

Township of Southgate

Job Description

Date of Update: April 2026	Public Works Assistant – Roads & Waste
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Section A: Position Description

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Job Title: Public Works Assistant – Roads & Waste	Supervisor's Job Title: Public Works Manager – Roads & Waste
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Administration Office	Department/Division: Public Works – Roads & Waste
Employment Status: Full Time Salaried Position	Pay Band: 12

2) Scope of Position (A maximum of three sentences.)

Reporting to the Public Works Manager – Roads & Waste, the position will provide administrative, technical and research support to the departments of Transportation & Public Safety, and Waste Resources & Diversion Management operations. This position will be responsible for maintaining records, providing initial customer service, managing department complaints, maintaining monthly & annual reporting, acting as secretary for Public Works committees as required, and provide administrative support to department manager and supervisory staff.

Key Responsibilities	Tasks	Percent of Time
Administrative Duties	<ul style="list-style-type: none"> • Provides administrative support to department manager and supervisory staff • First point of contact for the department's customer service inquiries via phone, email and in person. • Receives and codes departments payable invoices for the Public Works Manager – Roads & Waste's approval. • Management of departments files & maintains department supply inventories as assigned. • Tracks inquiries and complaints from ratepayers related to the department to ensure they have been resolved by the appropriate staff member. • Schedules training and accommodations for the departments staff. • Purchases materials for appropriate public works departments. • Coordinates safety clothing for appropriate public works departments. • Coordinates the department's tendering process. Assists with the preparation and issuance of tender documents, advertisements, responds to enquiries, issues addenda, assists with information on evaluation of proposals and recommendations. • Researches information and data related to a range of departmental projects. • Assists with updating and implementing municipal policies, by-laws, agreements, and other related legislative documents, as required. 	30%
Waste Resources & Diversion Management	<ul style="list-style-type: none"> • Prepares and assists with the submission of monthly, annual and other Ministry compliance reporting. • Works with WRDM Lead Hand to research and collect information to create promotion and education materials for school & community programs as well as calendar creation. • May attend schools and local events to outreach and promote Southgate's waste program. • Maintaining and updating Emergency Spill Plan annually. • Assist with the Environmental Emergency (E2) plan, including organizing training and providing secretarial duties for annual Environmental Emergency (E2) staff risk assessment meeting. 	30%

Key Responsibilities	Tasks	Percent of Time
TAPS / Roads	<ul style="list-style-type: none"> • Prepares and assists with reporting to RPRA and various PROs to receive funding for various diversion programs. • Prepares and assists with Blue Box reporting and record management to associated parties to maintain funding. • Coordinate and assist with bi-annual compost testing and lab reporting. • May attending training/webinars/conferences to keep up-to-date with changing regulations. • Secretarial services for the Public Liaison Committee (PLC), when applicable. • Filing records, lab reports, training records and all regulatory related documentation. • Administratively handles and communicates all curbside collection delays, holiday delays and closures and unscheduled changes to services to residents through letters, website, and social media. • Maintain waste cart database when new serial numbers are assigned or other updates are required. <ul style="list-style-type: none"> • Administration of Entrance Permits, Civic Addressing, Road Occupancy and encroachment permits, Moving (Wide-Load) permits, Special Events permits, Parades/Grey County road closure permits, Adopt-a-road program. • Purchases road signage and maintaining road sign database. • Annual updating of Winter Maintenance Manual on OGRA Winter Web for Council approval. • Secretarial services for TAPS Winter and Spring Wrap-up Training with TAPS staff. • Administratively handles and communicates all road closures to OPP, EMS, Fire, County & website posting. • Creating Issue Work Orders to Depots for calls received and following up with resolutions. 	30%

Key Responsibilities	Tasks	Percent of Time
Energy Management	<ul style="list-style-type: none"> • Collect energy usage data and compile for LAS reporting to Ministry annually. • Create Energy Management Report for the Energy Management Committee, provide secretarial services and provide usage reports for discussion for new initiatives. • Assist with the preparation of the Council report for Council approval. 	5%
Other	<ul style="list-style-type: none"> • Acts as a backup support for the administration office on phones and front counter inquiries. • Act as a backup to the Public Works Coordinator – Water Operations as required. • Performs all other duties as assigned by Supervisor. • Represents Southgate when performing day-to-day duties through front counter contact with the public. • Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, municipal health and safety and workplace violence policy and procedures as well as industry guidelines. • Basic knowledge of WHMIS, and the Municipal Freedom of Information and Protection of Privacy Act. 	5%

