

Selwyn Township Job Description

Position: Administrative Assistant – Recreation Services	Page: 1 of 3
Reports To: Manager of Recreation Services	Date: October 2025
This Job Description is: ____ New ____ Existing <u> x </u> Revised	

Job Summary:

As a member of the Customer Service & Administrative Support Team, provides customer service and administrative support to the general Township operations. Reporting to the Manager of Recreation Services, provides administrative support for the Recreation Services department and events within the Township.

Duties and Responsibilities:

1. Performs front counter reception duties by responding to office, telephone, and e-mail inquiries. Provides general service, and business information, relaying messages and routing calls to the appropriate person, where necessary. Customer service is emphasized.
2. Responsible to manage facility and ice bookings and rental agreements, to ensure the efficient operation of municipal facilities including the Ennismore Community Centre, Lakefield-Smith Community Centre, The River Den, Marshland Centre, Bridgenorth Hall, parklands and outdoor sport courts and facilities.
3. Provides in a timely manner and as directed, information to the Township Finance department regarding accounts receivable and payable for their processing. Prepares payroll information for the approval of the Manager of Recreation Services.
4. As required, provides administrative support assistance to various Township festivals, community festivals, special events and functions.
5. Provides administrative support to the Manager of Recreation Services, including research, preparation of reports, purchasing and correspondence, ensuring accuracy and completeness of the same.
6. Maintains files of correspondence, reports and related materials.
7. Prepares backup documents for submission to Township accounts receivable to invoice Facility Rental Agreements and Seasonal Rental contracts for the Lakefield Marina (including Hague Point Docks) and Campground.

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Duties & Responsibilities: (Cont'd)

8. As required, provides assistance to the Recreation Facilities Supervisor to ensure the effective scheduling of employees for the Ennismore Community Centre, Lakefield-Smith Community Centre, The River Den, Marshland Centre, Bridgenorth Hall, Hague Point Docks, parklands and outdoor sport courts and facilities.
9. Prepares contracts and processes payments for facility advertising at Township arenas and sponsorship opportunities.
10. Assists in the preparation of Selwyn website Recreation sections, advertising and other notices for public information.
11. Receives funds, records and prepares receipts for municipal taxes and general receipts. Maintains and balances cash box.
12. Responsible for maintaining databases, either by a computer software program or written log system, for facility schedules, customer contact information and canteen inventory.
13. Provides information in a timely manner and as directed, to the Township accounts receivable and payable staff for processing. Assists with the collection of any outstanding accounts, processes departmental invoices and assists with budget preparation as directed.
14. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
15. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health and Safety Policy.
16. Performs other duties and carries out special projects as assigned.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

Contacts:

Internal: With the Manager of Recreation Services, Recreation Facilities Supervisor, and co-workers for the purpose of obtaining and sharing information to complete work assignments.

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With the Manager of Community & Corporate Services/ Clerk and other members of the Customer Service & Administrative Support Team for the purpose of coordinating the Customer Service function within the Township.

External: With facility patrons, community groups, various Event and Committee members and minor sports organizations to provide and obtain information.

With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Exposure to a normal office environment. Visual and mental concentration with respect to detail and visual display terminal.

Occasionally required to attend meetings and assist with special events outside of normal office hours.

Occasionally required to travel within the Township.

Job Knowledge:

Post secondary education or equivalent in a related field with three years related business, customer service or municipal experience. AMCTO Municipal Administration Program (MAP) would be preferred.

Good working knowledge of personal computers, data base, and word processing.

Good organizational and communication skills

Proven effective customer service skills.

Must possess a valid "G" driver's license.

Key Competencies:

- Adaptability/Flexibility
- Communication
- Customer Focus
- Initiative
- Organization and Planning
- Quality Orientation
- Team Work & Cooperation