



Provincial Job Description

TITLE:
(014) Office Clerk

PAY BAND:
7

FOR FACILITY USE:

SUMMARY OF DUTIES:

Performs receptionist and general clerical duties.

QUALIFICATIONS:

- ◆ **Office Education certificate**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Intermediate keyboarding skills**
- ◆ **Communication and interpersonal skills**
- ◆ **Ability to communicate in a cross-cultural setting, where applicable**

EXPERIENCE:

- ◆ **Previous: No previous experience.**

KEY ACTIVITIES:

A. Reception / Telecommunication

- ◆ Greet clients/patients/public to department/facility.
- ◆ Provides telephone support for department/facility, directs calls to proper individual, takes messages and provides information.
- ◆ Schedules appointments for clients/physicians/staff.
- ◆ Pages individuals.
- ◆ Locates information or phone numbers for clients/public.
- ◆ Directs client/public to proper department.
- ◆ Registers clients/patients, where required.
- ◆ Assists with interpretations, where required.

B. General Office Duties

- ◆ Performs general office duties (e.g., files, photocopies, faxes, e-mails, laminates, collates, shreds).
- ◆ Performs word processing.
- ◆ Picks up and delivers mail.
- ◆ Records minutes of meetings, where required.
- ◆ Enters data of various types into computer programs (e.g., immunization records, patient demographics, client databases, schedules, financial information, purchase orders, incident reports, and work requisitions).
- ◆ Orders supplies.
- ◆ Maintains office equipment.
- ◆ Maintains petty cash and minor accounts receivable.
- ◆ Keeps various manuals up-to-date.
- ◆ Books meeting rooms (e.g., Telehealth)
- ◆ Books vehicles (e.g., Central Vehicle Agency)
- ◆ Sorts and distributes reports.
- ◆ May coordinate travel arrangements.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Any revisions of the document must be approved by the Joint Job Evaluation Maintenance Committee.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: 2005

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