



# *Provincial Job Description*

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***TITLE:***  
**(339) Office Administrative Assistant**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Provides a wide range of administrative support and coordination of clerical/financial services to a variety of department(s) and/or program(s) and/or facility(ies).

***QUALIFICATIONS:***

- ◆ Office Administration certificate

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Intermediate computer skills
- ◆ Intermediate keyboarding skills
- ◆ Basic medical terminology
- ◆ Basic accounting skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ Communication skills
- ◆ Ability to work independently

***EXPERIENCE:***

- ◆ Previous: Twelve (12) months previous experience in an office environment.

## ***KEY ACTIVITIES:***

### **A. Administrative Support/Clerical Duties**

- ◆ Creates, edits and formats documents (e.g., letters, memos, agendas, posters, brochures, minutes, presentations, manuals, forms, charts) using a variety of computer software.
- ◆ Creates and maintains spreadsheets and databases, inputs statistics and prepares reports.
- ◆ Performs data entry.
- ◆ Provides administrative support for meetings (e.g., prepares agendas, minutes).
- ◆ Maintains filing systems/purges/archives.
- ◆ Books and sets up meeting rooms, teleconferences, equipment and central vehicle agency vehicles.
- ◆ Coordinates travel.
- ◆ Coordinates departmental computer security.
- ◆ Maintains administrative policies and procedures.
- ◆ Track Quality Assurance issues.

### **B. General Office Duties**

- ◆ Picks up and delivers mail, photocopies, faxes, scans, e-mails, laminates, collates and shreds.
- ◆ Arranges for courier services.
- ◆ Orders, receives, records, stores and dispenses office equipment and supplies.
- ◆ Liaises with vendors/suppliers/materials management (e.g., quotes for supplies).
- ◆ Acts as a resource person for clients/patients/residents and staff.
- ◆ Maintains manuals.
- ◆ Maintains and troubleshoots office equipment.

### **C. Reception/Telephone**

- ◆ Greets public and provides general information/reception duties.
- ◆ Provides switchboard/telephone coverage for a variety of departments/facilities.
- ◆ Takes messages/pages individuals.

### **D. Client/Staff Scheduling**

- ◆ Maintains staff schedules for various departments.
- ◆ Calls and schedules staff for replacement of approved leaves.
- ◆ Maintains call-in list and ensures seniority lists are updated and posted.
- ◆ Schedules client appointments according to care plans and staff availability.
- ◆ Contacts care provider and clients regarding day to day changes.
- ◆ Maintains client database.

**E. Financial/Payroll**

- ◆ Performs accounts receivable/payable, billing, receipting and invoicing duties.
- ◆ Prepare and code purchase orders.
- ◆ Maintains petty cash account.
- ◆ Prepares bank deposits.
- ◆ Collects rents/trusts/donations.
- ◆ Collects and verifies data for payroll preparation.
- ◆ Identifies payroll errors and makes appropriate corrections.
- ◆ Responds to staff payroll inquiries.
- ◆ Assists employees and office staff with filling out various forms (e.g., payroll, benefits).
- ◆ Processes allowance sheets for payment.

**F. Patient Information**

- ◆ Completes patient registration, discharge and transfer forms.
- ◆ Maintains waiting lists.
- ◆ Collects patient valuables.
- ◆ Porters patients.
- ◆ Maintains daily bed census and client database.
- ◆ Processes incoming referrals.

**G. Related Key Work Activities**

- ◆ Performs health record related duties (e.g., assembles health records, assists with the release of information, provides filing/retention services, prepares required statistics).
- ◆ Maintains resource materials.
- ◆ Coordinates program/workshop activities.
- ◆ Maintains and updates education databases.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

*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:***

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***SEIU:***

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***SGEU:***

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***SAHO:***

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***Date: June 15, 2017***