



EMPLOYMENT OPPORTUNITY

Administrative Coordinator

Who WE Are

The Town of Crossfield, located just 30 minutes north of Calgary and 15 minutes from Airdrie, is a fast-growing, vibrant community with a population of over 4,200 residents. As a mid-sized town, Crossfield offers the perfect blend of small-town charm and access to big-city amenities, making it an ideal place to live and work. Our progressive, collaborative work environment is built on teamwork, innovation, and a shared commitment to enhancing the quality of life for our residents. Join us in helping shape the future of Crossfield as we continue to grow and thrive.

YOUR Opportunity

The Town of Crossfield is seeking a highly organized, customer-focused, and adaptable professional to join our team as an Administrative Coordinator. This role plays a key part in supporting the municipality's administrative operations through customer service, account payable support, administrative coordination, development support, cemetery administration and legislative. The Administrative Coordinator will thrive in a fast-paced environment, and demonstrate strong attention to detail, and provide compassionate, professional service to residents, businesses, contractors, and internal stakeholders.

YOUR Essential Functions

Customer Experience & Administrative Services:

- Provide exceptional customer service by assisting residents, businesses, and stakeholders in person, by phone, and electronically.
- Respond to inquiries and service requests professionally, accurately, and efficiently.
- Support community hall inquiries and bookings as required.
- Assist with the processing of dog licenses, business licenses, permits, registrations, and municipal payments.
- Process and reconcile payments, deposits, and related financial transactions in accordance with municipal procedures.
- Maintain accurate records and documentation of customer interactions and municipal transactions.
- Support registrations for Town events, recreation programs, and community initiatives.
- Liaise with contracted service providers and assist residents with service-related inquiries.
- Support a safe, respectful, and positive customer service environment.

Accounts Payable Support:

- Process invoices, expense claims, and vendor payments in compliance with municipal policies and financial procedures.
- Maintain vendor information and payment schedules while ensuring accuracy and confidentiality.
- Reconcile statements, investigate discrepancies, and assist with audit preparation and financial record maintenance.
- Provide administrative and clerical support related to municipal financial operations.

Administrative Support

- Provide backup support as the Council clerk, ensuring agendas are prepared and posted and recording of council meeting minutes.
- Provide backup support for communications in the absence of the Communication Coordinator, including updating the municipal website with accurate content and preparing approved social media posts.

Development & Planning Support

- Assist with processing development, sign permit, and home occupation applications.
- Support compliance certificate requests and preparation of advisory letters.
- Maintain development files and records, including closed permit files.
- Assist in preparing educational materials related to planning and development processes.
- Serve as Clerk for the Municipal Planning Commission and Subdivision & Development Appeal Board.

Cemetery

- Act as the primary point of contact for cemetery-related inquiries and services.
- Coordinate interments, monument permits, plot sales, and columbarium purchases with professionalism and compassion.
- Maintain cemetery records, databases, forms, and documentation in compliance with legislation and bylaws.
- Provide respectful and supportive assistance to grieving families, funeral homes, and service providers.
- Assist with updates to cemetery bylaws, forms, and procedures to ensure legislative compliance and sensitivity to diverse burial practices.

What YOU Bring

Education & Experience:

- Minimum of two (2) years of post-secondary education in Business Administration, Public Administration, or related fields.
- Minimum three (3) years of experience in an administrative support role, preferably in a municipal setting.
- Minimum two (2) years of experience in customer service or public relations, preferably in a municipal setting.
- Basic knowledge of financial activities.
- Knowledge of municipal processes and compliance requirements is an asset.
- Proficient with computers and all aspects of MS Office; knowledge & proficiency with Muniware software.
- Working knowledge of relevant and applicable federal, provincial, and municipal legislation, including the Alberta Municipal Government Act, and other associated bylaws, regulations, and policies.

Skills & Abilities:

- Customer service aptitude, ability to deal with difficult situations with tact and diplomacy.
- Excellent communication and public relations skills (both written and verbal).
- Strong planning and organizational skills.
- Ability to manage multiple priorities and deadlines effectively.
- Ability to work independently and exercising sound judgment.
- Impeccable attention to detail, high level of accuracy.
- Ability to adapt to constant change in the work environment.

- Ability to maintain confidentiality in dealing with private and sensitive customer information.
- Self-motivated and comfortable working with minimal direction and as part of a team.

What WE Provide

This is a full-time position (35-hour work week) Monday to Friday; some evenings and weekends will be required. The Town of Crossfield offers a competitive wage, pension plan, excellent benefits package, and a supportive team environment.

Join the Town of Crossfield and be an integral part of a dedicated and community-focused team!

How to Apply:

Interested candidates are invited to submit their resume and cover letter to:

Human Resources

Town of Crossfield

Box 500, Crossfield, Alberta T0M 0S0

Email: HR@crossfieldalberta.com

The position will remain open until **June 12, 2026**. Please note that all applicants must be legally entitled to work in Canada. We thank all applicants for their interest; however, only those selected for an interview will be contacted.