Section B: Skills

1) Formal Education and External Training

<p>Highest level required</p> <p><input type="checkbox"/> High School</p> <p><input type="checkbox"/> Vocational School</p> <p><input checked="" type="checkbox"/> Community College</p> <p><input type="checkbox"/> University Degree</p> <p><input checked="" type="checkbox"/> Individual Courses</p> <p><input type="checkbox"/> License or Professional Designation</p> <p>Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?</p> <p style="text-align: center;"><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Discuss: May attend courses/seminars on an as-needed basis</p>	<p>Specific Specialty or Degree? (List)</p> <p>2 Year College Diploma in Business Administration and/or Environmental sciences or equivalent work experience is preferred</p>
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2) Required On-The-Job Training

Specific Internal Training	Months to Complete
Keystone	1 month
Waste regulations and by-laws	3 months
Minimum Maintenance Standards for Roads	1 year

3) Work Experience

Experience	Minimum Years Required
• Computer experience	2 years
• Accounting experience	2 years
• Customer service experience	2 years
• Regulatory and/or auditing experience	An asset
• Environmental experience, preferably in a municipal sector	An asset

4) Other Key Skills:

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| <ul style="list-style-type: none"> • Excellent written and oral communications skills. • Working knowledge of office terminology, procedures, and equipment. • Ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software. • Ability to work independently, establish priorities, and meet deadlines. • Good organizational and time-management skills. |
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- Understanding of applicable legislation, by-laws and policies related to environmental, waste, roads and energy management.

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.) Co-workers (other dept.) Supervisor (my dept.) Supervisor (other dept.) Depart. Head (my dept.) Depart. Head (other dept.) Administrators	Daily Frequently Daily Occasionally Daily Occasionally Occasionally		
External Contacts	Frequency	Purpose	Method
Ratepayers Children/Students Seniors Suppliers General Public (Not residence) Business representatives Consultants, Engineers, Planners Auditors Solicitors Funding Organizations Government Officials Boards Council (your own) Council (other municipalities) Media Ratepayers Groups Other: Specify Below	Frequently Occasionally Occasionally Occasionally Occasionally Occasionally Seldom Occasionally Seldom Seldom Occasionally Seldom Seldom N/A Occasionally N/A	Public education Public education PRO's and CMO MOE Representatives	
Interpersonal skills:			
Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs.			

6) Decision Making

Must use judgment in dealing with the public and day to day problems relating supporting the operations of the Public Works department in consultation with manager & supervisory staff.
Must be empathetic, yet proactive when dealing with the public, employ human relation skills.

7) Problem Solving Responsibilities

Ability to analyze and evaluate operations and develop and implement corrective action to resolve problems. Complex issues are escalated to the appropriate individual(s).

8) Equipment & Technology Utilized

Computer – various financial software (Keystone) applications, Microsoft products.

Section C: Responsibility

1) Program Delivery

Supports the delivery of administration and environmental programs. Knowledge of applicable federal and provincial statutes and regulations related to environmental compliance.

2) Impact and Accountabilities

Must maintain confidentiality where residents/ratepayers are concerned.
Must ensure accurate data entry as errors can result in major implications for environmental reporting and compliance.

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
N/A	
Indirect Subordinates – Job Titles	Number of Staff
N/A	
Total	
Provides training/instruction to others – Job Titles	Number of Staff
N/A	

4) Material and Information Resources

Computers and other standard office equipment.
Confidential customer information.

5) Financial Resources

Responsible for accurate billing of services, receipt of payments and reporting.

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting					X
Standing		X			
Noise Exposure		X			
Adverse Temperature	X				
Pushing/Pulling	X				
Lifting/Carrying		X			
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

2) Health & Safety Hazards

Minimal hazards, office environment.

Health and Safety Responsibilities

Responsible for performing duties in a Health and Safety conscious manner.

3) Travel

Travel to seminars / training to occur occasionally.

4) Driving

Minimal driving required for this position. Driving to seminars / training to occur occasionally.

5) Mental Environment

Busy office environment, open concept.
Constant interruptions, dealing with unhappy people (sometime ratepayers) and deadlines contribute to stress.

Section E: Effort

1) Mental Effort

Strong mental effort required. Excellent keyboarding skills and visual concentration are required.

Deadlines and task management are major components of work effort.

Accuracy requires mental effort.

Constant interruptions - ratepayers, co-workers, telephone.

2) Physical Effort

Minimal physical effort required.

Excellent keyboarding skills. There will be long periods of data processing required.

Prolonged periods of sitting.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

Job Position: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____