



# Municipality of the District of Lunenburg

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## Corporate Services

**Position Job Description:** Corporate Services Assistant – Part Time

**Position Overview:** The Corporate Services Assistant provides customer service in a professional and courteous manner and administrative support to the Corporate Services Unit to meet municipal service standards.

### Job Responsibilities

- Greets customers and responds to general customer inquiries and inquiries regarding Property Taxation, Building Inspections, Fire Inspections, Dangerous & Unsightly Properties, Civic Addressing, and Recreation Programming and Facilities.
- Operates the main switchboard as well as the Building Inspection line and Recreation line, directing calls and answering questions and inquiries.
- Responds to resident inquiries via [info@modl.ca](mailto:info@modl.ca), [building@modl.ca](mailto:building@modl.ca), and [recreation@modl.ca](mailto:recreation@modl.ca).
- Prepares correspondence, reports, and permit documents.
- Sends out building permits and civic address correspondence.
- Responds to general inquiries and correspondence regarding civic addresses.
- Reviews permit applications for completion and accepts permit and program applications and fees from public.
- Maintains Single Address Initiative Database and maintains address changes in MODL software, ensuring all addresses are up to date.
- Promotes a positive and productive work environment for staff in the office. Ensures a spirit of teamwork exists by promoting the benefits of collaboration and consultation.
- Provides general office duties including mail, filing, photocopying, scanning, and document preparation.
- Participates in maintaining comprehensive electronic records management filing system according to protocols.
- Liaises with stakeholders, contractors, consultants, MODL staff, Councillors and public.
- Incorporates Occupational Health and Safety Act, applicable regulations, and MODL's safety programs into all work; attends and participates in departmental meetings as required.
- Other duties as assigned.

### Essential Criteria and Competencies

- Minimum qualifications include:
- Diploma in business administration; and
- 1 – 2 years of customer service experience; OR
- An equivalent combination of education and experience.
- Strong organization skills
- Ability to multi-task and meet multiple deadlines

- Attention to detail
- Experience working with Microsoft Office software, Adobe Acrobat, Laserfiche, and TownSuite software are considered assets.
- Strong communication skills, both written and oral

**Direct Reporting Hierarchy**

Reports to: Manager, Corporate Services and Communications

Supervising Others: No

**Position Category**

- Part time, Mondays 8:00am to 5:15pm
- Ability to cover regular staff vacations or sick days with short notice would be considered an asset.
- 18 month contract

**Work Conditions**

- Office environment

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Signature

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Date