

1. Position No. 80380, 32097	2. Descriptive Working Title BUSINESS SUPPORT SERVICES CLERK		3. Present Classification Clerk III
4. Division Business Support Services	5. Branch/section Corporate Services	6. Work Location Telework Eligible	Date Revised July 2014; June 2021
7. Position No. of Supervisor 80223	8. Descriptive Work Title of Supervisor Manager Business Support Services		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager Business Support Services, the Business Support Services Clerk performs a variety of administrative support duties following well defined methods and procedures. He/she/they administers forms and stationery supplies control, organizes purchasing goods and services, reconciles and processes accounts payable invoices, and handles premises issues.

11. Duties:

1. Performs a variety of administrative support duties:
 - maintains adequate stationery, miscellaneous supplies for Home Office and it's satellite offices
 - maintains adequate supply of internal and external forms and publications using approved purchasing procedures
 - supplies Regional Offices and departments with internal and external forms and publications
 - provides customer service to Home Office and its satellite offices and Regional Offices staff by responding to Service Desk Requests for keys, furniture repair, business cards, stationery supplies including BC Housing printed supplies, business cards, facility issues and security badge creation/deletion
 - prepares Purchase Orders for appropriate approvals ensuring correct coding for Business Support Services Budget
 - verifies goods received and ensures payment processed
 - reconciles and verifies invoice accuracy to purchasing documents according to BC Housing policy
 - processes all invoices in a timely manner and ensures pricing is correct
 - prepares invoices for approval ensuring coding is correct
 - reviews outstanding Purchase Orders for backorders or invoicing
 - reviews vendor statements and follows up on discrepancies and responds to supplier/contractor inquiries regarding payments etc. using JDEI
 - maintains all Standing Purchase Orders, advising Manager, Business Support Services of any discrepancies and if contract value is close to depletion
 - liaises with all departments within BC Housing
 - liaises with external and internal stakeholders to arrange repair of facility issues; temperatures, light fixtures, plumbing, meeting rooms and housekeeping.
 - creates and maintains BC Housing Security ID badge system
 - fleet vehicle insurance; processes yearly insurance renewals, distributes as required and processes payment.
 - ensures pool vehicles are maintained; and trains staff on safe operation of the vehicles.
 - places and approves purchases related to Business Support Services within her signing authority of \$5000.00 following BC Housing purchasing procedures
 - P-Card holder with \$10,000.00 monthly limit authorized to make purchase up to \$5,000.00 per transaction

2. Maintains various data bases and spreadsheet applications;
 - maintains control of workstation keys, asset inventory and workstation location list
 - maintains Forms Database of forms stored off-site at various locations
 - maintains the spreadsheet of fleet vehicle insurance information for ; Home Office and its satellite offices and Regional Offices

- maintains Paper Green House Gas(GHS) Reporting stats for Home Office ,its satellite offices and Regional Offices

3. Provides clerical support services to the Business Support Services Department

- assists Mail Clerk with opening daily incoming mail
- issues proximity cards if required
- maintains a variety of records, filing and follow-up systems
- provides relief for other departmental staff as required; switchboard and mail runs

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

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4. Education, Training and Experience		

High school graduation plus completion of a post-secondary course in a relevant field such as office or business administration from a recognized educational institution

Sound general administrative/business experience in a comparable environment

Sound experience with using various spreadsheet and data base software applications (minimum of word processing, spreadsheet, and database) and handling cash transactions

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

Sound knowledge and understanding of accounting processes

Sound knowledge of standard word processing, spreadsheet, database and other relevant applications

Sound knowledge of stock control

Excellent oral and written communication skills, with solid command of English grammar, punctuation and spelling

Excellent customer service skills and interpersonal skills

Strong problem-solving skills

Good general administrative skills

Excellent computer skills, including an intermediate level of proficiency in Microsoft Word and Outlook

Ability to exercise tact, diplomacy and good judgment when dealing with a broad range of audiences

Ability to take initiative

Ability to work independently and as part of a team, under pressure and in a fast-paced environment

Ability to organize work and meet deadlines, while responding to numerous diverse and shifting challenges

Ability to exercise attention to detail

Ability to operate standard office equipment

Ability to work accurately with figures

Ability to lift and carry up to 18 kg

6. Occupational Certification
