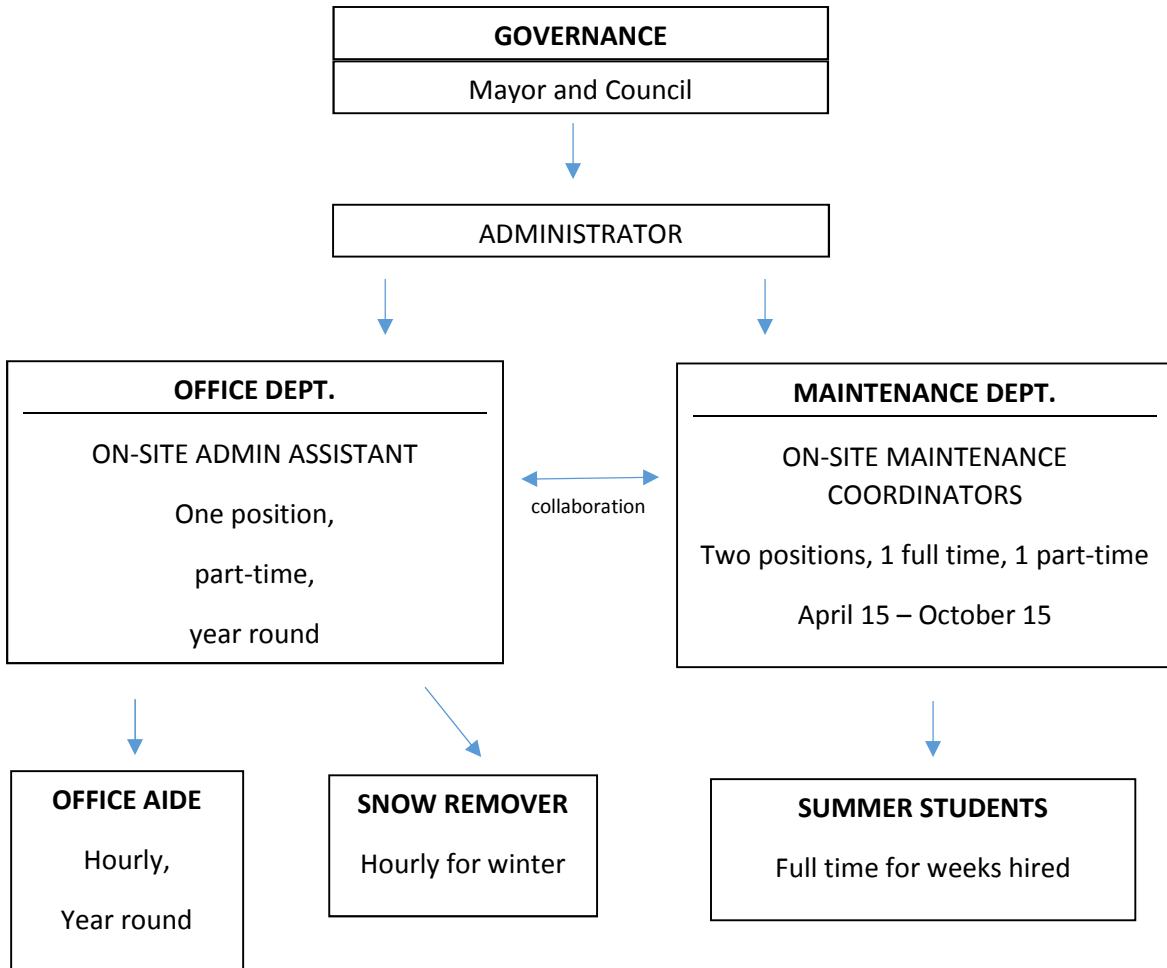


## 1. ORGANIZATIONAL CHART



## 2. DEPARTMENTS

The operation of the Village will be organized into two departments:

- The **Office Department** will be responsible for financial, record keeping, development and implementation of policies and bylaws, and community liaison.
- The **Maintenance Department** will be responsible for the upkeep of all grounds (including the village streets, the golf course, the green spaces, and the care of trees), all Village owned buildings, and equipment.

