

Job Description

Program Coordinator

1. Purpose and Objectives

The Program Coordinator handles the promotion, development, and implementation of municipal programs and initiatives. The Program Coordinator also provides a wide range of financial, administrative, and clerical services for the Municipality. This includes acting as a frontline staff person.

2. Duties and Responsibilities

The following is an overview of the duties and responsibilities of the Program Coordinator. This is not intended to be all inclusive or to limit the CAO's right to assign other duties.

Departmental

Service Delivery

Heritage

- Oversee the Heritage property grant program for the Municipality
- Organize and arrange the Heritage Advisory Committee meetings
- Develop agenda items and reports for the Heritage Advisory Committee
- Record meetings for the Heritage Advisory Committee
- Notify the administration department of any committee recommendations for addition to the Council agenda
- Produce any documents that are needed to officially register a property with the land registry
- Respond to any inquiries with regards to the heritage program
- Respond where appropriate to any correspondence between the Municipality, provincial government, and registered property owners
- Maintain accurate records of registration requested and general inquiries to promote heritage and other programs in the Municipality
- Organize Unveiling Ceremonies, Heritage Wall Displays, Community Data Base Binders, Presentations to museums, and through any other means appropriate to promote the program and approved by the CAO or Municipal Council on advice of the Heritage Advisory Committee
- Conduct heritage property tours of the Municipality to members of the Nova Scotia Heritage Trust and Provincial officials from time to time
- Organize events and display materials that promote events, programs, and services of the Municipality
- Represent the Municipality of committee or advisory board relating to heritage, culture, and tourism related activities
- Organize and/or assist with special events such as for Canada Day or Proclamation
- Coordinate and oversee the ground maintenance and repair of the Maud Lewis Memorial Site
- Inspect and coordinate the ground maintenance of the Alms House Memorial Gravesites
- Design and assist with the building and repair of the municipal parade float as required

Job Description
Program Coordinator

- Assist with local community groups, such as the lighthouse groups, as needed
- Ensure that the Municipal Flag Policy is implemented at the Municipal Office
- Handle heritage requests and special projects as assigned by the CAO
- Handle tourism related requests and special projects as assigned by the CAO

Programs and Initiatives

- Act as the Accessibility Coordinator which includes the review and updating of the Accessibility Plan as needed, organizing the Accessibility Advisory Committee, staying informed on the latest accessibility developments, and assisting with any accessibility requirements for the Municipality
- Act as the Equity and Anti-Racism Coordinator which includes the review and updating of the Equity and Anti-Racism Plan as needed, staying informed on the latest developments, and responding as needed to any inquiries or concerns
- Coordinate the annual Art Bank acquisitions which includes establishing a timeline, advertising for selections, organizing the selection committee, and maintaining the municipal displays

Administration and Finance

- Assist with projects or programs as assigned by the Director of Finance, which could include the Property Assessed Clean Energy (PACE) Program, and the Well Financing Program
- Assist with records management as needed and as assigned by the Director of Finance
- Serve as a back-up staff member for the front counter of the Municipality – this would include, but not be limited to, one day per week and also covering breaks, vacations and sick time
- Duties for the front counter role will include:
 - o Process telebanking and correspondence, ensuring each is supported by a receipt and also when requested, notify department heads of payments received
 - o Obtain approval from the Director of Finance for payables and print cheques for approved payables, run reports relating to same and distribute to Council and the Director of Finance
 - o Process sales, mail, etc. for the Municipal Airport
 - o Ensure that the public and clients are greeted promptly at the front counter and/or phone line as required and directed to the appropriate department or individual
 - o Process tax payments and general inquiries from the public
 - o Answer switch board calls and appropriately direct the caller to the proper extension
 - o Ensure cash and receipts balance on a daily basis and prepare bank deposits as necessary
 - o Forward new or change of information on assessment accounts to the Tax Administrator
 - o Issue dog tags and maintain database of same
 - o Prepare outgoing mail for delivery to the post office
 - o Assist with the processing of tax bills
 - o Prepare, record payment and maintain filing system of tax certificates
 - o Assist with the audit as required
 - o Assist clients with electronic funds transfer forms and update the financial system accordingly
 - o Support the Tax Clerks with regular scheduled duties during vacations and illness

Job Description

Program Coordinator

Miscellaneous

- Act as the Returning Officer or Assistant Returning Officer for Municipal Elections as needed and as assigned by the CAO
- Participate in the Digby County Regional Emergency Management Operations
- Perform all other duties as may be assigned by the CAO

Occupational Health and Safety

- Ensure safe work practices are adhered to when conducting all administrative activities and ensure compliance with all applicable codes and legislation including occupational health and safety, WHIMS and hazardous substance program.
- Participate in a proactive way in any investigations of workplace accidents or near misses.
- Obtain and maintain First Aid as required

Reporting

- Ensure monthly reports are prepared for Council
- Attend Council and/or Committee meetings when required by CAO, or when requested by Council to give reports on matters and/or other issues being considered.

Corporate

- Respond to clients and government agencies with correspondence as appropriate.
- Maintain up to date knowledge and understanding of all MDD policies.
- Recommend changes to existing policies.
- Attend any meetings as the CAO or Director of Finance may direct.
- Handle all inquiries in accordance with the Municipal Government Act.

3. Competencies

Customer Service – Acts in the interest of the client as appropriate and ensures a high level of diplomacy and confidentiality while carrying out all duties. May involve acknowledging a client’s complaint and rectifying an organizational or systems related roadblock to good service delivery. It may also involve resolving customer-related problems through management.

Teamwork and Cooperation – Acts as a positive role model and is instrumental in ensuring positive interactions with other teams and departments. Removes barriers and solves problems related to work across teams and departments, such as sharing resources. Be a team player with a high degree of initiative, confidentiality, customer service focus and good organizational and problem-solving skills and the ability to meet tight deadlines.

Organizational Awareness – Understands the structure policies and culture of both the Municipality of Digby and neighboring municipal units. It is the responsibility of the Program Coordinator to understand the structure and culture of the Municipality. The Program Coordinator must adhere to the policies & procedures of the Municipality.

Job Description
Program Coordinator

Knowledge / Skills

- Have knowledge of modern office procedures and methods including telephone, communications and office systems; have knowledge of current, effective, office procedures, record keeping, business communication, including style and format of letters, memos, minutes and reports;
- Possess skills to use a computer and various software packages;
- Thoroughly understand Freedom of Information and Protection of Privacy (FOIPOP) and carry out duties with diplomacy and confidentiality of the client in mind;
- Have a thorough knowledge of the level of professionalism required in providing administrative services to the CAO, Warden and Council;
- Have the ability to establish priorities, work independently and meet objectives without supervision;
- Have an ability to handle and resolve recurring problems with their work environment;
- Conduct the affairs of the Municipality in a professional and courteous manner at all times;
- Have excellent communication skills and the ability to lead committees and work with the public;
- Have strong attention to detail and the ability to review and track information

4. Accountability

The Program Coordinator reports directly to the Director of Finance on all administrative, service delivery, and policy issues relating to the responsibilities of the position.

5. Education / Qualifications

- Post secondary education in business, finance, office administration, or a comparable combination of post-secondary education and related experience

6. Experience

- At least two years or relevant work experience would be preferred

7. Hours of Work

- Four Day Work Week with hours of 8:00 a.m. to 5:00 p.m. with a day off on either Monday or Friday depending on the four-month rotation
- Attendance at evening or weekend meetings and events as required

8. Salary and Benefits

As determined by policy