

You will have knowledge of:

- general office practices, procedures and protocols;
- computer applications such as word processing, spreadsheet software, database and operating systems and/or computer hardware.

The Department of Community Resources and Employment is committed to Employment Equity and encourages applications from qualified persons of aboriginal ancestry; persons with disabilities; members of visible minorities; and women seeking management or non-traditional roles.

Careers

Administrative Support Staff

The services provided by the Department of Community Resources and Employment (DCRE) help Saskatchewan's most vulnerable residents participate more fully in the economic and social lives of their communities. These services are delivered primarily through the five regions that DCRE has divided the province into. The Department offers services directly to the public through its regional, day offices and facilities across the province. The overall intent of all our services is to assist families and youth to build better lives.



There are a variety of administrative support positions throughout the Department. All require individuals who are well organized, highly motivated and energetic.

The Job

Your responsibilities include:

- responding to clients in person and on the phone, answering inquiries, handing out forms and directing clients to appropriate workers;
- providing clerical support to program staff using your skills to accurately format, proofread, enter and retrieve information using word processing and database computer applications;
- processing various invoices and requisitions for payment;
- handling incoming and outgoing mail, as well as various other general office tasks; and
- coordinating a fleet of CVA vehicles and office cell phones.

The Person

You will have the ability to:

- provide clear, concise and accurate information and/or explanation to people in response to questions, concerns or complaints raised;
- actively listen to clients who may be angry, confused or frustrated;

- create, format and edit documents, such as letters and memos with speed, accuracy and consistency using various software functions;
- work independently and in a team environment;
- edit/compose documents, such as letters from handwritten notes and dictaphone using correct grammar and spelling to ensure clear and accurate written information;
- organize and prioritize your own workload to respond to numerous demands, changing priorities, multiple reporting relationships and continual interruptions;
- operate and maintain office equipment (such as a computer, photocopier, telephone, shredders, fax machines, printers) in order to minimize down time and ensure efficient usage; and
- maintain office procedures such as filing systems, telephone etiquette, mail, ordering office supplies and inventory according to office protocols.

You will be:

- personable and service oriented when greeting clients at the reception desk or on the telephone and referring them to the appropriate place;
- tactful and discreet when dealing with confidential information;
- a team player who works collaboratively with others in order to reach common goals; and
- flexible and adaptive in order to positively meet new challenges in an ever-changing environment.