



Operations Administrative Clerk

Permanent Full-Time

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

The Portfolio

Reporting to the Manager of Operations and Compliance, the Operations Administrative Clerk provides advanced administrative and customer service support to the Operations Division. The role is responsible for coordinating key administrative processes, responding to complex inquiries, and ensuring the accurate and efficient flow of information across the division.

The Operations Administrative Clerk leads cemetery administration and supports financial, compliance, and operational systems, while ensuring records, processes, and reporting requirements are maintained in accordance with legislation, by-laws, and corporate standards.

The Candidate

As the ideal candidate, you hold a Diploma in Office Administration, Business, or a related field, with AMCTO coursework considered an asset. You bring a minimum of three (3) years of progress administrative experience, preferably within a municipal or operations environment. You demonstrate strong coordination, customer service, and operational support skills, along with a solid working knowledge of municipal functions and applicable legislation. Additionally, you are highly organized and detail-oriented, you are able to manage multiple priorities, exercise sound judgment, and maintain a high level of accuracy in records management and financial processes.

Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes an annual salary range between **\$57,662 and \$70,155** and a comprehensive benefits plan.

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees.

Employee Perks

At the Town of Grimsby, we invest in our people and provide a workplace that fosters growth, well-being, and work-life balance. Our employees are at the heart of everything we do, and we are proud to offer a supportive and rewarding environment with benefits that go beyond the basics:

- ✔ Complimentary access to recreation facilities, including the fitness centre
- ✔ Three personal float days each year for flexibility and balance
- ✔ Industry-leading benefits covering health, dental, and wellness support
- ✔ Corporate training and career development programs to support lifelong learning
- ✔ A collaborative, inclusive workplace that values innovation and service excellence
- ✔ Opportunities to engage with the community and make a meaningful impact
- ✔ Employee recognition programs that celebrate achievements and contributions
- ✔ A secure pension plan to support long-term financial well-being

More than a job. A place to grow, belong, and thrive.

If you are excited by this opportunity, we are excited to hear from you! We invite you to submit your application to hr@grimsby.ca **May 14, 2026, at 4:30 PM**. Please quote the posting number in the subject line.

A full job description can be found below or visit www.grimsby.ca under “Career Opportunities”.

Posting #: 29-2026

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.



JOB POSTING

Operations Administrative Clerk

Public Works

1. Customer Service and Service Coordination (25%)

- Acts as the primary point of contact for public, contractor, and internal inquiries related to operations services
- Responds to and resolves more complex or sensitive inquiries, ensuring timely and appropriate outcomes
- Assesses issues and determines appropriate action, including escalation where required
- Coordinates service requests, work orders, and appointments (e.g., water services, inspections, utility locates)
- Creates, assigns, and monitors service requests within applicable systems to ensure completion
- Tracks service levels and identify recurring issues or service gaps
- Liaises with external agencies, contractors, and internal departments to support service coordination
- Maintains accurate records of inquiries and service requests for reporting and analysis

2. Operations Administration and Process Coordination (30%)

- Coordinates administrative functions to support the daily operations of the division
- Monitors and maintains divisional processes related to:
 - Timekeeping, attendance, and overtime tracking
 - Vacation scheduling and record management
 - Document control and records management
- Ensures compliance with administrative documentation requirements related to operational activities (e.g., drinking water reporting, regulatory documentation)
- Maintains training, health and safety records in accordance with corporate standards
- Coordinates divisional financial administrative processes, including:
 - Reviewing and coding invoices
 - Preparing and tracking purchase orders
 - Coordinating expense submissions and documentation
 - Monitoring financial records for completeness and accuracy
- Supports the preparation of divisional administrative and operational reports
- Identifies opportunities to improve administrative processes and workflows and implements changes in consultation with management

3. Cemetery Administration (25%)

- Coordinates all administrative aspects of cemetery operations, including:
 - Plot sales, transfers, and record management
 - Interment scheduling and coordination
 - Monument and marker approvals

- Acts as the primary liaison with funeral homes, monument companies, families, and the public
- Ensures all cemetery activities comply with applicable legislation, regulations, and municipal by-laws
- Maintains cemetery records and systems, ensuring accuracy, completeness, and audit readiness
- Processes payments and oversees financial tracking related to cemetery services
- Supports regulatory reporting requirements, including year-end submissions to governing authorities
- Provides guidance to staff on cemetery-related processes and procedures

4. Program Support & Systems Administration (15%)

- Administers and supports operational systems and programs, including:
 - Fuel station and bulk water systems (user setup, monitoring, reporting)
 - Ontario One Call locate request system (assignment, tracking, and closure of tickets)
 - Computerized Maintenance Management System (CMMS) and other operational tools
- Monitors system activity to ensure timely processing and completion of tasks
- Maintains data integrity within systems and ensures accurate record keeping
- Prepares and analyzes basic operational reports to support decision-making
- Assists in the implementation of new systems or enhancements to existing processes
- Provides guidance and support to staff on system use and administrative procedures

5. General Responsibilities (5%)

- Ensures administrative compliance with applicable legislation (e.g., Occupational Health and Safety Act), corporate policies, and departmental procedures
- Maintains confidentiality of sensitive information and records
- Provides backup support to other administrative roles within Public Works
- Contributes to a positive, collaborative, and professional work environment
- Participates in departmental or corporate initiatives, committees, or projects as assigned
- Performs other related duties, as assigned

The successful candidate will possess the following:

Education

- Diploma in Office Administration, Business, or a related field
- Enrolled and/or completion of AMCTO program courses is an asset.

License, Registration and Training

- Valid and unrestricted Class “G” driver’s license with access to reliable transportation and be able to travel to various work locations across the Town.

Experience

- Three (3) years of progressively responsible administrative experience, preferably in a municipal or operations environment

- Experience coordinating administrative processes and supporting operational service delivery
- Experience in customer service.

Knowledge/Skills/Abilities

- Working knowledge of municipal operations functions and applicable legislation (e.g., Safe Drinking Water Act, Funeral, Burial and Cremation Services Act)
- Strong organizational and coordination skills with the ability to manage multiple priorities and deadlines
- Demonstrated ability to exercise judgment in responding to inquiries and resolving issues
- Strong attention to detail and accuracy in records management and financial processes
- Ability to identify process improvements and support implementation
- Effective communication and interpersonal skills with the ability to interact with staff, stakeholders, and the public
- Ability to work independently with minimal supervision and as part of a team
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Experience with operational systems (e.g., CMMS, service request systems) is an asset

A combination of education, training, and experience may be considered.