

Job Posting: #2021-23

Job Title: Special Project Assistant (Temporary)

Department: Community Services

Reports To: Clerk/Director, Community Services

Status: Temporary Full Time Six Month Assignment

Hours per Week: 35

Salary: \$20.58 to \$25.01 per hour

Application Due Date: Friday May 14, 2021

Position Summary

Under the direction of the Clerk / Director of Community Services, participates in the Municipality's process mapping project. Tasks include mapping the Municipality's customer facing processes, assessing mapped processes for efficiencies, and drafting procedures based on the process maps.

Role Specific Duties and Responsibilities

Process Mapping:

1. Assists in the project plan for the Process Mapping project.
2. Conducts interviews with municipal staff across all departments to ascertain existing processes.
3. Develops process maps in electronic format to reflect municipal customer facing processes.
4. Reviews process maps for accuracy with departmental staff and senior management.
5. Recommends process improvements related to efficiency and customer service to departmental staff and senior management.
6. Drafts written internal procedures for customer facing processes.

General Duties and Accountabilities

1. Provides a high standard of customer service while responding to enquires and resolving complaints from the public and staff.
2. Provide and maintain a high degree of confidentiality and security of information at all times. Where information is developed prior to staff/public release, ensure confidentiality of information provided to produce content for Council and other sensitive information sources.
3. Work in compliance with the *Occupational Health and Safety Act*, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.

4. Perform other duties as may be assigned in accordance with department and corporate objectives.

Required Certifications and/or Health and Safety Requirements

- Possess a valid Class "G" Driver's License in good standing.

Education, Skills and Experience

1. Ontario Secondary School Diploma required. Post-secondary diploma/degree in administration, business, political science or related discipline or an equivalent combination of education and experience an asset.
2. Experience in a legal, municipal and/or records management environment would be considered an asset.
3. Familiarity and understanding of project management processes and objectives.
4. Thorough working knowledge of Microsoft Office applications required.
5. Strong organizational skills with an ability to set priorities and coordinate work to ensure timely completion while working under pressure to meet corporate and other deadlines with minimal supervision.
6. Ability to maintain confidentiality, be tactful in all dealings, and be self-motivated.
7. Ability to multi-task, to work with interruptions, and to display common sense and patience.

Physical Demands and Working Conditions

- Physical demand requires considerable sitting and computer usage. Working conditions are in a standard office environment with exposure to written and verbal criticism from the public and phone/counter interruptions.
- Normal hours of work are 35 hours per week, Monday to Friday; attend occasional meetings outside normal working hours, as required.

Contacts and Interactions

- Communicates regularly with senior management and municipal staff. Occasional interaction with Mayor and Council.



Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume in PDF format directly to the Municipality quoting Job #2021-23 by Friday May 14, 2021 to:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact jobs@meaford.ca.