### 3. JOB DESCRIPTIONS

#### **Administrator**

- Period of employment: year-round ongoing part-time position
- Hours: part-time flexible scheduled as mutually determined with Council
- Supervisor: Village Council
- Main tasks:
  - Overall supervision of the Administrative Responsibilities under *The Municipalities Act* and as outlined in Bylaw 07-05
  - Liaison with government departments
  - Advisory to Council
  - Payroll and related payroll matters
  - Assessor
  - Tax enforcement
  - Drafting of bylaws
  - Supervision of the on-site coordinators; mentor to the Admin Assistant when required
  - Attendance at Council Meetings whenever possible

#### **Office Department**

##### **Administrative Assistant**

- Period of employment: year-round ongoing part-time position
- Hours: part-time flexible scheduling of hours as mutually determined with Council, on average 15 hours per week, which includes a minimum of:
  - One regularly scheduled weekday per week
  - For July and August, regularly scheduled hours on Saturdays as agreed upon by Council
  - Attendance at all Council Meetings
- No holidays will be approved over the May, July, August, and September long weekends when the office is scheduled to be open, or for the May annual meeting.
- Supervisor: Administrator
- Clusters of tasks:
  1. Coordination (part-time) – see chart in Section 4
  2. Accounts and record keeping
    - Issuing of receipts and handling accounts receivable
  3. The Development Officer for the Official Community Plan and Zoning Bylaw of the Resort Village of Mistusinne
  4. Implementing Council's policies
    - Writing letters/memos, making phone calls and posting notices as follow-up to decisions taken at Council meetings.

5. Providing services and information to cottage owners
  - Answering questions; receiving and recording input for Council
  - Arranging and supervising sales of golf passes, boat stickers, Mistusinne souvenirs, pop machine and others
  - Producing, copying and mailing out newsletters to cottage owners. Compiling and summarizing surveys to cottage owners
6. Communication – weekly meetings with Maintenance Coordinators April 15 – Oct 15 and reporting to Council
7. Website – update on a timely basis

#### **Office Aide**

- Period of employment: year-round ongoing hourly position
- Hours: part-time flexible scheduling of hours as mutually determined with Council:
  - May long weekend until September long weekend every Saturday and Sunday, as well as stat Monday's from 9 a.m. – 12 noon
  - After September long until May long – every 2<sup>nd</sup> and 4<sup>th</sup> Saturday from 9 a.m. – 12 noon.
- Supervisor: Administrative Assistant
- Tasks:
  1. Reception in the Community centre when the Administrative Assistant is absent (sale of golf passes, issuance of temporary receipts, etc.)
  2. General clerical at the Community Centre (mail-outs, collating, etc.)
  3. Housekeeping duties in the Community Centre
  4. Pick-up of supplies for the Community Centre (coffee, cleaning supplies, etc.)
  5. Supervision of the Recycling Centre
  6. Other tasks as assigned by the Administrative Assistant
  7. NOTE – questions from the public shall be directed to the Administrative Assistant

#### **Winter Snow Removal**

- Period of employment: snowfall months, ongoing part-time position
- Hours: as required, mutually arranged with Administrative Assistant
- Supervisor: Administrative Assistant
- Tasks:
  1. Removal of snow on streets, lots of village buildings and private lots of residents who have paid for the service
  2. Maintenance of snow removal equipment

## Maintenance Department

### Maintenance Coordinator(s)

- Period of employment: typically April 15 to October 15 (may vary), ongoing
- Number of ongoing positions: determined annually by Council typically the equivalent of 1.5 employee
- Hours:
  1. Full-time staff shall work 40 hours per week from 8:00 a.m. to 4:30 p.m.<sup>1</sup>
    - Banked time for full time staff shall be for emergencies or other allowable reasons set by Council, and where possible, shall be booked in advance with the Administrative Assistant.
  2. Part-time staff – flexibility scheduled as mutually determined with Council
- Supervisor: Administrator
- Clusters of tasks:
  1. Coordination (part time) – see chart in Section 4
  2. Equipment maintenance; including
    - Day by day repairs and upkeep, oil changes, fluid level checks, etc.
    - Arranging and facilitating specialized repairs off-site
  3. Building maintenance, including upkeep and repairs to the:
    - Community Centre
    - Maintenance Building and Gathering Place (as per policy) including public washroom
    - Recycling Centre
  4. Mowing – as per the guidelines in policy, including edges of roads, ditches and green spaces
  5. Tree cutting and trimming; including
    - Removal of dead trees, and
    - Trimming only in selected areas as per guidelines in policy
  6. Tree planting including
    - Cooperating with the Friends of Trees Committee in implementing Council’s plan for tree planting (as per policy)
    - Mulching (as per policy)
  7. Beach and boat launch; including
    - Garbage cans, boat dock
    - Putting out, moving and removing swimming platforms and buoys as required
    - Removal of sand from the boat launch
  8. Village water systems
    - Maintaining pumps and wells; maintenance of water truck
    - Reading levels on wells

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<sup>1</sup> With one half-hour allocated for lunch break

- Fall – reading levels on all village septic tanks, blowing out irrigation lines (indicated depth of liquid in tank at the time of the readings)

9. General

- Minor repairs to streets
- Upkeep of the garbage collection bins and surrounding area
- Putting up signs
- Inspection of and repairs to playground, raking of sand, reporting need for new equipment
- Monitoring and administering the garbage bins
- Other tasks as assigned by Council

