



Metro Vancouver – Join us in our commitment to provide services and solutions to one of the world’s most livable regions. We deliver service excellence in the areas of regional growth planning, air quality, water, liquid and solid waste management, regional parks, affordable housing, and community engagement to over 2.4 million residents. We invite you to bring your skills, passion, and expertise to help us in our commitment to sustain and enhance our region’s livability. We offer competitive salaries; excellent benefit packages; a municipal pension plan; employee wellness programs; and varied opportunities for professional growth and development. *Our Parks, Planning and Environment Department is currently seeking a:*

## **Program Assistant I (Full-Time Regular)**

### **DUTIES:**

Assists in coordinating and facilitating the Division's activities related to legislative mandates; tracks the processing of permits, approvals, and orders; advises staff of pending deadlines and information requirements, keeps senior staff informed of status of various activities; coordinates efforts to resolve issues of nonpayment of fees or appeals/reviews of fee assessments; manages records associated with the division.

Handles bookings for regional parks; responds to requests from the public concerning parks recreational usage, facilities and services; assesses individual requirements and actively promotes and recommends suitable locations and services; informs of regulations, restrictions and applicable charges;; ensures insurance and permit requirements are met; establishes conditions and terms of contract; liaises with parks operational personnel regarding available facilities, events coordination and customer service; coordinates receipt of support services as required; responds to customer complaints.

Posts, compiles, checks, processes, maintains, and controls a variety of records, files, and statistics related to departmental operations; reconciles and balances complex activity control information requiring procedural determinations; performs non complex calculations as required; generates lists, invoices, and other information from databases and spreadsheets, identifies unutilized project resources and brings to the attention of a superior; monitors charges assessed for activities and issues purchase orders as required.

May supervise the work of one or more subordinates engaged in clerical and office support tasks; requisitions temporary clerical assistance as required.

Develops, and upon approval, implements new and/or improved office methods and procedures to increase efficiency and accommodate department requirements and work schedules; prepares and maintains documentation on new procedures.

Composes non routine correspondence, as required; types from rough draft or general instructions a variety of material including reports, correspondence, agendas, permits and other documents using word processing equipment; may attend meetings and take minutes or carries out assignments from instructions from meetings.

Provides information and assistance to the public on a variety of matters pertaining to departmental operations, procedures, and services; handles inquiries requiring explanation of rules, regulations and procedures applicable to the work of the division where a variety of data is required to answer or resolve complaints or related matters; circulates applications to required agencies and follows up on status of same. Provides back up to reception services.

Assists in planning and arranging information meetings, seminars, and workshops; gathers and organizes materials; attends meetings and takes notes as required; obtains information from external sources on assigned projects; researches file documentation, follows up on phone and written information inquiries.

Monitors divisional administrative budget expenditures and checks that expenditures have been allocated to appropriate accounts; investigates variances between budgeted and actual expenditures and takes corrective action or notifies superior of potential cost over runs.

Performs related work as required.

**REQUIREMENTS:**

Completion of the 12th grade supplemented by commercial, computer and word processing courses, preferably completion of a certificate program in office or business administration, plus considerable related experience; OR an equivalent combination of training and experience.

Considerable knowledge of the functions, regulations, and procedures governing divisional activities as related to the work performed.

Considerable knowledge of modern office practices and procedures and of business English, spelling, punctuation and arithmetic and technical terminology applicable to the work performed.

Considerable knowledge of computer applications as related to the work performed.

Sound knowledge of the organization and functions of the department and related Greater Vancouver Regional District departments.

Ability to assist in the coordination of divisional activities and to assess and act upon information requirements.

Ability to work with minimal supervision and to develop and implement upon approval new and/or revised work methods and procedures.

Ability to establish and maintain effective working relationships with a variety of contacts, provide information and assistance and function effectively while dealing with contentious matters and at times abuse from external contacts.

Ability to arrange meetings, prepare agendas, take minutes, and follow up on actions from meetings.

Ability to plan, assign, supervise and check the work of a small group of subordinates engaged in clerical and office support tasks.

Ability to communicate effectively both verbally and in writing.

Ability to compile, maintain, and control a variety of records, reports, and files, to compose non routine correspondence, and type a variety of material.

Ability to operate standard office appliances including a computer terminal and word processing equipment and to develop and maintain databases, spreadsheets and other computer office support tools.

Driver's License for the Province of British Columbia.

Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by July 7, 2017.

*While we greatly appreciate all the replies we receive, regretfully only those selected for an interview will be contacted.*