

DISTRICT OF HIGHLANDS

JOB DESCRIPTION

POSITION TITLE:	Community Services Assistant
DEPARTMENT:	Administration
REPORTS TO:	Corporate Officer
POSITION TYPE:	Permanent Part Time – 27.5 hrs per week
WAGE RATE:	\$36.23 per hour in addition to employer paid benefits.

POSITION SUMMARY

The Community Services Assistant provides a broad range of administrative, clerical, and customer service support across multiple service areas, including Fire Services, Emergency Planning, Business Licensing, Bylaw Compliance, Facility Rentals, Communications, Finance, and Front Counter operations.

The position serves as a primary point of contact for the public and supports the efficient delivery of municipal services through coordination, records management, financial processing, and communications. The role requires strong organizational and communication skills, sound judgment, and the ability to manage multiple priorities in a fast-paced municipal environment.

This position works collaboratively across departments and with external partners to ensure consistent, accurate, and responsive service delivery.

KEY DUTIES AND RESPONSIBILITIES

1. Front Counter and Customer Service

- Serve as a primary point of contact for the public; respond to inquiries in person, by phone, and electronically.
- Maintain front counter operations, forms, information materials, and supply inventory.

2. Finance and Administrative Support

- Process invoices, payments, accounts receivable, and basic accounting transactions.
- Maintain petty cash and assist with budget tracking and financial reporting support.
- Perform general administrative duties including data entry, filing, document preparation, and records management.
- Support procurement, supplies ordering, and contract administration as required.
- Maintain electronic and physical records in accordance with municipal records management practices.
- Provide cross-departmental administrative support and backup coverage as needed.

3. Fire & Emergency Planning Support

- Provide administrative support to Fire Services and programs, including coordination of records, reports, and correspondence.
- Provide support in the preparation, submission, and tracking of grant applications and tender responses.
- Assist with training coordination, recruitment records, and departmental statistics.
- Support fire inspections, permits, public education requests, and operational logistics.
- Participates in training and emergency planning activities, including maintaining emergency plans, supporting exercises, and contributing to Emergency Operations Centre (EOC) readiness, activation, and overall disaster response operations.

4. Business Licencing and Bylaw Support

- Receive, review, and process business licence applications and renewals.
- Coordinate application intake, ensure completeness, obtain departmental approval, and coordinate inspections.
- Provide administrative support for bylaw-related inquiries, complaints, and tracking.
- Maintain records related to licensing and enforcement activities.

5. Facility Rental

- Provide information on facility rentals, availability, and requirements.
- Process bookings, agreements, payments, and key issuance for rentals.
- Coordinate with user groups, community organizations, and internal departments.

6. Communications and Public Engagement Support

- Draft, edit, and format a variety of communications materials, including newsletters, public notices, reports, website content, and social media posts.
- Maintain and update the municipal website, social media, and digital content platforms.
- Ensure consistency, clarity, and accessibility in public-facing communications.
- Assist with layout and design of communications materials using graphic design tools.
- Coordinate and compile content from departments for newsletters and public information campaigns.
- Develop and coordinate public engagement initiatives, open houses, and community events.

7. Other Duties

- Participate in the District's Emergency Operations Centre and other emergency and disaster response operations activities as required.
- Perform related duties as required to support the efficient operation of the municipality.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of applicable legislation (e.g., *Local Government Act*, *Community Charter*, *Freedom of Information and Protection of Privacy Act*).

- Strong customer service and interpersonal skills with the ability to interact tactfully with the public.
- Excellent written and verbal communication skills.
- Strong attention to detail and accuracy in all work.
- Strong organizational and time management skills with the ability to manage multiple priorities under tight deadlines.
- Sound knowledge of office administration, records management, and municipal processes.
- Ability to exercise discretion and maintain confidentiality.
- Ability to work independently and as part of a team.
- Proficiency with Microsoft Office and municipal software systems.

REQUIRED EDUCATION, QUALIFICATIONS, AND EXPERIENCE

- Grade 12 completion.
- Post-secondary education in office administration, public administration, finance, communications, or a related field is preferred.
- Minimum of two (2) years related experience in a municipal environment.
- Cash handling and financial processing experience is preferred.
- Experience supporting communications, public engagement, or content creation (e.g., newsletters, social media, website updates) is an asset.
- Experience with design and communications tools (e.g., Canva, Adobe Creative Suite including Photoshop) is an asset.
- Valid Class 5 BC Driver's License.
- Access to a mobile phone to receive work-related authentication, security, and system access requests.
- Ability to undertake training related to municipal systems and processes as well as Emergency Operations Centre Training.

An equivalent combination of education and experience may be considered.

WORKING CONDITIONS

- Office environment with frequent interaction with the public.
- Requires managing multiple deadlines, interruptions, and competing priorities.
- Occasional physical tasks (filing, lifting supplies).
- Occasional evening or emergency response support may be required.
- May be required to attend evening and occasional weekend meetings and events.
- Additional hours of may be required to support operational needs.

This position is intended to provide flexible, cross-functional support to the whole organization. Duties may evolve over time to respond to organizational needs and service delivery priorities.