

# Employment Opportunity

## Administrative Coordinator, Administrative Services

### Permanent Full-time

Morinville is not just a place to work; it's a place where your work makes a difference. Located in a growing municipality with over 10,000 residents, Morinville offers a rich history and vibrant community spirit. Our team's professional skills directly impact the region, our community, and the people we serve. We provide citizens with quality services and programs by promoting good government, strong values, and partnerships. Come and work with us!

Reporting directly to the Manager of Communications & Legislative Services the Administrative Coordinator ensures efficient and effective administrative services, enhancing service excellence to both internal and external clients. This role involves strategic leadership in the coordination, implementation, and ongoing improvement of administrative support services and frontline service delivery. The role encompasses significant responsibilities, including supervision of staff, project management, and direct involvement in community engagement and managing citizen enquires.

### Key Responsibilities:

- Leadership of full-time and casual Town Hall Customer Service Representatives (CSR) including hiring, scheduling, training, and payroll functions.
- Oversee and manage enquiries and concerns at Town Hall including triage, response, and escalation processes to enable a high level of customer satisfaction and effective issue resolution.
- Gather and analyze data, identify trends, and provide reports from Service Tracker to assist the organization in making well-informed decisions.
- Develop and maintain the procedure manual, train staff, ensure procedures are followed, and provide communication of changes to the team.
- Oversee reception, payment processing, citizen calls, concerns/complaint handling, cash handling and reconciliation.
- Provide support to ensure timely, urgent, and emergent communications needs are identified, shared with CSRs and updated on the municipal website, communications social channels, news, and alerts.
- Supervise and ensure the effective management and maintenance of programs and software utilized for front desk operations.
- Coordinate and plan for office services, such as accommodation, relocations, equipment, supplies, forms, disposal of assets, maintenance, and security services.

### Requirements:

- Post-secondary education in Office Administration is required. Bachelor's degree or diploma in Business Administration, Public Administration, or a related field would be an asset.
- A minimum of five (5) years administrative experience in a municipal government setting is preferred; equivalent experience will be considered.
- Supervisory experience is required.
- Proficient in Microsoft Office Suite, SharePoint, and All-Net municipal software and database management.
- Effective time management and strong organizational, interpersonal, and communication skills.
- Demonstrated skills in overseeing staff, including scheduling, training, and development.
- Excellent analytical abilities, a high degree of attention to detail, a high level of internal/external customer service.
- The successful candidate will be required to provide a criminal record check as a condition of employment.

**Compensation/Hours of Work:** Annual salary range of \$56,312 to \$67,239/annum (7 step grid), based on a 35-hour work week. We offer a comprehensive benefits package including pension, professional development opportunities, and a supportive work environment.

**Application Deadline: Monday, April 29, 2024, at 12:00pm (noon)**

Submit resume and cover letter quoting  
"Comp # 202417-AC" to:

Human Resources, Town of Morinville  
10125 100 Avenue, Morinville, AB T8R 1L6  
Email: [hr@morinville.ca](mailto:hr@morinville.ca) | Fax: 780-939-5633 | Web:  
[www.morinville.ca](http://www.morinville.ca)

*We thank all applicants for their interest; however, only those under consideration will be contacted.*

*The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process.*