

JOB DESCRIPTION

BCGEU

1. Position No. 80846, TBD	2. Descriptive Working Title Senior Clerical Assistant		3. Present Classification CK 3
4. Department Applicant Services	5. Branch/Section Operations	6. Work Location Fully Onsite	Date April 2022
7. Position No. of Supervisor 80608	8. Descriptive Work Title of Supervisor Supervisor, Administration		9. Classification of Supervisor CK6
10. Job Summary:			

Reporting to the Supervisor, Administration, the Senior Clerical Assistant provides administrative support to ensure the effective and efficient operations of day-to-day service delivery in Applicant Services, supporting a range of programs. He/she/they receives and resolves service desk tickets identifying system errors and takes steps to correct errors related to digital document management to prevent privacy breaches. The incumbent assists the Supervisor in providing day to day technical and administrative support to the team, ensuring new changes to processes are successfully implemented and assists in training team members as needed.

11. Duties:

1. Receives and resolves service desk tickets identifying system errors (i.e. incorrect uploading of documents by clients, SharePoint corrections). Addresses and corrects identified errors and/or deficiencies related to digital document management. Takes steps to ensure that documents are properly uploaded in the appropriate database and removes misfiled documents to prevent privacy breaches. Identifies where errors need to be corrected by IM&T, submits service desk requests and tracks for completion.
2. Identifies patterns and trends in document errors and makes recommendations for improvement to business flow to eliminate or minimize these errors.
3. Assists the Supervisor in providing day-to-day technical and administrative support to the team, ensuring new changes to processes are successfully implemented and assists in training team members as needed.
4. Supports the Supervisor in maintaining inventory of departments forms, advises when brochures and mailing material inventory are low and coordinates with Business Support Services to replenish as required.
5. Supports the Supervisor and works with other department Managers and Program Specialists to update guide sheets and documents used by the administrative team to reflect program, process, and technology changes.
6. Plans and conducts security checks on the Applicant Services strobe lights and panic buttons in the Storefront office in co-ordination with Business Support Services and the alarm company.
7. Participates in testing business functions during system upgrades and modifications. Provides feedback to the Supervisor, IM&T and Program Specialists or others on system features.
8. Identifies opportunities and provides recommendations to the Supervisor for improvement on Applicant Services Administrative policies, workload, and training requirements. Identifies impacts on Applicant Services administrative functions where there are changes in program parameters, practices, and procedures.
9. Performs the duties of the Clerical Assistants as required.

10. 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

1. Position No. 80846, TBD	2. Descriptive Working Title Senior Clerical Assistant	3. Present Classification CK 3
4. Education, Training and Experience		

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

Sound administrative experience in a general office or customer service environment.

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 practical knowledge of the rules, practices and procedures of office and program administration.
- Sound knowledge of general office procedures, filing and record-keeping systems.
- Some knowledge of affordable housing programs and housing clientele.
- Sound knowledge of forms and stationary inventory control.
- Strong problem-solving skills, critical thinking skills and initiative.
- Advanced proficiency with computer applications including scanning and indexing software, custom databases and Microsoft Office (Word, Excel, Outlook, and PowerPoint).
- Good verbal and written communications skills, with solid command of English grammar, punctuation, and spelling.
- Excellent interpersonal skills, with good conflict resolution skills.
- Ability to work under pressure in a demanding and dynamic environment.
- Ability to establish and maintain effective working relationships with staff and the public, demonstrating patience and tolerance
- Ability to exercise tact, diplomacy and good judgment when dealing with a broad range of staff and customers, including individuals of diverse education and cultural backgrounds.
- Ability to work independently, and to contribute and co-operate in a team environment.
- Ability to plan, organize work, meet deadlines, and adapt to competing and critical priorities without compromising the quality of work.
- Excellent attention to detail with ability to maintain quality standards.
- Ability and interest in taking initiative, being flexible, adapting to change and contributing to a team environment.
- Ability to assess and respond quickly and effectively to an incident and/or crisis.
- Ability to type 50 words per minute.
- Ability to lift and carry up to 18 kg.

6. Occupational Certification

Criminal Record Check required