



## UNION JOB DESCRIPTION

JD57

<b>JOB TITLE:</b>	Administrative Support Clerk	<b>JOB DESCRIPTION NO.:</b>	20125/C.VI.80104.001
<b>CLASSIFICATION:</b>	Administrative Support 4	<b>GRID/PAY LEVEL:</b>	C25
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	80104
<b>UNION:</b>	BCGEU; HEU	<b>JOB/CLASS CODE:</b>	SI: 20125 CINI: 80104
<b>PROGRAM/DEPARTMENT:</b>	Primary Health Care/Chronic Disease Management; Palliative & End of Life Care	<b>BENCHMARKS (If Applicable):</b>	80104
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	VIHA South Island Health Services Delivery Area; VIHA Central Island Health Services Delivery Area		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff 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 and under the general supervision of the Manager or designate, provides administrative support to the Program staff by performing a variety of general clerical duties such as calendar planning, drafting and typing a variety of documents and correspondence; creating and maintaining databases; inputting confidential health information; compiling statistical data; and performing receptionist duties.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Creates and maintains databases pertaining to the program by:
  - Verifying information to ensure completeness and accuracy of information submitted on forms, reports, etc., and preparing document files;
  - Inputting confidential information into the database system;
  - Generating reports and verifying the accuracy of inputted information, correcting errors and/or omissions;
  - Generating month-end and year-end reports as they pertain to the project.
2. Designs and develops presentations using appropriate software.
3. Performs a variety of general clerical duties, such as:
  - Drafting, typing and editing a variety of correspondence, reports, charts, tables, presentation material and newsletters from rough drafts or general instructions;
  - Setting up and maintaining filing systems and conducting paper and electronic searches as requested;
  - Receiving, recording, sorting and distributing incoming and outgoing mail, faxes and courier documents and completing forms for signature. Packaging items for shipping;
  - Compiling and creating a variety of lists, e.g. facilities lists, contact and mailing lists; updating statistical tables;
  - Booking and setting up meeting rooms, typing and circulating notices and agendas, recording minutes of the meeting and transcribing minutes for distribution;

- Making travel arrangements, such as booking airline flights, hotels, car rentals, etc.;
- Scheduling and confirming clients for appointments;
- Maintaining office equipment including loading paper, removing paper jams, cleaning glass, and changing toner cartridges;
- Compiling and preparing information packages for distribution; organizing materials and quotes for printing services and orders same;

4. Processes and monitor expenditures by performing duties such as initiating documents for purchases (e.g. purchase order, requisitions), verifying coding and calculations, liaising with internal departments and/or suppliers, posting invoices to ledgers, reconciling ledgers, and following up on discrepancies.

5. Performs a variety of reception duties including:

- Operating a switchboard or phone, directing calls, receiving and relaying messages;
- Responding to in-person and telephone inquiries and referring callers to information on the website;
- Assisting clients with reviewing and completing forms and providing general information with regards to programs and policies;
- Mailing out information and forms requested by clients such as applications, signs, bylaws, posters, pamphlets, and educational materials.
- Referring difficult or unusual situations to the Manager as required.

6. Maintains and balances a petty cash account.

7. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

High school graduation plus a Certificate in Office Administration. Three years' of related office experience or an equivalent combination of education, training, and experience. Formal training and experience in Microsoft software applications, such as Microsoft Office, Project and Visio.

### **Skills And Abilities**

- Ability to type 60 wpm.
- Ability to apply knowledge of office practices and procedures.
- Ability to utilize word processing, spreadsheets, project management software and database software, and e-mail tools.
- Ability to communicate effectively, both verbally and in writing.
- Ability to foster and maintain excellent customer/client relations.
- Ability to act with tact, confidentiality and discretion.
- Ability to interpret policies and procedures.
- Ability to organize workload and deal with many tasks simultaneously.
- Ability to operate standard office equipment.
- Physical ability to carry out the duties of the position.
- Knowledge of medical terminology.