

JOB DESCRIPTION

BCGEU

1. Position No. 22308, 22317, 80279	2. Descriptive Working Title Administration Clerk		3. Present Classification CL 3
4. Department Various Regions	5. Branch/Section Operations	6. Work Location Fully Onsite	Date Revised Feb 2021; Aug 2021
7. Position No. of Supervisor 22334, 22305	8. Descriptive Work Title of Supervisor Regional Administrative Services Manager		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Regional Administrative Services Manager, the Administration Clerk performs a variety of administrative support duties for a Regional office. He/She/They are responsible for duties that include reviewing and processing applications, responding to client enquiries, assisting with completion of forms and public information sessions, processing rent receipts, work orders, procurement documents and accounts payable invoices, performing reception duties, and providing general clerical, data entry and word processing support.

11. Duties:

The scope of duties performed may vary depending on region and business needs.

Housing Registry Maintenance

- Receives and reviews applications and transfers, assesses accurate completion of documentation and communicates eligibility requirements by referring to various guidelines used by BC Housing in the evaluation of applications
- Assesses submitted documentation to determine accuracy and acceptability, identifies missing or incomplete information or supporting documentation, and communicates with applicants, housing providers, supervisors, and Regional Office staff as appropriate
- Performs data entry and updates computer records with client information as changes are reported to maintain data integrity and accuracy
- Maintains and enters documents for scanning into the housing systems. Forwards documents to Applicant Services for processing.

Client Services

- Services clients through telephone, writing, or in-person at the regional office. Provides information on BC Housing programs, products, and services. Refers clients to the appropriate BC Housing department or other agencies. Makes appropriate referrals for unusual or difficult enquiries.
- Assists clients with the completion of BC Housing documents, forms, and application packages.
- Explains BC Housing policies and procedures regarding eligibility for programs and services offered and the differences between housing options (directly managed, non-profit, co-operative, market subsidized units, etc.)
- Assists Regional Office and other internal staff with the administration of development and delivery of information sessions to the public.
- Enters tenant fees collection using the online data base system.
- Creates and maintains applicant and tenant materials, packages, pamphlets, and related communication materials.
- Performs data entry to update and maintain applicant and client information.
- Identifies gaps in Housing Services policies and procedures and system and applicant requires and makes recommendations for improvements.

Property Portfolio Support

- Collects and prepares deposits for rents and other daily payments, ensuring secure handling of payments.
- Raises charges for repairs in tenancy accounts by creating manual billings in software systems.
- Prepares and sends move out chargeback letters to current and former tenants.
- Prepares information packages in support of Residential Tenancy Branch (RTB) applications. Tracks mailing information and provides updated information to the RTB in support of the process.
- Processes former tenant files and forwards to applicable BC Housing department for follow up and recordkeeping.

Accounts Payable

- Reconciles, verifies, and processes assigned invoices. Completes documentation according to approved procedures.
- Ensures the accuracy of payments made for units by referencing data in housing systems.
- Processes p-card transaction coding into the online database for cardholders. Prints transaction summary reports and follows established procedures prior to forwarding to Supply Chain department.
- Processes Standard Purchase Orders, Blanket Orders, and Purchase Orders in the system.
- Verifies goods and services received and prepares documentation for approval ensuring correct coding per budget.
- Creates standard vouchers in appropriate financial systems module.

Administration, Clerical, and Reception

- Receives and answers telephone calls, responds to inquiries, provides information, and makes referrals for unusual or difficult enquiries. Refers callers to appropriate staff member.
- Enters tenant fees collection using the online database system.
- Enters supportive housing applications into Coordinated Access & Assessment program spreadsheets
- Creates and maintains applicant tenant materials, packages, and pamphlets.
- Identifies gaps in Housing Services policies, procedures, systems, and applicant requirements and makes recommendations for improvements.
- Assists the Property Portfolio Assistant with the compilation of various tenant packages and general administrative requirements for tenants.
- Collects, balances, and deposits rents and miscellaneous receivables as per established procedures.
- Opens, date stamps, sorts, and delivers incoming and outgoing mail. Pulls and attaches appropriate files to incoming mail. Prepares courier packages.
- Process invoices and utility bills. Completes documentation according to approved purchasing procedures.
- Provides assistance to accounts payable by scanning and attaching documents to batches into the online database system.
- Completes and distributes work orders for contractors.
- Coordinates procurement documents for fleet vehicles, arranges repairs for vehicles and oversees vehicle service contracts.
- Tracks and maintains inventory of office and stationery supplies. Places orders with various external vendors and maintains the related invoices and records for office and stationery supplies.
- Monitor office equipment for maintenance; assists with staff orientation as required.
- Ensures filing is completed as per File Master Plan.
- Enters data and processes tenant transfer requests.
- Enters data for property and/or block attributes.
- Makes travel and/or accommodation arrangements for all staff; provides staff with tickets. Maintains supply of transportation tickets as required.
- Assists Regional Office staff with various administrative duties that include collecting data, compiling statistics, running reports, expense report coding, and typing a wide variety of general correspondence and forms in a timely and accurate manner.
- Participates in presentations to the public as required.
- Refers unusual and complex situations and problems to the Supervisor.
- Identifies improvements opportunities in processes and procedures to increase efficiency and positive outcomes.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Education, Training and Experience		

Secondary school graduation plus completion of post-secondary courses in office or business administration or other relevant discipline.

Sound office administration experience servicing the public.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound knowledge of office systems and procedures;
 - Some knowledge of accounting procedures;
 - Ability to learn, understand, and explain BC Housing program, policies, and services;
 - Ability to deal with the public, staff and outside agencies in a courteous, professional and tactful manner;
 - Ability to maintain a cash float and balance cash accurately;
 - Ability to type a minimum of 40 wpm;
 - Ability to search documents, data bases and internet to resolve issues creatively and within established guidelines;
 - Ability to plan, multi-task, meet deadlines and adapt in a fast-paced environment;
 - Ability to exercise tact, diplomacy and good judgement when interacting with a broad range of partners and customers, including individuals of diverse social, educationional and cultural backgrounds
 - Ability to plan and meet deadlines by effectively prioritizing actions to respond to numerous diverse and shifting challenges without compromising the quality of work;
 - Ability to work with accuracy and excellent attention to detail
 - Excellent oral and written communication skills, with solid command of English grammar, punctuation and spelling;
 - Excellent interpersonal and conflict resolution skills;
 - Strong problem-solving skills
 - Proficient at an intermediate level in computer applications including MS Office (Word, Excel, PowerPoint, Outlook) and with a proficiency in the mail merging of documents;

6. Occupational Certification
