



The City of Pembroke Operations Department is currently seeking a **Full-Time Administrative Assistant** to join their team.

### **About Us**

The City of Pembroke is the Heart of the Ottawa Valley. You can do it all from beautiful Pembroke thanks to our unparalleled quality of life, competitive property costs, cost of living, critical infrastructure, healthcare, education resources, and proximity to Ottawa. Enjoy a work-life balance set according to your terms in Pembroke. Learn more about us at [www.pembroke.ca](http://www.pembroke.ca)

### **Position Summary:**

Under the supervision of the Director of Operations, to provide professional administrative support for the Operations Department, coordinating administrative activities with supervisory staff as may be required. To provide backup administrative support to the Treasury Department during leave periods of the Purchasing Assistant.

### **Qualifications:**

- Post-secondary diploma in office administration, business administration or an equivalent combination of education and practical experience.
- Proven successful and progressive experience in the performance of administrative duties for a minimum of one (1) year.
- Experience using a multi-line telephone system and directing calls appropriately. Experience operating a 2-way radio system would be considered an asset.

### **Hours of work:**

2080 hours annually (40 hours a week) with occasional overtime.

### **Salary and Benefits:**

- \$55,684.86 annually (2025 Probationary Rate).
- Extended Health Care, Dental, Vision, Life Insurance, Long Term Disability and Accidental Death insurance.
- 15 days' vacation, increasing with years of service plus 2 wellness days.
- OMERS defined pension, including 100-per-cent employer matching.
- Professional development and skill-based training opportunities.
- Employee and Family Assistance Plan.

Applicants are invited to submit in confidence a detailed cover letter and resume by 12pm on **March 25, 2025**.

Arin Crinnion - Human Resources Coordinator  
City of Pembroke  
1 Pembroke St. East, Pembroke, ON K8A 3J5  
Email: HR@pembroke.ca

The City of Pembroke is an equal opportunity employer and encourages applications from all qualified individuals.

We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. No telephone calls please.

Personal information submitted will be used for the sole purpose of this competition. It is collected under the authority of *The Municipal Act, RSO 2001*, and will be used in accordance with *The Municipal Freedom of Information and Protection of Privacy Act* for employment purposes.

City of Pembroke  
Operations Department

TITLE:	Administrative Assistant
DEPARTMENT:	Operations
REPORTS TO:	Director of Operations

**Position Summary:**

Under the supervision of the Director of Operations, to provide professional administrative support for the Operations Department, coordinating administrative activities with supervisory staff as may be required. To provide backup administrative support to the Treasury Department during leave periods of the Purchasing Assistant.

**Education/Qualifications/Experience:**

- Post-secondary diploma in office administration, business administration or an equivalent combination of education and practical experience.
- Proven successful and progressive experience in the performance of administrative duties for a minimum of one (1) year.
- Experience using a multi-line telephone system and directing calls appropriately. Experience operating a 2-way radio system would be considered an asset.

**Skills and Abilities:**

- Demonstrated advanced proficiency in Microsoft Office software (Word, Excel, Outlook).
- Experience working with accounts receivable and/or payable.
- Experience working with Great Plains financial software an asset.
- Experience with creating accessible documents and/or computerized financial systems and general website Content Management Systems (CMS) would be considered an asset.

**General Scope of Duties:**

- Provide exceptional front-line service in handling telephone and counter inquiries including reception duties and provide a broad range of information on the departmental services, resolving complaints within the scope of information and authority and referring to others as appropriate.
- Communicate with staff on a two-way radio as required.
- Responsible for ensuring office supplies and miscellaneous items are purchased for the department. Upon receipt of goods match the items with the packing slip and invoice.
- To assist with the monthly reconciliation of the Operations Dept. corporate credit cards.

- Process and maintain departmental accounts receivable. Includes the creation and issuance of invoices, interest, and accounts receivable, preparation of monthly statements, follow-up for non-payment, and account reconciliation for private services, bulk water sales, water shut offs, etc.
- To accept payment of fees and other revenues, issue receipts for payment, and forward revenues to City Hall for sale of waste collection bins, water meters, etc.
- To assist the roads, and collection and distribution supervisors in reviewing employee electronic timesheet data for accuracy and completeness before import into the City's payroll module.
- To assist in the preparation of reports and documentation. Draft general correspondence letters, memoranda, reports, and media releases for the Operations Department. Review and remediate documents for accessibility.
- Assist Operations staff with photocopying, circulation of documents, typing letters for Notice of Project, water shut off and resident issues, addressing and stuffing envelopes, etc. as required.
- To complete overtime call-out sheets and keep record of staff training.
- Establish and maintain filing systems, including general filing as required.
- To perform other related duties as assigned from time.

**Decision Making and Judgement:**

- Regularly exercises judgement and selects best methods for completing tasks.

**Accountability:**

- Responsible for accuracy in performance of work.
- Safeguarding confidential/restricted information.

**Leadership/Supervision:**

- This position has no supervisory responsibilities.

**Interpersonal Skills and Contacts:**

Internal

- Support staff of other sections within the department and staff within the Corporation for related jobs within the scope of the job description.

External

- General public
- Government ministries and regulatory officials/agencies
- Other municipalities

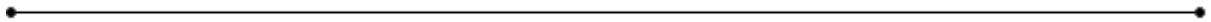
**Working Conditions:**

- Office Environment
- Overtime work may be required.
- Travel may be required for training.
- Travel to City Hall daily to deliver, collect, and exchange correspondence.
- Hold a valid Ontario Driver’s License.

**Physical Skill and Effort:**

- Light lifting not exceeding 5kg.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and ensuring overall compliance with the City’s health and safety program. Follows all guidelines and requirements for employees and employers as legislated under the Ontario Occupational Health and Safety Act.



The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this position.



Hours of Work: 40 hours/week (8:00 AM to 4:00 PM) Monday to Friday  
Occasional overtime.