



Child Development Centre Job Description

JOB TITLE: Clerical Support Worker

JOB SUMMARY:

The Clerical Support Worker performs a variety of administrative support functions such as word processing, composing correspondence, typing medical and operational reports, filing and distribution, meeting preparation, answering calls and providing information to the public.

BENCHMARK: Administrative Support 2 (80103), Grid 4

PAY GRADE: Community Subsector Grid Level 4

SUPERVISOR: Executive Director

QUALIFICATIONS:

- Grade 12
- Office Administration Certificate
- Recent, related experience of six months, or an equivalent combination of education, training, and experience, or other Qualifications determined to be reasonable and relevant to the level of work.

SKILLS AND ABILITIES:

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures

TYPICAL FUNCTIONS AND RESPONSIBILITIES:

1. Answers and directs phone calls, relays messages, receives and directs visitors, and responds to in-person and telephone inquiries.
2. Performs general word processing and data entry functions such as inputting client information into the centre's electronic client information system, and typing from rough draft or general instruction, including correspondence, reports, and documents.

3. Performs general physical and electronic record management duties such as scanning documents, assembling files, preparing file folders, and filing and distributing documents and files.
4. Receives, records, sorts and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents, using a postage meter as required. Signs for receipt of packages and shipments.
5. Performs general office functions such as booking and setting up meeting rooms, arranging conference calls, and maintaining a stock of supplies in the work area.
6. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges.
7. Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments, and maintains waiting lists.
8. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.
9. Performs general timekeeping functions such as tracking hours worked, and reviewing timesheets for accuracy.
10. Performs other related duties as assigned.

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