



## **Administrative Clerk Job Description**

### **Job Title:**

Administrative Clerk

### **Job Summary:**

The Administrative Clerk (AC) is a skilled professional responsible for creating remarkable moments for all visitors entering or accessing Seaview Manor. The administrative clerk provides skilled administrative support to ensure effective and efficient customer service to both internal and external customers. The AC functions with a transformative leadership model. She/he assists the Office Coordinator and accepts delegated tasks to facilitate meeting the administrative support needs across the Leadership Team. She/he will possess a can-do attitude with a flexible approach to tasks, projects and people.

### **Reporting Relationship:**

The Administrative Clerk reports directly to the Chief Executive Officer.

### **Performance Requirements:**

Good physical and mental health with an excellent record of attendance. Must always demonstrate professional acumen and maintain confidentiality. Show initiative, innovation and sound judgement. Possess a genuine interest in supporting the implementation and evaluation of best practices or evidenced- informed practices in the delivery of exemplary administrative support services.

### **Employment Variables:**

The Administrative Clerk role must be available Monday to Friday and outside normal office hours to respond to emergency situations when clerical or administrative support is required to mount an effective emergency response.

### **Working Environment:**

The Administrative Clerk's home base is at the main reception desk. The AC may be exposed to certain types of stressful situations, ethical challenges, communicable diseases and unpredictable behaviour.

Physical demands include:

- On feet some portion of a shift 25% inclusive of walking within the building
- Moving and handling of boxes/equipment 10%
- Repetitive hand movements and attention to VDT computer screen 65%



## **Administrative Clerk Job Description**

### **Qualifications:**

- High School Diploma
- Office Admin Diploma (preferred) or equivalent combination of education and experience
- Minimum of 1 year experience in an administrative role
- Proficient in the use of Microsoft Office Products
- Excellent organizational, written, and verbal communication skills

### **Core Competencies:**

#### **Accountable**

Acts within the scope of his/her responsibilities and respects organizational constraints related to his/her functions. Understands the link between his/her role within the organization and those of others by working with them in the interest of residents and the organization. Complies with policies, procedures, standards and processes that are relevant to his/her functions. Aligns his/her actions and recommendations to organizational priorities and objectives. Consults his/her superior when a situation falls outside of the boundaries of his/her assigned functions.

#### **Organization**

Accurately estimates the time required to accomplish his/her tasks or complete projects. Effectively manages multiple tasks according to their level of urgency and importance. Uses available resources, tools and systems to save time and effort. Effectively and efficiently plans his/her work, while remaining sufficiently flexible to accommodate unforeseen changes. Organizes information and files to facilitate access and retrieval. Puts measures in place to verify the accuracy and/or the quality of work of detailed work.

#### **Adaptable**

Keeps a positive attitude and sustains his/her level of work quality and concentration in the face of multiple interruptions. Embraces change and innovation. Demonstrates patience with delays associated with the implementation of changes. Demonstrates empathy and objectivity during difficult situations/interactions and remains solution focused. Explores the advantages and possibilities offered by new systems or procedures and participates in implementation.

#### **Technically Proficient**

Proficient in the application of Microsoft office. Competent with the use of basic office equipment including phone, photocopier, fax, and scanner. Demonstrates mastery and competence in using technology, systems, processes and/or information sources. Maintains an understanding of technology, systems, processes, and/or information sources; often acts as a resource to others



## **Administrative Clerk Job Description**

### **Professional**

Demonstrates a professional demeanour in all interactions. Expresses him/herself in a confident manner by supporting his/her arguments and decisions by objective facts. Keeps abreast of current knowledge and developments relative to their position. Seeks opportunities to develop his/her abilities. Seeks feedback with performance and uses it to improve. Takes responsibility for his/her mistakes and learns from them. Demonstrates reliability by following through on commitments and obligations. Demonstrates enthusiasm and pride in his/her work.

