

Community Safety & Organizational Excellence Administrator

Job Description

Reports to:	Community Safety & Organizational Excellence Director
Division:	Community Safety & Organizational Excellence
Sub-Division:	People, Policy & Technology
Date Updated:	2025

Job Scope: The Community Safety & Organizational Excellence Administrator provides a range of senior administrative support functions to the Director and division, with a strong emphasis on supporting the Human Resources team. This role requires a high level of confidentiality and diplomacy.

Key responsibilities of the job are as follow:

1. Senior Specialized Administrative Support

- Specialized and complex administrative tasks and projects as assigned that require advanced knowledge of related discipline(s) division and business area;
- Composes complex correspondence, drafts various specialized agreements, coordinating with various internal/external parties and overseeing through to completion;
- Assists director and managers in developing and monitoring budgets, and liaising with Finance with respect to payables, receivables and reporting;
- Ability to assess and provide recommendations for work being done and influence decisions of others by identifying and bringing forward the key variables that need to be taken into consideration;
- Complete work with sound judgement and maintaining discretion and confidentiality;
- Awareness of business acumen where required by the role. Autonomy in planning and executing tasks assigned;
- May provide direction, training or support to other administrative support staff.

2. General responsibilities:

- Maintain and update employee records, HR databases, and personal files;
- Maintain and update organizational charts and phone list;
- Assist in organizing training sessions, workshops, and employee development initiatives as well as maintaining training and development records;
- Assist with recruitment tasks including drafting and posting job advertisements, scheduling interviews, organizing and tracking required qualifications upon hire, such as Police Information Checks, Driver's Abstracts and other relevant credentials;
- Assist with seasonal recruitment;
- Coordinate onboarding and offboarding processes;
- Coordinate and lead new employee orientation sessions and wellness initiatives;
- Administer recognition programs;
- Monitor the HR Inbox and responding to inquiries, triaging inquiries where needed;
- Draft social media correspondence for Community Engagement review;
- Complete employment verification requests;

- Provide employees with ID cards;
- **General Administrative Support** – Creating standardized documents such as letters or forms (electronic or hardcopy), creating original documents or modifying standard documents, modify formatting, responding to e-mails, attending and documenting meetings, process invoices, etc.;
- **Systems & Software** – Efficiently navigate relevant business centre, division and Town systems and software where required to complete administrative responsibilities. This position acts as the subject matter expert for HR related workflows and corporate business processes, update and maintain intranet and careers page of Town website;
- **Records Management** – Develop and maintain databases and records management that complies with Town RMS Policy;
- **Data Entry and Reporting** – Entering data into new or pre-established spreadsheets, existing systems or software, tracking data such as division metrics, assisting with budget preparation, tracking budgets and costs, etc. Creating and running reports as required;
- **Presentations** – Using PowerPoint or similar software to develop presentations using source information or guidelines provided by requestor;
- **Calendar, Meetings, and Coordination** - Involves all aspects of coordinating the calendar of others, setting up meeting times, creating and circulating agenda and minutes, coordinating location, required technology and the details related to special events, managing distribution and contact lists, etc.

3. Other responsibilities:

- Conduct subject matter research using the internet or other sources;
- Routine contract administration;
- Provide back up to team members and other administrative staff as needed;
- Projects and initiatives as assigned;
- Proactively identify areas or processes for improvement or updating.

Qualifications and required skills:

- **Education:** Equivalent to completion of a Diploma Training Program at a College or Technical School. It requires an ability to understand, utilize and communicate specialized information in speech and written text. This specialized training is often formalized and recognized by a diploma that may include Office Administration Diploma, Business Administration Diploma or equivalent 2-year post-secondary education.
- **Experience:** 5 or more years related work experience representing continuous learning and career progression, including at least one year experience in indirect supervision and/or leadership/mentorship experience.
- Strong organizational and time management skills.
- Excellent verbal and written communication skills.
- High level of attention to detail and accuracy.
- Oral and written communication.
- Ability to handle sensitive information confidentiality and practice discretion.
- Proficiency working with Microsoft Visio, databases, various software programs and content is crucial.