

**GEORGINA****Town of Georgina  
SR-OI-1****Title:** Clerical Support for Environmental Services**Date:** September 15, 2020**Department:** Operations and Infrastructure (O&I)**Division:** Environmental Services**Position Description:** Operations & Infrastructure Clerk (Temporary Position)

Responsible for providing clerical support, customer service, and administrative support within the Operations & Infrastructure Department.

This is one (1) Temporary Position up to eight (8) months. The temporary position is required during periods where staff functionality is reduced due to COVID-19 workplace protocols and absences. During the trial period the long-term staffing requirements of the position within the Department will be evaluated.

The Environmental Services Division is responsible for operating and maintaining the Keswick and Sutton Water Distribution System and the Wastewater Collection System, including implementing major maintenance projects, emergency response and for short-term capital improvement projects. This requires a significant administrative work, which includes but is not limited to:

- Verify and reconcile invoices from multiple vendors
- Assist with the procurement processes (e.g. drafting Request of Proposals, drafting Purchase Requisitions, and preparing supporting documents)
- Perform contract administration (e.g. tracking contract expiry dates, tracking variance reports for GL accounts, follow up with vendors for correcting invoices with mistakes, etc.)
- Coordinate administrative activities with Departmental procedures
- Create internal excel-based tracking tools for operations staff (e.g. Action Items Tracking sheet, summary tables for inventory tracking)
- Record meeting minutes

In addition, there are a number of Capital projects projected for 2021 that will require administrative support. This includes support for pump station condition assessment, service line replacement, and mechanical replacements at pumping stations.

**1. Proposed Year of Initiative:** 2021

**2. Nature of Initiative/Review Factors (check and explain all that apply):**

- Legislative,  Growth  Risk Management,  Service level Change,  Strategic Priority,  Efficiency,  Adopted Plan/Study
- Other (please specify)

**Efficiency:** The administrative burden of carrying out clerical activities by the Manager, Supervisor or Water Quality Specialist is very expensive and inefficient. Examples of not having this support were evident in Q3 2020, when it was apparent that multiple invoices had been misplaced, and deadlines for payment not honoured. This also represents a reputational risks with our vendors. The efficiencies of having clerical support involves being able to pay invoices on time, update contracts that expire on time, recording meeting outcomes for regulatory purposes, and supporting administration Capital projects planned for 2021.

**3. Brief Links to Strategic Plan Departmental Business Plans or Other Plans:**

Priority: "Deliver Exception Service" – manage our finances and assets proactively.

**4. Main/Desired Goal or Outcomes/Benefits:**

Comply with contractual obligations and administrative requirements.

**5. Cost/ Financial Impact, Recovery and Net impact**

**Contracted Services:** \$36,000 – Contract 8-month employee for 2021.

**Total Cost:** \$36,000

**6. Other Considerations or Efficiency Options:**

Can you defer the request? No  
 Is it more efficient to contract out the initiative? N/A  
 Can you combine this initiative with other present functions? No  
 Can you change the services model to reduce this demand without reducing service levels? No

**Can you better leverage technology? No**  
**Can you share service delivery with other Town Departments/Agencies or municipalities? Yes.** This position is a shared position within the Department, but can support other areas as required, including Customer Service.

**7. Short-term results expected:**

In the short term, this eight (8) month contract will provide services to keep basic administrative services on track and in compliance with Procurement By-law and other administrative requirements. The position will also provide needed support for the 2021 Capital projects.

**8. Long-term Results expected:**

Provide services to keep basic administrative services on track and in compliance with Procurement By-law and other administrative requirements. This will allow for increased efficiency of technical staff by reducing administrative tasks.

**9. Other Comments:**

The workload for clerical services has increased significantly in the Environmental Services Division.

Since May 2020, the Division employed a contract clerk position for a 6-month contract through the Job-Skills Canada program. This position provided support for the following tasks:

- Support existing administrative staff for tracking, verifying and processing invoices, which has greatly decreased processing time.
- Identifying discrepancies on invoices, contacting vendors and resolving issues (e.g. OWW, East G., Summa Eng., BMC Electrical, GFL).
- Assisting in drafting RFAs, PR Forms, and supporting documents
- Creating internal excel-based tracking tools for operations staff (e.g. Action Items Tracking sheet, calendar of contracts' expiry & renewals).