

JOB DESCRIPTION

ORGANIZATION: Port Alberni Association for Children with Development Disabilities

POSITION: Administrative Assistant

Benchmark Title: Administrative Support II (80101)

Classification Grid Level: 2

Member of HSA Community Subsector

RESPONSIBLE TO: Executive Director

JOB SUMMARY: The Administrative Assistant is responsible for a variety of general office duties, including reception, typing reports and maintenance of electronic records and filing systems, and minor bookkeeping functions.

QUALIFICATIONS:

Education, training, experience:

- Grade 12
- Office assistant certificate
- Intermediate ability with Word, Adobe Acrobat, Excel, MS Teams, Outlook, Zoom
- Experience with EMR software
- Bookkeeping experience with Sage considered an asset.
- Very comfortable in a highly digitized (paperless environment).
- Recent, related experience of six months or an equivalent combination of education, training, and experience

Skills, abilities:

- Demonstrated ability to type 50 wpm and operate PC and related software
- Ability to communicate professionally and clearly (both verbally and in writing) with the public and other staff members
- Ability to organize and prioritize
- Ability to handle confidential material
- Ability to follow instructions and to work independently as well as work cooperatively with others
- Knowledge of general office procedures
- Open-minded, and proven ability to champion changes
- Contributes to an innovative office environment and processes of continuous improvement and quality engagement
- Keen interest in being part of a progressive, community based, not for profit health care organization

RESPONSIBILITIES:

1. Operates a multi-line phone, and performs reception duties such as directing calls, receiving and relaying messages, receiving, and directing visitors, and responding to in-person and telephone inquiries. Refers problems to supervisor.

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2. Performs general word processing and data entry functions such as taking minutes, inputting client information into relevant computerized systems, maintaining relevant registers, and typing from rough draft or general instruction, including correspondence, reports, and documents.
3. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
4. Receives, records, sorts and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents, using a postage. Signs for receipt of packages and shipments.
5. Performs general office functions such as booking and setting up meeting rooms, arranging conference calls, and maintaining a stock of supplies in the work area.
6. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Communicates further maintenance required and organizes the set up of the completion of maintenance and minor office troubleshooting.
6A: Performs basic sanitation of high touch point per Covid protocols.
7. Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments and maintains waiting lists.
8. Receives, records, checks, and balances cash transactions, including receiving payments, issuing payments, issuing receipts.
9. Performs general timekeeping functions such as tracking hours worked and reviewing timesheets for accuracy.
10. Performs other related duties as assigned.