

1. Position No. Various Positions	2. Descriptive Working Title DOCUMENTATION CLERK		3. Present Classification Clerk III
4. Department Lower Mainland – Directly Managed, Northern Region, Vancouver Island Region	5. Branch/Section Operations	6. Proposed Classification	Date January 2015 Revised September 2020
7. Position No. of Supervisor 23035, 81208, 22334, 22075	8. Descriptive Work Title of Supervisor Regional Administrative Services Manager Facilities Administration Coordinator		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Documentation Clerk is responsible for processing documentation such as tenant move-outs, building inspections, Declarations of Income and Assets, pet registration, tenant chargebacks, and accounts payable invoices. He/She/They performs property portfolio and property maintenance support functions, provides direct face-to-face and telephone-based customer service to visitors and clients, maintains various databases and current tenant files, and provides general operational support.

Positions are located in different work centres. The full range of duties may not be performed at all times, as incumbents will be assigned in accordance with operational requirements. However, incumbents can expect to rotate through all functions and are required to be knowledgeable of all duties.

11. Duties:

1. Provides property portfolio support:

- Processes routine Declaration of Income and Assets (DIA) containing verifiable income sources; returns incomplete and/or incorrect DIAs; tracks the receipt of correct information and follows up with letters, phone calls or emails as required; updates Housing Connections and JDE1 with information from DIAs.
- Processes tenant move-ins and move-outs, pet registration and tenant transfers.
- Maintains and updates the Laundry Smart Card database and resolves related issues and queries; maintains adequate supply of laundry cards at individual sites; monitors laundry card inventory and orders via JED1 when additional stock is required.
- Acts as the primary point of contact for the Ministry regarding tenant rent contribution payments and Income Assistance.
- Reviews and processes chargebacks for current tenants and move-outs.

2. Processes accounts payable invoices:

- Processes Work Orders, Purchase Orders, Standing Purchase Orders and Blanket Orders. Reconciles and verifies invoice accuracy to purchasing documents; initiates investigations as required.
- Verifies goods and services received and prepares documentation for approval, ensuring correct coding as per the budget.
- Ensures timely payment of utility accounts and invoices.
- Responds to supplier/contractor inquiries regarding payments; follows up with backorders, invoicing and problematic suppliers.
- Tracks receipt of payment and directs non-payment of accounts to appropriate authority for follow-up.
- Schedules and handles requests from caretakers, including pest control, glass replacement, elevator problems, carpet cleaning, extra garbage pick-ups and appliance repairs.

3. Provides direct customer service:

- Provides reception services including direct face to face and telephone-based customer service to members of the public, applicants, tenants, housing providers, government agencies and community representatives. Provides information directly to the individual or refers the individual to the appropriate department.
- Collects, deposits and balances rents and other daily payments, ensuring secure handling of the cheques and the assigned float; performs daily float reconciliations as outlined in the Financial Services guideline.
- Manages a wide variety of situations in serving clients with a range of physical, behavioral and social issues.

4. Provides general operational support:

- Maintains a variety of records, filing and follow-up systems, and updates applicable databases and spreadsheets.
- Responds to a variety of inquiries from Building Managers, contractors, and suppliers as required.
- Maintains records for smoke detector inspections, unit Inspections, fire drills, and monthly safety inspections.
- Assists in uniform and boot distribution and reconciliation of related accounts.
- Requests and maintains new supplier contact information (e.g. address, phone numbers).
- Processes incoming and outgoing mail including interoffice mail and bags couriered to tenant buildings; receives incoming faxes and distributes them to recipients.
- Prepares a wide variety of general correspondence, forms and packages in a timely and accurate manner
- Tracks inventory and orders office supplies and forms.
- Manages and maintains the petty cash float.
- Codes P-card transactions for various cardholders via US Bank Online banking.
- Identifies opportunities to reassess and modify standard procedures to improve efficiency and outcomes.

5. 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:		

Secondary school graduation plus completion of a comprehensive post-secondary course in office or business administration from a recognized educational institution.

Minimum two years varied clerical experience in related office administration, including contact with diverse members of the public.

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

5. Knowledge, Skills and Abilities:

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound practical knowledge of the rules, practices and procedures of office and program administration.
 - Sound practical knowledge of Windows based programs including Word and Excel.
 - Basic knowledge of accounting.
 - Good verbal and written communications skills.
 - Excellent interpersonal skills, with good conflict resolution skills.
 - Ability to interpret and understand financial documents received from tenants.
 - Ability to demonstrate patience and tolerance and exercise tact, diplomacy and good judgement when dealing with a variety of clients, including those of diverse cultural, educational and socio-economic backgrounds and those with difficult behavioural issues.
 - Ability to prioritize, multi-task and process a large volume of work in a fast-paced environment with a high degree of accuracy while meeting prescribed deadlines.
 - Ability to type minimum 50 wpm.
 - Ability and interest in taking initiative, being flexible, adapting to change and contributing in a team environment.
 - Ability to assess and respond quickly and effectively to an incident and/or crisis.

6. Occupational Certification:
