

# Position Description

**Position Title:** Engineering Assistant  
**Department:** Engineering & Public Works  
**Last Updated:** November 2021

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## Summary

The Administrative Assistant is a public-facing position central to the operation of the Engineering and Public Works Department. This position, while working proactively with other Administrative Assistants, provides a variety of administrative support services to the City of Langford and its residents.

## Key Accountabilities

- Provides support to the Department Manager/Director and Department team members
- Receives and responds to telephone, in-person and email inquiries
- Provides outstanding customer service and consistently ensures customers are treated fairly and professionally
- Provides first line administrative support to department staff, including support with various office equipment such as SharePoint, CityView and MS Office Suite
- Acts as first point of contact for general enquiries and requests pertaining to Public Works and Engineering Construction
- Posts notices, tenders, and other information on the City's website and conducts annual review of content
- Reviews and processes variety of permits and documents, including, but not limited to:
  - Highway-use permits
  - Soil permits
  - Parking permits
  - Sewer assessments
  - Invoices
  - Work orders and purchase orders
- Works with Communications to maintain departmental information on the City's website
- Creates, maintains, and files a variety of records, forms, tables, spreadsheets and manuals
- Maintains strict confidentiality of privileged information
- Participates in cross-training as required to ensure a thorough level of knowledge across departments
- Provides backup to reception as required
- Performs other related duties as required

## Qualifications

- Post-secondary diploma or certificate in office or business administration and three (3) years of administrative experience (or an equivalent combination)
- Ability to communicate effectively both orally and in writing
- Proficiency in a variety of computer systems and software applications, including Microsoft Office (Knowledge of CityView, SharePoint and harmon.ie is an asset)
- Strong attention to detail and high degree of accuracy amidst frequent interruptions is essential
- Ability to process information and address shifting work priorities with a high degree of flexibility and adaptability

- Ability to maintain the confidentiality of information is essential
- Ability to establish and maintain cooperative working relationships with a variety of individuals and teams to complete assignments and meet objectives
- Ability to accept or initiate and effectively organize, prioritize and complete multiple tasks within frequently tight timeframes and deadlines
- A commitment to excellent customer service, continuous improvement and lifelong learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself