



## UNION JOB DESCRIPTION

**JD5152**

<b>JOB TITLE:</b>	Help Desk Clerk	<b>JOB DESCRIPTION NO.:</b>	5152
<b>CLASSIFICATION:</b>	Clerk, General; Clerk III, Receptionist	<b>GRID/PAY LEVEL:</b>	F 14
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10308; 10304
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40722
<b>PROGRAM/DEPARTMENT:</b>	General Support Services	<b>BENCHMARKS (If Applicable):</b>	10308; 10304
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	Royal Jubilee Hospital; Victoria General Hospital		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, (Island Health) patient safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager or designate, the Help Desk Clerk operates a VOIP telephone for Island Health and associated communications equipment such as a Windows-based computer system, in accordance with departmental policies and procedures. Performs an essential role dispatching, tracking, monitoring and escalating requests including, but not limited to answering, logging, and completing calls, emails, and electronic requests.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Operates a VOIP telephone system and computer terminal to efficiently handle internal and external calls, emails, and electronic requests. Directs calls to the appropriate personnel, transfers as needed, and accurately logs, monitors, dispatches, tracks, and escalates issues impacting daily operations.
2. Monitors Patient Care Centre alarms and promptly logs maintenance requests, including elevator entrapments, through the system. Monitors requests and follows established escalation procedures to ensure requests are completed in a timely manner.
3. Communicates effectively with coworkers, supervisors, and transport operators through electronic mail and software applications while adhering to departmental policies and procedures.
4. Performs clerical tasks using Microsoft Office applications, including collating data on a daily and monthly basis for the Coordinator.
5. Responds to internal and external inquires for transport-related requests in accordance with standard operating procedures. Collects required information and enters into pre-established form with accuracy.
6. Serves as the central point of contact for non-emergency patient transportation requests, coordinating issues with contracted service providers.
7. Performs other related duties as assigned.

### QUALIFICATIONS:

#### Education, Training And Experience

Grade 12 and one (1) year's recent related experience or an equivalent combination of education, training and

experience.

### **Skills And Abilities**

- Ability to keyboard at 45 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to organize work.
- Physical ability to perform the duties of position.
- Ability to operate related equipment.