



## **POSITION DESCRIPTION**

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<b>POSITION:</b>	RECREATION & CULTURE ADMINISTRATIVE ASSISTANT
<b>DEPARTMENT:</b>	RECREATION & CULTURE
<b>CURRENT ISSUE:</b>	MARCH 2026
<b>NEXT REVISION:</b>	MARCH 2031
<b>AFFILIATION:</b>	NON-UNION

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### **POSITION SUMMARY:**

To provide administrative, customer service, and financial support for the Recreation and Culture Department, including managing invoices, payments, account reconciliation, financial reporting, program registration, and facility rental processes. This position supports departmental activities, client interactions, and program delivery under the supervision of the Recreation Manager and the Manager of Community and Economic Development.

### **DUTIES AND RESPONSIBILITIES:**

1. Handle incoming emails and telephone calls in a pleasant and courteous manner, providing information and/or redirecting inquiries to the appropriate staff person.
2. Process bookings for Community Centre halls, ice facilities/slabs, Almonte Old Town Hall, Cedar Hill School House, ball diamonds, soccer fields, and other facilities as required.
3. Serve as the first point of contact for Almonte Old Town Hall bookings; show event spaces and work through event details with prospective renters.
4. Process registrations for programs, events, festivals, and education programs.
5. Process payments for registrations, rentals, and bookings, ensuring accuracy and proper use of financial software.
6. Prepare financial and activity reports, including tracking revenues, attendance, and facility usage.
7. Use financial and administrative software to enter transactions, reconcile accounts, and maintain accurate records.
8. Develop and maintain the Department's filing system.
9. Update and maintain the Recreation and Culture website.
10. Maintain and manage the Municipal digital sign.
11. Maintain equipment rental inventory.
12. Provide committee support through agenda preparation, minute taking, and document editing.
13. Assist with the recruitment and supervision of summer students.
14. Assist with municipal event set-up, including placing tables, chairs, décor, and food.

15. Perform other administrative duties related to the position as required.

## **QUALIFICATIONS:**

### **Education & Experience**

- Ontario Secondary School Diploma
- A post-secondary diploma in Office Administration is considered an asset
- Two years' administrative experience, preferably in a municipal environment
- Minimum 1 year demonstrated working experience with financial software, including invoicing, payment processing, and account reconciliation

### **Technical Skills**

- Sound working knowledge of computers, particularly MS Word, Excel, and the Professional Office suite.
- Advanced proficiency with digital tools, including database management, online registration systems, and cloud-based platforms.
- Ability to create, format, and manage complex spreadsheets, reports, and tracking documents.
- Strong aptitude for learning new software quickly and troubleshooting basic technical issues.
- Proficiency in Active Net (or equivalent recreation/booking software) considered an asset.
- Demonstrated experience with financial software, including invoicing, payment processing, and account reconciliation, considered a strong asset.
- Experience with website content management systems considered an asset.
- Experience with digital signage systems and Canva or willingness to learn.

### **Administrative & Professional Skills**

- Demonstrated accuracy in handling financial transactions, data entry, and record-keeping.
- Strong customer service skills with the ability to guide clients through bookings, event inquiries, and discussions about event needs and facility options.
- Experience preparing correspondence, reports, and departmental documentation.
- Ability to maintain confidential information with discretion and professionalism.
- Exceptional organizational skills with the ability to multi-task and manage competing priorities.
- Excellent oral and written communication skills.
- Pleasant, efficient manner when dealing with the public both in person and on the phone.
- Ability to prepare agendas, take minutes, and produce clear, accurate committee documentation.

### **PRINCIPAL ACCOUNTABILITIES**

In addition to the general requirements of the Municipality for regular and reliable attendance, timeliness, and personal conduct consistent with Municipal policies and procedures, the incumbent may be expected to:

- Promote and maintain clear lines of communication that support positive interpersonal relationships. Communication shall be timely, informative, accurate, courteous, responsive, and complete.
- Maintain the confidentiality of all employee and resident information deemed to be confidential.
- Ensure departmental equipment is respected, properly maintained, and subject to preventative maintenance. Ensure equipment is used safely by informed staff and in accordance with established operating specifications.
- Maintain all necessary qualifications and certifications, ensuring all professional standards and legislative requirements are met.
- Be fully knowledgeable of responsibilities under the Occupational Health & Safety Act and Regulations, and work in compliance with these provisions to create an environment conducive to the health and safety of employees, residents, volunteers, and other stakeholders. Work safely at all times and report any hazards or incidents as soon as possible.
- Be fully knowledgeable of the Occupational Health and Safety Manual and understand the actions required.
- Take a problem-solving approach to work, using sound judgment and acting appropriately to ensure safety.

