

# Job Description

## Office Support Worker

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Office Support Worker is responsible for providing secretarial, clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Office Support Worker reports to the Comptroller and is responsible for providing office and clerical services for the Hamlet of Rae-Edzo. The Office Support Worker is also responsible for administration of permits and licenses.

Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of municipal services.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide office support services in order to ensure efficiency and effectiveness within the Hamlet Office

### Main Activities

- Receive, direct and relay telephone messages and fax messages
- Direct the general public to the appropriate staff member
- Pick up and deliver the mail
- Open and date stamp all general correspondence
- Maintain the general filing system and file all correspondence
- Assist in the planning and preparation of meetings, conferences and conference telephone calls
- Make preparations for Hamlet Council and committee meetings
- Maintain an adequate inventory of office supplies
- Respond to public inquiries
- Provide word-processing and secretarial support

2. Process financial transactions associated with municipal utilities and services in order to ensure the Hamlet's finances are maintained in an accurate and timely manner

### Main Activities

- Process work orders
- Coordinate and schedule deliveries
- Receive, record and write receipts for any money collected

- Reconcile accounts receivable on a weekly and monthly basis
- Prepare bank deposits for revenues and deposit funds
- Prepare and mail customer account statements on a quarterly basis
- Prepare monthly aged accounts receivable listings and submit to the Comptroller
- Prepare notices of overdue accounts

3. Perform clerical duties in order to maintain Hamlet administration

Main Activities

- Issue licenses and permits for converting buildings, dogs, businesses, motor vehicles and other areas administered by the Hamlet
- Collect, record and issue receipts for licenses, permits and other payments
- Develop and maintain a current and accurate filing system
- Monitor the use of supplies and equipment
- Coordinate the repair and maintenance of office equipment
- Reconcile Motor Vehicle and other government services transactions

4. Support the Senior Administrative Officer and Comptroller

Main Activities

- Assist the SAO and Finance Officer as requested
- Provide administrative services for the SAO and Comptroller

5. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ bookkeeping
- ✓ office administration
- ✓ computerized accounting programs
- ✓ office administration
- ✓ an understanding of the administration of licenses and permits
- ✓ an understanding of relevant municipal legislation, policies and procedures
- ✓ an understanding of the northern cultural and political environment

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ team building
- ✓ bookkeeping skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal and listening communications skills
- ✓ ability to communicate effectively in English and Dogrib
- ✓ computer skills including the ability to operate computerized accounting, spreadsheet and wordprocessing programs at a highly proficient level
- ✓ stress management skills
- ✓ time management skills

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the Finance Clerk. The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics

The Office Clerk would normally attain the required knowledge, skills and attitudes through completion of an office procedures and/or bookkeeping course combined with related experience. Equivalencies will be considered.

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Office Support Worker will have to spend long hours sitting and using office equipment and computers which can cause muscle strain. The Office Support Worker may also have to do some light lifting of supplies and materials from time to time.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Hamlet Office may be a busy facility. The Office Support Worker may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of residents, clients and contractors. The Office Support Worker may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The Hamlet Office may be noisy and busy making it difficult for the Office Support Worker to concentrate.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Office Support Worker will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

## CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name                      Date	Supervisor's Signature              Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature              Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.