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INTRODUCTION

As part of its mandate, the Nunavut Municipal Training Organization (MTO) provides Nunavut-specific training and development opportunities in order to enhance municipal operations across the territory. Municipalities across Nunavut have consistently indicated that they are interested in any additional materials the MTO can provide which can be used to increase professional development and staff retention.

MTO conducted consultations with municipal employees and their supervisors across Nunavut in 2019. These consultations aimed to identify the municipal positions that needed support the most. Eight positions were indicated during this process:

- Office Administrator
- Assistant Senior Administrative Officer/Assistant Chief Administrative Officer
- Bylaw Officer
- Community Economic Development Officer
- Finance Officer/Accounts Payable & Receivable Clerk/Payroll Clerk
- Director of Municipal Works/Foreman
- Planning and Lands Administrator
- Director/Coordinator of Recreation

Once these positions were identified, both one-on-one interviews and surveys were conducted to gather information on each position's key tasks and responsibilities, as well as identify what current staff in these positions felt they needed to become more efficient and successful (ranging from training programs to additional funding, among other factors).

As a result, MTO has developed job handbooks, including this handbook for **Office Administrator** to help people in these positions better understand their tasks and responsibilities, as well as prioritize their workload and identify when their schedules will be busiest. The MTO hopes that these handbooks will help new employees get comfortable in their roles more quickly, while also helping established employees to operate more efficiently.

Disclaimer: This handbook is not a replacement of your signed Job Description. The handbook is designed to assist you in your day-to-day tasks and responsibilities. You may note, that some of the tasks listed in this handbook have not been assigned to you by your immediate supervisor. If you have any questions as to your duties, always consult your immediate supervisor.

KEY RESPONSIBILITIES AND TASKS

The following tables aim to clarify the key things normally done in your position and are based off of job descriptions collected from municipalities across Nunavut. The two things that most job descriptions indicate are your tasks and responsibilities. The following are definitions of these terms:

Responsibility: A responsibility is an overarching duty you must deal with, or goal that you must work towards, for your position to be effective and meet the needs of the hamlet. A responsibility is an obligation, or something you are accountable for, rather than an action, activity, or procedure.

Task: A task is a specific action, activity or procedure that must be taken to achieve your identified responsibilities and meet the requirements of your job description. The key difference is that a task is something you DO. You do a task in order to reach a certain goal or meet a responsibility.

For example, “keeping the hamlet clean” is a responsibility, while “pick up trash” or “organize a community clean up twice a year” are tasks or actions that would help to meet this responsibility. As previously noted, tasks and responsibilities in your job description may vary, and in the event of conflict, you should follow your job description. In some cases, tasks listed in the tables below may be referred to as “responsibilities” in your job description, or vice versa. However, the bottom line, regardless of what tasks or responsibilities you may be assigned or how they are defined, is to do your best to make sure that each item is addressed and completed. This will ensure that you are doing your due diligence and meeting the needs of your position and serving your community as effectively as possible.

Please note that the tasks and responsibilities listed in the tables are numbered to make them easier to reference; they are not numbered in terms of priority, or in the order of their importance.

Note: In a small municipality an office administrator may have a number of roles, such as, front desk Accounts Receivable, filing, and attending council meeting to take minutes.

Responsibilities

RESPONSIBILITY		NOTES
1	Support office communications.	
2	Maintain office supply inventory.	
3	Provide municipal information to general public, i.e., copies of bylaws, council minutes, community notices.	
4	In a smaller municipality, the position may be responsible for the acceptance of payment on accounts (Accounts Receivable Clerk) and selling of municipal items.	<ul style="list-style-type: none">• You may have been tasked to receive payments for water, sewer, or rent invoices. Make sure you take down all the relevant information (account number, customer's name, etc.).• When selling items, make sure you give the correct change, and record what the sale is for.
5	Continually take courses to stay up to date and current in your position.	

Tasks

TASKS	NOTES	FREQUENCY	
1	Greet everyone that enters the office in a professional manner and direct them to the appropriate staff person.	<ul style="list-style-type: none"> You are the face of the municipal office. Remember the impression you give the public is the way they will see the municipality. Dress appropriately, be polite, speak clearly. 	Ongoing/daily
2	Answer the phone in a professional manner, redirecting calls, or taking messages	<ul style="list-style-type: none"> When answering the phone select an appropriate greeting, i.e., "Ullaakut Good Morning/ Ullukut Afternoon/Day (community name), municipal office; how may I direct your call?" The greeting may be given in your community's language and English. Take a message and a return phone number. 	Ongoing/daily
3	Receive, open, and date stamp all incoming mail. Distribute the mail to the respective person.	<ul style="list-style-type: none"> When collecting the municipal mail, open it immediately, date stamp it, and give it to the appropriate person. If there are any cheques for payments that you are responsible for, proceed with the transaction and then give the cheque to the Finance Officer for the safe. Never place cheques in a drawer for later. If you don't know who is to receive the mail, then give it to the SAO/CAO. 	As needed
4	Complete and distribute hamlet council meeting packages (if required).	<ul style="list-style-type: none"> Your SAO/CAO will instruct you as to what is required in each council package and how many to print. Always print one complete council package to be filed for later reference. 	As needed

