

# Community Services Administrative Assistant

## Municipality of Brockton

### Task List



**Summary:** The Community Services Administrative Assistant provides efficient administrative, financial and organizational support to the Community Services Department.

**Location:** Brockton

**Class:** Full-Time, 35 hours per week

**Department:** Community Services

**Reports To:** Recreation Programming Supervisor

**Remote Work:** Not eligible

**Last Update:** March 2026

**Supervises:** N/A

#### Tasks:

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#### Administration

1. Performs general administrative duties related to Community Services/Recreation including but not limited to general data entry, records keeping, compiles statistical data, composes letters, emails, memos and forms.
2. Assist in developing layouts and production of advertisements, brochures, seasonal guides, promotions and posters for recreation programs, events and departmental projects.
3. Tracks and monitors office inventory, arranges for purchase of items as required.
4. Responsible for the Community Services/Recreation department webpages and social media updates as assigned, including sponsorships.
5. Attends Recreation related Committee meetings as required, prepares agendas and completes meeting minutes using E-Scribe Software.
6. Responsible for updating fees, setting up and managing facilities, products, stores, and assisting with program set up in the recreation Management Software.
7. Responsible for scheduling the LED score clock.
8. Responsible for sponsorship programs, including public skating sponsorship, pool sponsorship, and wall panel advertisements. Invoicing and ensuring payments are completed.
9. Coordinates administration, IT support and provides training on Recreation Management Software.
10. Complete program registrations in-person and by phone.

#### Facility Bookings

11. Receives and processes facility booking requests, maintains master schedules for indoor and outdoor municipal facilities, parks, sports fields and ice pad, including seasonal bookings, one-time bookings, socials, large-scale special events, tournaments, practices and playoffs.
12. Review all facility contract related documentation prior to use of facility ensuring certificate of insurance and special occasion permits (where applicable), including licensed event checklist are submitted and payment is received in accordance with the approved payment schedule.
13. Organize and attend meetings with user groups, including special event organizers.
14. Coordinates event staff i.e. Bartenders and Security as required.
15. Responds to routine correspondence and acts as the liaison between renters, user groups, department staff, and other interested parties to communicate processes and timelines, facility information and guidelines, event set ups, special requests, schedule changes and facility interruptions.
16. Advise renters of all relevant Municipal policies.
17. Provide tours of facilities including rooms and answer a variety of questions.

#### Financial

18. Responsible for processing payment, monitoring overdue accounts, revenue collection for program registration, admissions, facility bookings, Lobies Campground and all other recreation service revenue using Recreation Management Software (Perfect Mind) and Keystone when applicable.

19. Responsible for Point of Sale, balancing and reconciliation of all cash and preparing bank deposits daily in accordance with policy and procedures established by the Community Services Department and Chief Financial Officer.
20. Assist in preparing bids and tenders as required.
21. Process returned payments, adjust accounts and issue refunds for cancelled programs, memberships, and bookings.
22. Create invoices as required for all Community Services department needs.

### **Public Relations/Customer Service**

23. Performs reception duties for the Community Services/Recreation department, greets visitors, receives and transfers phone calls as required.
24. Responds to customer inquiries and requests in a timely manner.
25. Obtains confidential or personal information for members of the public.
26. Resolves customer concerns, and refers to appropriate staff member as required.

### **Other**

27. Complies with Municipality of Brockton policies and procedures.
28. Perform other tasks as assigned by management.

### **Education/Experience/Skills**

1. 2 years' diploma in recreation, business or administration considered an asset.
2. One to two years of experience in an office setting in a customer service role. Municipal experience preferred
3. Excellent Communication (written, oral and interpersonal) skills.
4. Strong interpersonal communication skills (teamwork, positive attitude, professionalism, tact and good judgement skills)
5. Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.
6. Demonstrated knowledge of Microsoft Windows and Office Suite (outlook, word, excel, power point) communications and presentation software including demonstrated knowledge of website maintenance.
7. Point of Sale and cash handling experience.
8. Experience with Recreation Software is an asset (PerfectMind).
9. Experience with Financial management software is an asset. (Keystone)
10. Demonstrated knowledge of role and responsibilities under the Occupational Health and Safety Act.
11. Clear Vulnerable Sector Checks
12. Possess a valid Standard First Aid/CPR/AED Certificate.
13. Possess a valid Class "G" Driver's Licence in good standing.

### **Physical/Mental Effort and Working Conditions**

1. Work is typically performed in a standard office environment.
2. Work will involve lifting (paper bundles, heavy file boxes).
3. Moderate intensity required in processing and interpreting of information while ensuring accuracy of work. Multi-tasking required as demands change (i.e. phone calls and booking requests).
4. There are constant interruptions, deadlines and changes of priorities.
5. Certain problems to be addressed require the ability to research to solve.
6. Required to interact with professionalism and effectively with internal and external stakeholders.
7. Regularly required to prioritize variable workload.
8. Potential for errors may involve monetary loss, waste of time and materials, minor embarrassment to the organization, errors found when work is checked in subsequent steps, tasks can be repetitive.