



Provincial Job Description

TITLE:
(009) Office Supervisor

PAY BAND:
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FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides supervision and administrative support for staff in assigned areas and ensures office procedures are maintained.

QUALIFICATIONS:

- ◆ Office Administration certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Intermediate keyboarding skills
- ◆ Basic medical terminology, where required by the job
- ◆ Basic accounting skills
- ◆ Interpersonal skills
- ◆ Communication skills
- ◆ Organizational skills
- ◆ Leadership skills
- ◆ Ability to work independently
- ◆ Valid driver's license, where required by the job

EXPERIENCE:

- ◆ **Previous:** Twenty-four (24) months previous related office experience to consolidate knowledge and skills.

KEY ACTIVITIES:

A. Supervision / Administration

- ◆ Supervises, coordinates and organizes department workflow.
- ◆ Schedules staff.
- ◆ Provides training for staff.
- ◆ Provides input into performance appraisals and performance reviews.
- ◆ Assists with interviews and hiring of new staff.
- ◆ Maintains departmental personnel and attendance files (e.g., sick and vacation balances, education tracking).
- ◆ Maintains and audits time sheets, makes corrections and forwards to payroll.
- ◆ Provides scheduling services for other facility departments/staff (e.g., Maintenance, Home Care).

B. General Office Duties

- ◆ Provides administrative support (e.g., prepares agendas, takes minutes).
- ◆ Performs clerical duties (e.g., word processing/data entry, files, scans, distributes correspondence/documents, photocopies, processes mail).
- ◆ Creates and maintains spreadsheets, databases, inputs statistics and prepares reports.
- ◆ Provides reception support (e.g., admission/discharges).
- ◆ Monitors expenditures (e.g., checks vendor contracts, processes invoices, tracks expenditures).
- ◆ Maintains department filing system.
- ◆ Maintains, implements and updates to department policies, procedures and work standards.
- ◆ Maintains staff information, seniority lists.
- ◆ Maintains wait lists.
- ◆ Coordinates departmental computer security (e.g., system administrator).

C. Financial / Payroll

- ◆ Performs accounts receivable/accounts payable, billing/receipting/invoicing/journal.
- ◆ Initiates and approves purchase orders within assigned limits.
- ◆ Prepares bank deposits.
- ◆ Performs physician billing.
- ◆ Corrects and distributes payroll time sheets/enters data.
- ◆ Deals with staff payroll inquiries.
- ◆ Maintains a petty cash account.

D. Related Key Work Activities

- ◆ Schedules appointments (e.g., clients, physicians).
- ◆ Provides computer support services/technical assistance.
- ◆ Liaises with vendors, suppliers and materials management (e.g., quotations).
- ◆ Orders, receives, records and stores office supplies.
- ◆ Ensures health record-related duties are performed (e.g., assembles health records, assists with release of information, provides filing/retrieval/retention services, prepares required statistics).
- ◆ Maintains up-to-date journal library.
- ◆ Ensures maintenance of office space and related equipment.
- ◆ Initiates service calls.
- ◆ Schedules meetings, books and sets up rooms.
- ◆ Coordinates program/workshop activities.
- ◆ Order special needs items (e.g., vaccines).

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: May 16, 2024