



# Provincial Job Description

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**TITLE:**  
**(014) Office Clerk**

**PAY BAND:**  
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**FOR FACILITY USE:**

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## **SUMMARY OF DUTIES:**

Provides receptionist and clerical services.

## **QUALIFICATIONS:**

- ◆ Office Administration certificate

## **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Intermediate keyboarding skills
- ◆ Intermediate computer skills
- ◆ Communication skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ Ability to work independently
- ◆ Ability to communicate in a cross-cultural setting, where required by the job
- ◆ Valid driver's license, where required by the job

## **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 individuals, pages individuals, takes messages and provides information.
- ◆ Schedules appointments for clients/patients/physicians/staff.
- ◆ Locates information or phone numbers for clients/patients/public.
- ◆ Directs clients/patients/public to proper department.
- ◆ Registers clients/patients.

### **B. General Office Duties**

- ◆ Performs general office duties (e.g., files, photocopies, faxes, scans, e-mails, laminates, collates, shreds).
- ◆ Performs data entry and word processing (e.g., immunization records, patient demographics, client databases, schedules, financial information, purchase orders, incident reports, work requisitions, department specific software).
- ◆ Picks up and delivers mail.
- ◆ Records meeting minutes.
- ◆ Maintains office equipment and orders/distributes supplies.
- ◆ Maintains petty cash and minor accounts receivable.
- ◆ Updates manuals.
- ◆ Books and sets up 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.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Date: May 16, 2024**