

# Position Description

**Position Title:** Parks Administrative Assistant  
**Department:** Parks, Recreation and Facilities  
**Last Updated:** August 2025

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## Summary

The Parks Administrative Assistant provides a variety of administrative support services to the Parks, Recreation and Facilities Department, the City of Langford, and its residents.

## Key Duties & Accountabilities

- Provides first line administrative support to the department, including support with various office programs, scheduling appointments and meetings, preparing agendas, taking and transcribing minutes of meetings, and organizing community presentations and materials
- Receives and responds to telephone, in-person and email inquiries and delegates to other department staff when required
- Creates and processes work orders in CityWorks for city contractors and communicates relevant details to department members
- Provides administrative coordination, reconciles and approves invoices for payments to contractors and other agencies
- Provides outstanding customer service and consistently ensures residents, contractors and consultants are treated fairly and professionally
- In collaboration with the Communications department, develops marketing, promotion, and educational strategies and materials, including park information for local and regional media
- Advises applicants on approval processes and issues park use permits in accordance with the bylaws, policies and procedure, and informs the Director of Parks, Recreation and Facilities of exemptions and/or violations
- Assists with the administration and revision of park policies and procedures
- Creates, maintains and files a variety of records according to policies and procedures
- Creates and maintains departmental administrative procedures manuals
- Maintains accurate and current information, inventory, databases, statistical records and computerized information systems, including confidentiality of privileged information
- May be requested to work outside office hours, including in support of events and local emergencies
- Performs other related duties as required

## Qualifications

- Post-secondary diploma in office, business, or public administration and three (3) years' related experience (or an equivalent combination)
- Proficiency in a variety of computer systems and software applications, including Microsoft Office. Knowledge of SharePoint and CityWorks is an asset

- Ability to communicate effectively both orally and in writing
- A commitment to excellent customer service, continuous improvement and lifelong learning
- A team player with a strong work ethic
- Ability to accept or initiate and effectively organize, prioritize and complete multiple tasks within frequently tight timeframes and deadlines
- Strong attention to detail and high degree of accuracy amidst frequent interruptions is essential
- Ability to process information and address shifting work priorities with a high degree of flexibility and adaptability
- Ability to maintain the confidentiality of information is essential
- Ability to establish and maintain cooperative working relationships with a variety of individuals and teams to complete assignments and meet objectives
- Ability to exercise considerable independence and judgement with minimal supervision
- A sense of humour, with the ability to take your work seriously but not yourself