



Provincial Job Description

TITLE:
(014) Office Clerk

PAY BAND:
7

FOR FACILITY USE:

SUMMARY OF DUTIES:

Performs receptionist and general clerical duties.

QUALIFICATIONS:

- ◆ Office Administration certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate keyboarding skills
- ◆ Basic 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

- ◆ Greets 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/patients/physicians/staff.
- ◆ Pages individuals.
- ◆ 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 word processing.
- ◆ Picks up and delivers mail.
- ◆ Records minutes of meetings.
- ◆ Enters and maintains data of various types into computer programs (e.g., immunization records, patient demographics, client databases, schedules, financial information, purchase orders, incident reports, work requisitions).
- ◆ Orders supplies.
- ◆ Maintains office equipment.
- ◆ Maintains petty cash and minor accounts receivable.
- ◆ Keeps various manuals up-to-date.
- ◆ 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:

SGEU:

SAHO:

Date: January 11, 2017