

Auxiliary Administrative Assistant

Naturally, Campbell River – Located on Vancouver Island, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.

Workplace culture is important to the Recreation Department - we are looking for people to join us, who embrace our core values of communication, integrity, kindness, respect, and teamwork.

The role: Auxiliary Administrative Assistants perform a wide variety of general administrative and clerical duties in support of departments citywide. Duties include but are not limited to:

- Provide courteous and professional front line service to customers in person, by phone or email.
- Prepare, process, edit, format, and maintain a variety of departmental documents, publications, reports, records, and files, both manually and electronically.
- Receive and reconcile financial transactions.
- Enter data using a variety of computer programs and databases.
- Process all incoming and outgoing mail.
- Research and prepare routine correspondence.
- Other duties that may be assigned.

What we offer: The rate of pay for this CUPE bargaining unit position is **\$34.69** per hour, plus **12%** in lieu of benefits.

Our ideal candidate will have:

- Minimum Grade 12 supplemented with courses/training in business, accounting, or office administration.
- Minimum of three (3) years of current office administration experience.
- Proficient administrative skills including composing and preparing correspondence.
- Proficiency with MS Office Suite, including Word, Excel, Outlook, and PowerPoint.
- Knowledge and experience working with social media (Facebook, Instagram, etc.).
- Experience processing, balancing, and reconciling financial transactions.
- Strong organizational skills with the ability to adapt to changing situations.
- Exceptional communication, interpersonal, and customer service skills, with a positive and enthusiastic outlook.

Qualified candidates will be required to undergo testing for Intermediate Word, Basic Excel, and Office Administration skills.

Work is assigned on a as needed basis, with no guarantee of hours. When called in or scheduled for work, hours may be between 8:00am and 9:30pm, Monday through Friday and between 8:00am and 6:00pm Saturday and Sunday depending on the department and assignment.

Posting closing date: June 21, 2026

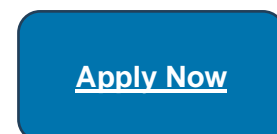
Posting number: 26-045

Please apply using the 'Apply Now' link below.

When you apply:

You will be asked to upload a cover letter and resume as part of the application process. You may also be asked to answer some screening questions related to the position.

Questions about this position? Email careers@campbellriver.ca



Administrative Assistant

Approval Date:	August 2025	Department:	Various Departments
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management	
Title of Excluded Supervisor:	Departmental Manager		

General Accountability:

Purpose and Scope

Reporting to and taking direction from the Departmental Manager, the Administrative Assistant performs a wide variety of administrative duties and provides support to all administrative functions within the department. The incumbent is expected to work independently on most assignments, and to deal with internal and external clients with courtesy and tact, and a focus on service.

Nature and Scope of Work

Performs a wide variety of administrative duties, including, but not limited to:

- Perform customer service duties, including responding to counter, email, and telephone inquiries.
- Respond to general inquiries from various internal and external customers.
- Manage the department's generic email accounts, and update and maintain the department's City website.
- File and maintain the department's records management system.
- Prepare, process, and maintain a variety of departmental documents, correspondence, records, and files.
- Process and maintain accounting data including, but not limited to, work orders, purchase orders, invoices, cheque requisitions, and expense claims.
- Receive, process, and reconcile cash and other financial transactions.
- Enter and track data using a variety of computer programs.
- Scan, photocopy and electronically file documents.
- Create, update, and maintain a variety of department reference material, publications, promotional material.
- Process media releases and monitor social media sites as necessary.
- Receive, sort, and distribute mail, interoffice correspondence and courier deliveries and process all out-going mail and courier deliveries.
- Purchase, order, and maintain office supplies
- Coordinate equipment repairs and maintenance schedule
- Prepare agendas, organize meetings, and take meeting minutes.
- Transcribe meeting minutes from others' notes.
- Complete special projects as assigned.
- Provide assistance to department colleagues in response to workload demands.
- Other related duties as may be assigned.

Necessary Qualifications

Knowledge:

- General knowledge of modern office procedures, digital records management, composition of letters and customization of documents.
- Working knowledge of City operations and services.
- Working knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Excellent customer service and conflict resolution skills.
- Good oral, listening and writing skills.
- Strong attention to detail and high degree of accuracy amidst frequent interruptions.
- Good keyboarding/typing skills.
- Good time management and organization skills.
- Good decision-making and problem-solving skills.
- Safe work habits and practices.
- Proficiency with MS Office applications, with intermediate proficiency in Microsoft Word and basic proficiency in Microsoft Excel (minimum 60% within the last 18 months).

Abilities:

- Ability to deliver a high level of customer service and deal calmly, courteously, and tactfully with all customers, both internal and external.
- Ability to deal effectively with confrontational clients and remain calm during hostile or stressful situations.
- Ability to receive and reconcile cash and other financial transactions.
- Ability to work independently with minimal supervision.
- Ability to work within and contribute to a proactive team environment.
- Ability to work under pressure, effectively respond to a high volume of inquiries and do a multitude of tasks.
- Ability to accurately process, check and maintain a variety of office records, files, reports, documents, and related materials, as well as file and retrieve information (both manually and electronically).
- Ability to use department specific software programs and operate office equipment required for the work.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- For work assignments in Recreation & Culture only – ability to pass and maintain a clear Criminal Record and Vulnerability Check.

Education:

- Grade 12 or equivalent.

Experience:

- Minimum three (3) years' clerical or administrative work experience in an office environment.

Preferred Criteria (External Postings)

- Experience working in a municipal environment.
- Certificate or Training in Office Administration.