### **Effective Communication**

Actively listens and demonstrates empathy by reflecting or summarizing his/her understanding of the message and the person's situation. Chooses the most appropriate communication method, format and tools to deliver information. Ensures the quality of his/her written communications. Transmits clear, accurate, concise and relevant information to the right people at the right time. Expresses himself/herself tactfully to create and maintain harmonious relationships and to facilitate the transmission of sensitive information.

### **Team Player**

Includes others in everyday interactions and fosters trust and collaboration through his/her words and actions. Shares relevant information with colleagues on a regular basis to support effectiveness and efficiency. Enlists others' assistance by clearly explaining his/her needs and expectations. Seizes opportunities to offer his/her assistance to colleagues. Demonstrates his/her ability to make compromises to achieve results. Coordinates work with colleagues to avoid gaps and overlaps. Actively participates in the integration of new employees through coaching, mentoring or sharing information. Demonstrates initiative by taking on new tasks/projects assigned to the team.

### **Duties and Responsibilities**

The duties and responsibilities of the AC fall into 4 main categories namely, Communication/Customer Service Support, Clerical Support, Information Management and Special Projects.

#### **Communication/Customer Service Support –Reception (50%)**

- Offers professional, courteous and helpful support when greeting, welcoming, directing and announcing visitors
- Proficient independent management of our in-house VOIP telephone system.
- Screens all calls and directs inquires appropriately respecting the work schedules of the Leadership Team.
- Maintain security procedures at the main desk by following procedures and controlling building access (e.g. ensuring all visitors sign the logbook and are provided with a visitor tag) .
- Coordinates timely flow of information while maintaining appropriate levels of security and confidentiality.



## **Administrative Clerk Job Description**

- Responds empathetically to customer complaints and directs customers to the appropriate contact.
- Meets regularly with the Administrative Coordinator and CEO to assess workload, determine work flow efficiencies, realign tasks and reset priorities as may be required.

### **Clerical Support (25%)**

- Provides administrative support (e.g. preparation of documents/reports, policy and procedures, minutes, meeting coordination, etc.) to all members of the Leadership Team.
- Assisting the Administrative Coordinator to facilitate successful planning for onsite and off-site meetings events.
- Ensure reception area is neat and presentable, furnished with all necessary stationary and material (e.g. PPCA brochures, pens, forms, etc).
- Receive deliveries, sort and distribute mail.
- Perform other assigned clerical receptionist duties such as filing, photocopying, transcribing and faxing.
- Supports the Sr. Director of Finance and Support Services and Director of Clinical Services and Professional Practice with required reporting to the DSLTC
- Provides support to the Manager of Talent and Organizational Development with file management and human resource related tasks as required (tasks associated with recruitment, orientation, labour relations, payroll, etc.).

### **Information Management (10%)**

- Produces information by transcribing, formatting, inputting, editing, retrieving, copying and transmitting text, data, and graphics.
- Assists the Administrative Coordinator with records retention and destruction
- Provides Administrative Coordinator coverage for vacations, sick, etc.
- Participates as a member of the Information Management Committee
- Represents the Leadership Team on assigned committees (e.g. Healthy Workplace, JOSHC )

### **Special Projects (15%)**

- Leads the ongoing development of our Learning Management System (Surge)
- Leads /Assists with assigned projects, as delegated by the CEO, consistent with personal competencies (e.g. E-Performance Management, CQI, Social Media, etc.)
- Work collaboratively with the assigned project manager and team to maximize productivity
- Collaborate with the whole project team, contributing to the entire project lifecycle
- Organize and monitor schedules and see that deadlines are met
- Report updates verbally and in written form to management



## **Administrative Clerk Job Description**

- Monitor budget and help ensure resources are used efficiently
- Help discern requirements and assign tasks to team members
- Complete any necessary administrative tasks, such as research and email
- Demonstrate commitment to clients' needs and confidentiality continuously

The AC also performs any assigned duties for which he/she is qualified.

Reviewed and Updated Oct 23/2023

E.Doucette