10. Golf Course

- Removal of greens tarps in the spring
- Spot seeding, watering, fertilizing and mowing of greens
- Mowing of fairways
- Care of trees, underbrush golf course signage, benches, ball washers, etc.
- Preparation of course for tournaments
- Preparation of golf course budget; ording of golf course supplies
- Application of tarps in fall

11. Communication

- weekly meetings with Administrative Assistant from April 15 – Oct 15 and reporting to Council at Council Meetings during this time period or as requested by Council

**Summer Student(s)**

- Period of employment: as determined by Council
- Hours: as determined by Council
- Supervisor: the Maintenance Coordinated assigned as supervisor
- Tasks: as assigned by Maintenance Coordinators

#### 4. ON-SITE COORDINATION

The on-site coordination of the following tasks is the shared responsibility of the Administrative Assistant and the Maintenance Coordinators. Council expects that the Administrative Assistant and the two Maintenance Coordinators will use a **team approach** to managing many of the Village issues, as per the following chart:

Coordination tasks	Administrative Assistant	Maintenance Coordinators	
<b>Liaison with Council</b>	Attending Council Meetings regularly and reporting at Council	Reporting at Council Meetings from May – September	
	Investigating and preparing reports on special situations	Investigating and preparing reports on special situations	
	Preparing weekly or bi-weekly maintenance updates to Council		
<b>Supervision of staff</b>	Monitoring the time sheet and work of the office aide, reporting to Council	Assigning tasks to the student(s), supervising their work and reporting to Council	
<b>Administering the Budget</b>	Preparing the Office Department budget requests, presenting to Council	Preparing the Maintenance Department budget requests, presenting to Council	
	Facilitating equipment purchases or lease		
<b>Managing the permit process</b>	Issuing permits to ratepayers pursuant to the Zoning Bylaw or other bylaws	Issuing permits for tree cutting and for heavy haulers	
<b>Services to ratepayers</b>	Receiving and replying to ratepayer questions and concerns (reporting to Council)	Arranging and coordinating services to cottage owners (rental of equipment, requests for maintenance services)	
<b>Emergency situations</b>	Emergency maintenance issues		
	Administrative Assistant is involved as required	<b>Week days</b> Either or both staff member(s)	<b>Weekends</b> Resident staff member

↔ May require collaboration between Departments.

## **5. HIRING**

Hiring for vacant ongoing positions involves the following steps:

- Council determine the prerequisite for the position
- The position is advertised by the Administrative Assistant
- A designated committee of mayor and councillors short-lists the applications and conducts the interviews
- The entire Council ratifies the hiring

## **6. STAFF APPRECIATION**

The Council demonstrates their appreciation for the work done by staff in the following manner:

- Annually, the Council invites staff in ongoing positions, along with their special guest, to a staff appreciation dinner or provides a gift certificate to a dinner out.
- Annually, in December, the Council pays an honorarium to those staff members in ongoing positions equivalent to \$20 per year of service, with a minimum of \$40 and a maximum of \$200 per staff member.

## **7. SUPERVISION AND EVALUATION**

### **SUPERVISION**

- The Administrator supervises the work of the On-Site Coordinators
- The On-Site Coordinators supervise the work of the remaining staff
- Should there be any improvements or changes required by any member of staff, that staff member shall be notified in writing of the specific changes requested

### **EVALUATION**

- The Mayor and Council will provide for the annual completion of an evaluation report on each staff member in an ongoing position (see attachment #1)
  - On-Site Coordinators will be invited to provide input to the report.
  - The Administrator will draft the report
  - Employees will be evaluated on:
    - The tasks the employee has been assigned from the clusters of tasks in their department
    - Punctuality, time on task, accurate reporting of hours
    - Adherence to Council policies
    - Ethics, honesty, and loyalty to Council
    - Working relationship with other employees
    - Working relationship with Village residents
    - Other items as predetermined with the employee

- Each item will be rated as:
  - Exceeds expectations
  - Meets expectations
  - Does not meet expectations
- For items that “do not meet expectations”, very specific expectations will be restated and a specific time frame established for improving on these expectations, after which a follow-up report will be issued
- Should the follow-up report items continue to not meet expectations, the employee may be considered for termination
- For every report, the employee will view the first-draft of the report and have an opportunity to add the employee’s own comments, in writing, as an addendum to the report.
- A copy of the performance evaluation will be provided to the employee and another copy kept in the employee’s personnel file.



**Personnel Evaluation Form**

Employee's Name: \_\_\_\_\_

Position: \_\_\_\_\_

Background – Length of employment, description of required tasks.

Areas Evaluated	Results	Comments:
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
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	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	
	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Does not meet expectations	