TASKS		NOTES	FREQUENCY
5	In a small municipality, Office Administrators may have the tasks of Water & Sewer Clerk and the data entry for Maintenance Management Program (MMP).	<ul style="list-style-type: none"> Daily water delivery data must be entered, and monthly invoices and statements printed and sent out. You may be required to enter inventory items in to the MMP. 	As needed
6	Compile utility bill data on to spreadsheet for the Finance Officer.	<ul style="list-style-type: none"> When you receive the monthly utility statement, you can enter the consumption of each building on the municipal breakdown sheet. 	Monthly
7	Attend council meetings as an interpreter and minute taker (if required).	<ul style="list-style-type: none"> As a minute taker, these notes are yours for the preparation and completing of the meeting minutes. The notes are for your use only and used as a reference. Do not distribute your notes. Your SAO/CAO will tell you in what detail they want the minutes written. You will then edit your notes to meet these instructions. These will be what are given out. 	As needed
8	Receive calls related to municipal work orders.	<ul style="list-style-type: none"> As a minute taker, these notes are yours for the preparation and completing of the meeting minutes. The notes are for your use only and used as a reference. Do not distribute your notes. Your SAO/CAO will tell you in what detail they want the minutes written. You will then edit your notes to meet these instructions. These will be what are given out. 	As needed
9	Act as officer manager as instructed (mainly in large municipalities).	<ul style="list-style-type: none"> As the acting office manager, you may be responsible for the supervision of a number of staff (i.e., receptionist, data clerks, cleaning staff). You are responsible for the ordering of office supplies. 	As needed

TASKS		NOTES	FREQUENCY
10	Assist other staff in typing letters, or filing.	<ul style="list-style-type: none"> When the municipal work load gets heavy, you may need to step in to assist other office staff with their correspondence and administrative tasks. 	As needed
11	Assist the municipal finance department with mid-year or annual audits (if required).	<ul style="list-style-type: none"> Audits are a common occurrence, which happen at least once per year, potentially more. Assist in compiling and printing old year items as per auditor's letter. Be present at the special council meeting when audit is presented (if required). Meet with the municipal finance department to review what is required for a mid-year audit, if needed. 	

TIMELINE AND PRIORITY OF EVENTS

The following section aims to help you determine when you should focus on certain tasks over the course of the year, based on the list of tasks previously provided. It should again be noted, this is an example of common timelines for your position across Nunavut. You could use this to help you develop a tracking calendar; however, these timelines may not necessarily match your supervisor’s timelines or priorities. Be sure to check with your supervisor to ensure what tasks are of highest priority each month.

First Half of Year: January-June

OVERARCHING TASK/ RESPONSIBILITY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Sealift/Resupply	Conduct inventory count of office supplies.	Compile a list of office supplies needed for the entire year.		Receive bid submissions. File in safe and notify the SAO/CAO.		
Mid-year or Annual audit			Assist in compiling and printing old year items as per auditor’s instructions.			

OVERARCHING TASK/ RESPONSIBILITY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Annual Capital and Operational budgets		Collect budget number for the office and present to the SAO/CAO.				
Council Meetings	Attend council meetings, if requested.	Attend council meetings, if requested.	Attend council meetings, if requested.	Attend council meetings, if requested.	Attend council meetings, if requested.	
Municipal Financial Statements (FS)	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages, if a meeting is held in the summer.

Second Half of Year: July-December

OVERARCHING TASK/ RESPONSIBILITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Sealift/Resupply				Ensure all items are entered into the inventory system, if asked to do so.		
Mid-year or Annual Audit			Meet with the finance dept. to review what is required for a mid-year audit (if needed).			
Annual Capital and Operational budgets			Assist the SAO/ CAO or finance dept. with a mid-year budget review.			
Council Meetings	Summer break for Council, unless a special meeting is called.	Summer break for Council, unless a special meeting is called.	Attend council meetings, if requested.	Attend council meetings, if requested.	Attend council meetings, if requested.	Attend council meetings, if requested.
Municipal Financial Statements (FS)	Ensure FS are in the council packages, if meeting is held in the summer.	Ensure FS are in the council packages, if meeting is held in the summer.	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages.	Ensure FS are in the council packages.

KEY RESOURCES

In addition to this handbook, the MTO has a number of resources available on its website (<https://www.nmto.ca/>) which may prove to be useful. MTO is always willing to support staff in all positions and in all municipalities across the territory.

In addition to these resources, MTO offers a variety of online training courses. These courses, offered as part of MTO's Municipal Government Certificate Program, can be taken online from your own hamlet office, meaning that you don't have to travel or be away for multiple days in order to access the training you need or want to pursue. The courses are self-paced, running three weeks, with online readings and activities, and two facilitator led conference calls each week to teach content and answer questions.

