

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following existing vacancy:

### **Administrative Clerk, Golden Plough Lodge**

Permanent, Full-Time

The Golden Plough Lodge is a 151-bed long-term care facility that is owned and operated by the County of Northumberland.

Reporting to the Administrator, you will primarily be responsible to provide exceptional customer service to residents, family members, guests, members of the public and staff. You will perform a variety of administrative and clerical functions in support of efficient operations.

#### **Responsibilities:**

- Central point of contact for telephone calls and email inquiries; providing a timely response or redirection to the appropriate resource
- Greet, assist, and direct residents, guests, members of the public and staff
- Manage, book, and conduct tours for prospective residents and family members
- Under the direction of the Administrator, prepare and maintain documents, correspondence and reports
- Process and deliver incoming/outgoing mail and courier packages
- Distribution and posting of internal documents, memos, and information bulletins
- Facilitate the Resident Admission Process as required
- Ensure all office equipment is operational and in good order
- Order and maintain office supply inventory in accordance with GPL and Northumberland County purchasing policies
- Process payments from, and deposits to, Resident Trust Accounts in compliance with the Ministry of Health and Long-Term Care legislation, internal policies, and direction from residents and/or their representative
- Process payment for accommodation fees, internal catering, seasonal events, etc.
- In the absence of the Resident Accounts Clerk, process accounts payable invoices where required

#### **Qualifications & skills:**

- You have a college diploma or university degree in Business or Office Administration or an equivalent combination of education and experience.
- 3 or more years of work experience in a reception or administrative role.
- Able to write and format correspondence, including memos, letters, etc.
- You are proficient in Microsoft Office Suite (Word, Outlook, Excel, and PowerPoint) and working knowledge of Point Click Care would be considered an asset.
- Superior telephone manners and excellent verbal, written, and interpersonal communication skills.
- Professional, responsive, and positive work attitude is essential.
- Able to work independently and as part of a team.

- Strong organizational, time management, and multitasking skills.
- Excellent internal and external customer service skills.
- Able to perform with a high level of accuracy under tight, inflexible deadlines.
- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Able to maintain filing systems and basic databases.

The successful candidate will work in a positive, synergistic environment with two other administration staff and the Administrator. Additionally, successful candidates will be required to submit a satisfactory vulnerable sector check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)).

Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by Monday, January 30, 2023**, to:

Human Resources  
County of Northumberland  
555 Courthouse Road  
Cobourg, ON K9A 5J6  
**Email: [hr@northumberland.ca](mailto:hr@northumberland.ca)**  
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to [accessibility@northumberland.ca](mailto:accessibility@northumberland.ca) or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.