



## UNION JOB DESCRIPTION

JD6031

<b>JOB TITLE:</b>	Clerk & Receptionist – Printing	<b>JOB DESCRIPTION NO.:</b>	6031
<b>CLASSIFICATION:</b>	Clerk IV, Purchasing; Clerk, General; Clerk III, Invoice	<b>GRID/PAY LEVEL:</b>	F 16
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10902; 10308; 10901
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40780
<b>PROGRAM/DEPARTMENT:</b>	Printing Services	<b>BENCHMARKS (If Applicable):</b>	10902; 10308; 10901
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	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 and staff safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reports to the Manager, Printing Services, and under the direction of the manager, coordinator or delegate, the Clerk & Receptionist - Printing places purchase orders, checks and distributes invoices and performs a variety of clerical and receptionist duties such as receiving visitors, answering telephones, typing and preparing a variety of documents using word processing, presentation, database, and spreadsheet software tools.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Places specific purchase orders with designated external suppliers in person, by telephone, fax and/or by electronic format; completes and enters purchase orders into system, arranges for appropriate approvals and forwards to supplier.
2. Verifies the accuracy of invoices by checking items such as quantities, prices, extensions, discounts and totals; follows up on discrepancies by contacting designated sources of supply to obtain specific information such as prices and estimated delivery dates and forwards information obtained to Manager or buyer. Contacts courier and/or freight companies to arrange for transport of printed material based on instruction from shipper.
3. Maintains perpetual inventory records by recording information such as stock disbursements, receipts and price adjustments on inventory control and advising appropriate personnel when reorder points are reached; verifies inventory levels by performing physical inventory counts as required; maintains records of capital equipment purchases. Records all waybills or packing slips related to forms inventory or direct purchase supplies for Printing Services using a computerized material management system.
4. Matches documents such as invoices, receiving reports, packing slips with purchase orders; maintains files of invoices, purchase orders and receiving documents associated with printing job requests; contacts appropriate sources such as stores and external suppliers by telephone and/or correspondence regarding matters such as disputed supplier accounts, missing invoices and unmatched documents; refers problems to Manager.
5. Maintains a library of supplies and equipment catalogues and provides information and catalogues to departments as requested.
6. Distributes work orders to production/manufacturing and distribution staff based on established procedures.
7. Prepares purchase requisitions for transmission to Purchasing. Contacts Purchasing requesting orders be expedited as directed by the production/manufacturing process.

8. Allocates invoices to internal accounts by assigning codes such as cost centre codes and general ledger codes. Distributes invoices for approval and payment and prepares billings for transmission to Finance based on established production costing system(s).
9. Receives visitors such as clients and sales representatives, directing them to the appropriate personnel for further investigation of service needs.
10. Investigates routine service requests and documents clients' needs and work order requirements, directing the request to appropriate personnel.
11. Assists in the preparation of prices associated with printing job requests using a manual or computerized job costing system for the approval of the Manager.
12. Receives and processes requests such as vacation, leave of absence and terminations by preparing appropriate documentation, making necessary calculations such as seniority and vacation entitlements and forwarding to appropriate authority for approval.
13. Maintains timekeeping records for staff and submits to payroll.
14. Answers telephone, takes and relays messages, and answers routine enquiries.
15. Sets up and maintains filing systems for material such as correspondence, personnel records, forms, purchase requisitions and completed work orders.
16. Types a variety of documents such as correspondence, letters, memos and reports using word processing, presentation, database and spreadsheet software tools.
17. Receives, sorts, opens and distributes incoming mail and prepares outgoing mail for central processing.
18. Performs other related duties as assigned.

## **QUALIFICATIONS:**

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

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Ability to keyboard at 45 w.p.m.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to supervise.
- Ability to organize work.
- Ability to operate related equipment.