



Provincial Job Description

TITLE:
(339) Office Administrative Assistant

PAY BAND:
10

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides a wide range of administrative support and coordination of clerical/financial services to a variety of department(s) and/or program(s) and/or facility(ies).

QUALIFICATIONS:

- ◆ **Office Administration certificate**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Intermediate computer skills**
- ◆ **Intermediate keyboarding skills**
- ◆ **Basic medical terminology**
- ◆ **Basic accounting skills**
- ◆ **Interpersonal skills**
- ◆ **Organizational skills**
- ◆ **Communication skills**
- ◆ **Ability to work independently**

EXPERIENCE:

- ◆ **Previous: Twelve (12) months previous experience in an office environment.**

KEY ACTIVITIES:

A. Administrative Support/Clerical Duties

- ◆ **Creates, edits and formats documents (e.g., letters, memos, agendas, posters, brochures, minutes, presentations, manuals, forms, charts) using a variety of computer software.**
- ◆ **Creates and maintains spreadsheets and databases, inputs statistics and prepares reports.**
- ◆ **Performs data entry.**
- ◆ **Provides administrative support for meetings (e.g., prepares agendas, minutes).**
- ◆ **Maintains filing systems/purges/archives.**
- ◆ **Books and sets up meeting rooms, teleconferences, equipment and central vehicle agency vehicles.**
- ◆ **Coordinates travel.**
- ◆ **Coordinates departmental computer security.**
- ◆ **Maintains administrative policies and procedures.**
- ◆ **Track Quality Assurance issues.**

B. General Office Duties

- ◆ **Picks up and delivers mail, photocopies, faxes, scans, e-mails, laminates, collates and shreds.**
- ◆ **Arranges for courier services.**
- ◆ **Orders, receives, records, stores and dispenses office equipment and supplies.**
- ◆ **Liaises with vendors/suppliers/materials management (e.g., quotes for supplies).**
- ◆ **Acts as a resource person for clients/patients/residents and staff.**
- ◆ **Maintains manuals.**
- ◆ **Maintains and troubleshoots office equipment.**

C. Reception/Telephone

- ◆ **Greets public and provides general information/reception duties.**
- ◆ **Provides switchboard/telephone coverage for a variety of departments/facilities.**
- ◆ **Takes messages/pages individuals.**

D. Client/Staff Scheduling

- ◆ **Maintains staff schedules for various departments.**
- ◆ **Calls and schedules staff for replacement of approved leaves.**
- ◆ **Maintains call-in list and ensures seniority lists are updated and posted.**
- ◆ **Schedules client appointments according to care plans and staff availability.**
- ◆ **Contacts care provider and clients regarding day to day changes.**
- ◆ **Maintains client database.**

E. Financial/Payroll

- ◆ Performs accounts receivable/payable, billing, receipting and invoicing duties.
- ◆ Prepare and code purchase orders.
- ◆ Maintains petty cash account.
- ◆ Prepares bank deposits.
- ◆ Collects rents/trusts/donations.
- ◆ Collects and verifies data for payroll preparation.
- ◆ Identifies payroll errors and makes appropriate corrections.
- ◆ Responds to staff payroll inquiries.
- ◆ Assists employees and office staff with filling out various forms (e.g., payroll, benefits).
- ◆ Processes allowance sheets for payment.

F. Patient Information

- ◆ Completes patient registration, discharge and transfer forms.
- ◆ Maintains waiting lists.
- ◆ Collects patient valuables.
- ◆ Porters patients.
- ◆ Maintains daily bed census and client database.
- ◆ Processes incoming referrals.

G. Related Key Work Activities

- ◆ Performs health record related duties (e.g., assembles health records, assists with the release of information, provides filing/retention services, prepares required statistics).
- ◆ Maintains resource materials.
- ◆ Coordinates program/workshop activities.
- ◆ Maintains and updates education databases.
- ◆ 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: June 5, 2017