated ability to effectively utilize Microsoft Office software applications
- Proven ability to work both independently, as well as a team member, within a small working group
- Valid Class G driver's license and access to reliable transportation required
- Satisfactory police vulnerable sector screening when working in Long Term Care
- Two Step Tuberculosis test when working in Long Term Care

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

### **Ready to apply?**

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: [hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by July 12, 2024. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.