The main course categories are:

- Core Courses
- Assistant SAO (ASAO)
- Municipal Works Foreman
- Recreation Leaders
- Planning & Lands Administrator
- Finance Officer

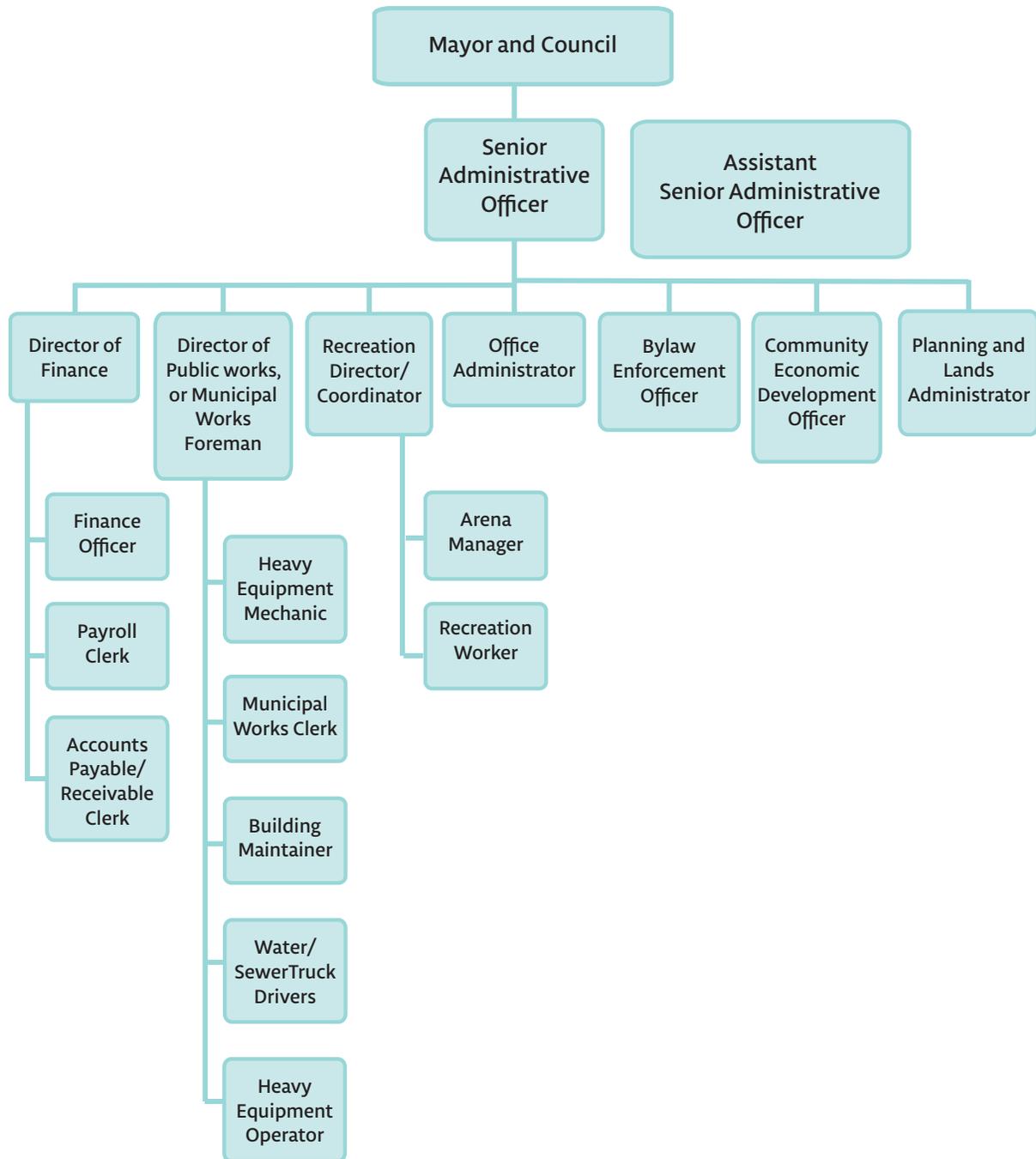
Some examples of training courses for Office Administrators include:

- Advanced computer applications
- Advanced office systems
- Office systems
- Bookkeeping

There is also an online, self-paced course called **Customer Service**, available in both Inuktitut and English. Customer Service is open to Municipal Government employees and any other public servants. Participants can self-enroll in Customer Service (with an enrollment key) and complete the modules at their pace.

There are other targeted training programs in addition to these. Please check the MTO website to see what be of interest to you!

TYPICAL ORGANIZATIONAL CHART



ADDITIONAL JOB DETAILS

There may be additional details related to your job that this handbook may not have covered, but that you would like to record or track. This section provides a space for you to write down any important notes or instructions that you have received from your supervisor, fellow staff, or found within your job description.

Task/Responsibility	Details

