

**Position Title:** Administrative Coordinator

**Department:** Transportation Services

**Reports To:** Director of Transportation Services

## Purpose

To provide highly responsible and complex administrative and executive coordination, management and support to the Director and the entire Transportation Services Department to ensure that Transportation Services is operated and maintained in an efficient and effective manner.

To coordinate, monitor and organize work in the department with a focus on quality customer service and continuous improvement to ensure tasks are completed accurately and on time.

## Responsibilities

### *Administrative and Executive Support to the Director and Managers of the Transportation Services Department*

- Overall coordination and organization of the Director's office to ensure deadlines are understood and met.
- Receives communications to the Director's office including backup on telephone calls, incoming/outgoing mail, and email messages and provide assistance using independent judgement and or in consultation with the Director to determine those requiring priority attention.
- Provide support for corporate related departmental activities e.g. annual reporting, budget preparation, and employee engagement.
- Works proactively with Transportation Management team to coordinate projects, schedules and reporting. Ensures timely communication between management team members.
- Provides executive support to the Director and Senior Managers of the Department through accurate research and drafting of committee reports, presentations, agendas, policies and procedures, briefs, agreements, manuals, by-laws, etc.
- Maintains the Director and Senior Managers schedules and prepares background information in advance of meetings.

- Ensure transportation documents are stored appropriately within the document management system
- Compose, distribute and file correspondence on behalf of Transportation Services Department Director and Senior Managers.
- Arrange County and outside meeting room facilities for management meetings.
- Performs other related duties for the Director and Senior Managers when required, as assigned by the Director and/or Senior Managers in consultation with the Director.

### *Administrative Support to Transportation Services Department*

- Initiates and coordinates departmental activities by effectively planning, communicate, coaching and monitoring departmental tasks.
- Maintains and promotes professionalism and department when dealing with all matters relating to the Transportation Services Department. Proactively assess and address issues as they arise
- Maintain applicable training records for all non-union staff.
- Represents Transportation Services Department through liaison with a variety of external agencies including solicitors, consultants, contractors and member municipalities.
- Maintains complete confidentiality, sensitivity and delicacy when dealing with personnel matters, such as hiring's, discipline and termination, performance appraisals and salary information.
- In collaboration with HR department, updates and distributes job postings, job descriptions, scheduling interviews and testing, and preparing employment letters. Apply all Human Resources policies and practices and ensure all employment requirements are met.
- Researches, reviews, develops, implements and monitors best practices, policies and procedures to optimize administration.
- Creates, adapts and modifies transportation related administrative manuals which implement policies and procedures for the department. Reviews all policies and procedures annually to ensure implementation of all recommendations and to ensure standards are met or exceeded.
- Carries out a variety of scheduling and coordination of activities, as well as the preparation of correspondence for such activities and schedules.
- Collaborates with members of the Grey County Administrative Standards Committee to effectively develop and implement policies, procedures and guiding principles relating to any one item that would be uniform throughout the County administration realm (i.e. consistency of correspondence, manuals and reports).
- Communicate and train Transportation Services staff regarding new procedures and policies identified by the Grey County Administrative Standards Committee.

- Schedules, records and transcribes minutes of meetings with agencies, and all other meetings pertaining to the Transportation Services Department as required.
- Administers planning applications in consultation with the Planning Department and requests for approval of municipal consents for the Engineering Division.
- Responsible for maintaining filing system and records management within the filing system.
- Review and assist with the administration of departmental permits.
- Answers inquiries efficiently, courteously and in a positive manner from public, outside agencies and elected officials and redirects concerns, complaints and emergencies to desirable staff when necessary.
- Responsible for effective management of information and material resources.
- Provide guidance to the Maintenance Management Assistant, Accounting/Administrative Support Clerk and Office Administration Summer Student.
- Responsible for office supplies orders for the Department.
- Manage the scheduling for the Transportation Services vehicles reservations.

### *Other Duties*

- Maintains skills at a high level by taking advantage of training and development opportunities through courses, seminars and selected reading.
- Responsible, as an employee and a supervisor, for occupational health and safety practices.
- Performs such other associated duties and tasks as may be assigned from time to time.

### **Working Conditions**

Hours of work are based on 35 hours per week. Overtime may be required to meet the demands of the position. Required to maintain professional public image of the County to other levels of government, outside organizations/agencies and the public.

Works in a high profile public office with the requirement to juggle priorities, deal with constant interruptions and changing demands during the course of a working day, while maintaining pleasant, professional and a positive demeanour. Required to maintain complete confidentiality and discretion due to the sensitive nature of financial, administrative, personnel and policy matters.

## Contacts

### *Internal Working Relationships*

Internal relations with Transportation Service Staff and County Staff at all levels as an administrative representative of the Director of Transportation Services.

### *External Working Relationships*

Requirement for ongoing external working relations with solicitors, consultants, contractors, suppliers, members of the public and member municipalities.

## Knowledge and Skill

- Experience related to the duties listed above, normally acquired through the completion of a degree, diploma or related experience
- Diploma in Business Administration, Office Administration or closely related discipline and experience in performing customer service, research, basic financial analysis and administrative support to a senior manager.
- Highly skilled level of computer competence including spreadsheets, word processing, databases, power point, publisher and other commonly used software.
- Must be an exceptional communicator, both verbally and in writing.
- Displays professional and positive attitude, functions well under pressure
- Must have highly developed organizational skills.
- Flexible, adaptable, with the ability to work efficiently, independently with minimal supervision.
- Municipal, public sector and public works experience an asset.
- Must be able to multi-task and independently complete research.

## Impact of Error

In the position within the Office of the Director, if the County of Grey is not represented appropriately a detrimental effect could occur on the reputation, integrity and respect that the Grey County Transportation Services Department enjoys, both in the community and provincially at large.

The timeliness of the distribution of information is critical to the decision making process of senior management.

As well, confidential information must be handled professionally and with care as the administrative assistant will be trusted to ensure that any sensitive information does not get released.