



# Provincial Job Description

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**TITLE:**  
**(485) Administrative Officer**

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

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**SUMMARY OF DUTIES:**

Provides administrative support and coordination for a department/program/facility. Ensures administrative procedures are maintained. Provides guidance, instruction and advice to department/program/facility staff on administrative procedures and requirements.

**QUALIFICATIONS:**

- ◆ Office Administration certificate

**KNOWLEDGE, SKILLS & ABILITIES:**

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

**EXPERIENCE:**

- ◆ Previous: Twenty-four (24) months previous related office experience to consolidate knowledge and skills.

## ***KEY ACTIVITIES:***

### **A. Administration**

- ◆ Coordinates and organizes department/program administrative workflow and performs a range of administrative activities.
- ◆ Provides guidance, instruction, training and advice to staff and managers on administrative processes and procedures (e.g., payroll, scheduling, benefits, purchasing).
- ◆ Provides administrative support for managers and committees (e.g., prepares agenda, distributes documents, takes minutes).
- ◆ Implements changes to department/program/facility administrative policies and procedures, and monitors/ensures compliance.
- ◆ Develops and maintains department/program/facility personnel and attendance files (e.g., sick and vacation balances, education tracking).
- ◆ Maintains and updates education databases.
- ◆ Provides back-up for facility/administration manager in his/her absence (e.g., day to day operations).

### **B. Financial/Purchasing/Payroll/Benefits**

- ◆ Performs accounts receivable/payable, billing, receipting, invoicing and journal transaction duties.
- ◆ Liaises with vendors, suppliers and materials management (e.g., quotations).
- ◆ Monitors vendor contracts and verifies and processes invoices for payment.
- ◆ Provides input into budgets and tracks expenditures.
- ◆ Orders, receives, records and stores office supplies.
- ◆ Prepares and codes purchase orders for department/program/facility supplies and equipment.
- ◆ Maintains petty cash account.
- ◆ Prepares bank deposits.
- ◆ Collects rents/trusts/donations.
- ◆ Collects, maintains and audits time sheets, makes corrections and forwards to payroll.
- ◆ Responds to staff/manager payroll inquiries and resolves problems.
- ◆ Enrolls employees in benefit plans and provides explanation to staff/managers regarding procedures and requirements for processing claims.
- ◆ Prepares employee benefits reports.

### **C. Client/Staff Scheduling**

- ◆ Schedules client/patient appointments according to care plans/needs and staff availability.
- ◆ Contacts care providers and clients regarding day to day changes.
- ◆ Maintains staff schedules for various departments.
- ◆ Calls and schedules staff for replacement of approved leaves.
- ◆ Tracks leaves (e.g., vacation and sick time accrual and usage).
- ◆ Maintains current seniority lists.

#### **D. General Office 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, databases, inputs statistics and prepares reports.**
- ◆ **Maintains filing systems/purges/archives.**
- ◆ **Books and sets up meeting rooms, teleconferences, equipment and central vehicle agency vehicles.**
- ◆ **Coordinates travel.**
- ◆ **Coordinates departmental computer security (e.g., administrator).**
- ◆ **Tracks Quality Assurance issues.**
- ◆ **Picks up and delivers mail, photocopies, faxes, scans, e-mails, laminates, collates and shreds.**
- ◆ **Arranges for courier services.**
- ◆ **Acts as a resource person for clients/patients/residents and staff for information, form preparation, etc.**
- ◆ **Keeps manuals up to date.**
- ◆ **Maintains and troubleshoots office equipment.**
- ◆ **Provides reception/telephone services.**
- ◆ **Completes patient registration, discharge and transfer forms.**
- ◆ **Maintains waiting lists.**

#### **E. Related Key Work Activities**

- ◆ **Performs health records related duties (e.g., assembles health records, assists with the release of information, provides filing/retention services, prepares required statistics).**
- ◆ **Coordinates program/workshop educational activities and maintains resource materials.**
- ◆ **Provides computer support services/technical assistance.**
- ◆ **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: June 15, 2017***