**APPROVAL:**

This position description has been approved by the Recreation Manager and the Manager of Community and Economic Development.

<b>TITLE</b>	<b>SIGNATURE</b>	<b>DATE</b>
Recreation Manager	_____	
Manager of Community and Economic Development	_____	

**INCUMBENT'S SIGNATURE**

I, \_\_\_\_\_, have read and understand the content of the above position description.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

## RECREATION AND CULTURE ADMINISTRATIVE ASSISTANT - PHYSICAL DEMANDS

TASK DEMANDS: Frequency of identified physical tasks in job responsibilities

TASK	FREQUENCY			
	Never (0%)	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Sitting – remaining in the normal seated position			X	
Standing – remaining on one’s feet in an upright position without moving about or combined with walking		X		
Walking – moving about on foot on level or uneven surfaces		X		
Stooping/Bending – bending down and forward at the waist in a sitting or standing position		X		
Kneeling – bending legs to rest on one or both knees	X			
Crouching/Squatting – Bending down and forward by bending legs at knees		X		
Crawling – Moving about on hands and/or knees or feet.	X			
Twisting – Rotating upper torso left and right while sitting or standing		X		
Balancing – maintaining body equilibrium to prevent falling when walking, standing, crouching, kneeling on narrow, slippery or moving surfaces.	X			
Climbing – Ascending/descending ladders, stairs, scaffolding, poles or inclined surfaces.	X			
Keyboarding – using a computer keyboard, adding machine, calculator, typewriter, etc.				X
Reaching – extending hands and/or arms below, at or above shoulder height		X		
Gripping/Handling – manipulating objects with the hands by seizing, holding, grasping using a power grip or simple gripping				X
Fingering – manipulating objects using the key, palmar or tip inch grip positions.				X
Lifting	Under 10 lb. (4.5 kg)		X	

	10 – 20 lb. (4.5 – 9.0 kg)		X		
	20 – 40 lb. (9.0 – 18.0 kg)		X		
	Over 40 lb. (27.0 Kg) Specify: Mechanical Lift	X			

PUSH/PULL REQUIREMENTS (Identify specific tasks requiring pushing/pulling equipment involved)	Frequency		
	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Pushing/pulling of equipment (eg. lawnmowers, carts, auto-scrubbers or other cleaning equipment)	X		

OTHER PHYSICAL/COGNITIVE REQUIREMENTS: Identify special requirements used routinely in the job and identify job task (e.g. listening and visual concentration for transcription; mental concentration for multi-tasking etc.)

PHYSICAL/COGNITIVE REQUIREMENT	JOB TASK	YES	NO
Mental Concentration	Fast-paced, multi-tasking environment, critical thinking, problem solving	x	
Risk of Eye Strain	Constant viewing of computer monitors	x	
Mental Demands	Working with tight deadlines, decision making accountability, legislative restrictions	x	

#### WORKING RELATIONSHIPS

<b>Internal</b>	CAO, Senior Staff, Support Staff, Members of Council
<b>External</b>	Local Business, Residents, Contractors, suppliers of services and equipment,

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Residents	X					Providing information; follow-up on complaints and inquiries	X	X
Stakeholders/Contractors		X				As team leader and member; supporting	X	X

						departments and unit activities, purchase orders		
Employees/Managers	x					Communicating, collaboration, consulting, providing direction, Performance accountability	x	x
Members of Council			x			Providing information, seeking approval/direction	x	

Externally (e.g. suppliers, staff of other Municipalities, Government Agency, Local Businesses, General Public)

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Other Municipalities/Government Agencies/Local Businesses				X		Supporting referred-in workload	x	x

**ENVIRONMENTAL DEMANDS:**

This position may have to serve a number of people at one time and frequent interruptions may be common. The office environment may be busy, noisy, often dealing with several requests by others during short time intervals. The employee must be an excellent communicator and be able to manage various issues with Staff. The position requires frequent use of the computer and other office equipment. Occasional physical activity including lifting will be required to assist with special event coordination and set-up.

**WORKING CONDITIONS:**

This position is required to work regular full-time hours in an office environment, 35 hrs weekly. Additional work may be required to complete special requests or projects. After-hours meeting attendance or travel may also be required. Occasional work outside in a park or other municipal venue may be required when assisting with special events.

**SUPERVISORY/MANAGEMENT ACCOUNTABILITIES:** Yes

This position is occasionally required to supervise or direct the work of students or contractors.

**THE ABOVE INFORMATION IS CORRECT AS APPROVED BY:**

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Departmental Manager

**REVIEWED BY:**

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Human Resources

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Incumbent