

Job Description/Specification

Identification:	J0258	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Front Desk & Staffroom Coordinator	FORMER TITLE/DEPARTMENT: Switchboard operator/Receptionist and Staffroom Coordinator
DIVISION/DEPARTMENT:	FAS/Admin. Services	PAY GRADE: 3
SUPERVISOR'S TITLE:	Facilities Supervisor	DATE APPROVED: April 26, 2022.

Function and purpose (a)

Responsible for routing all incoming telephone calls providing a comprehensive, efficient reception service, co-ordinating and performing the duties necessary for the operation of an in-house coffee/tea service which supplies Federation staff, committees, and visitors with refreshments, and providing clerical and technical support within these areas. Provides clerical and administrative support to Member Records and other departments in response to operational needs.

Principal duties and responsibilities (a)

Reception and Switchboard

1. Operates a “switchboard” by receiving incoming phone calls, determines nature of caller's business; transfers calls to appropriate locals; provides callers with information such as school closing dates, teacher organizations and school addresses and phone numbers and meeting information; and maintains up-to-date lists of telephone numbers and addresses.
2. Performs duties of a receptionist by receiving and directing all visitors to the BCTF building, addressing unauthorized visitors to the building and invoking safety protocols if required including contacting 911, detaining visitors in the waiting area until their appointment, receiving and directing messages for members in meetings; receiving mail and parcels. Calls taxi cabs on request. Issues ID tags, access cards, and parking passes. Monitors security cameras and engages panic alarm if necessary.
3. Schedules bookings of Federation conference rooms; advises Maintenance Staff of required set-up, via email and electronic calendar; creates and maintains electronic meeting schedules; interprets building, parking, and meeting room policies. Creates and edits PowerPoint slides that are displayed in Reception informing members/guests/staff the location of meetings in the building.
4. Assists with setting up of conference calls and logs pertinent information for files and chargebacks.

5. Distributes overnight voice mail messages to appropriate staff.
6. Contacts phone repair service for failures on emergency and regular service for all telephone-related service; operates power failure phone during power outages. Responsible to weekday emergency phone and contacting First Aid as required.
7. Processes all telephone bills.
8. Provides training for staff on all types of telephones, using set relocation features to do telephone relocation requests; using the electronic set administration features for programming telephone changes; keeping an up-to-date record of all telephone equipment and locations; and keeping an up-to-date record of the features on all telephone sets. Keeps records on cell-phone bookings, charges these phones and maintains them in working order.
9. Orders supplies, and forms as required through Purchasing and Production.
10. Provides clerical and administrative support to Member Records. Duties include; prepare signup forms for manual input and electronic filing; validate membership data and input membership signup forms into database; name and file emails with attached forms; input manual PSAs into database; assemble and send new member induction kits upon request, as well as maintain the supplies for the kits; process returned mail. Receives electronic communication and phone calls from members, responding to queries, such as; providing/updating membership information on various databases, BCTF website login support and any other clerical related duties assigned by the Member Records Data Manager.
11. Provides clerical and administrative support to departments in response to operational needs.

Staffroom

12. Orders supplies for the staffroom either on a regular basis or as required by placing orders with appropriate suppliers; receives and records inventories of supplies; monitors their use and advises supervisor of amounts spent and of price increases which will affect budget.
13. Operates and co ordinates an in-house coffee/tea service by supplying beverage service for staff breaks, to boardrooms and offices as requested. Ensures the cleanliness of the staffroom, kitchen, quiet room, microwave and balcony areas, and ensures cups and utensils are cleaned and stored in appropriate cupboards. Ensures workroom and meeting room equipment and supplies are maintained and cleaned.
14. Responsible for the security of the kitchen area and ensures only authorized persons use the area.
15. Processes invoices and problem solving any phone issues that may occur.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

More than one year's related switchboard/receptionist experience in a position including use of a multi-line switchboard, computerized telephone technology and technical aptitude.

Demonstrated excellent interpersonal and communications skills including the ability to manage conflicts/incidents quietly and deescalate without impact to other visitors.

Ability to take charge and direct others in emergencies or other incidents

General office experience performing telephone, clerical, typing, PowerPoint, Outlook Calendar, and filing work

Demonstrated ability to organize work and meet deadlines, use initiative and work independently without direct supervision.

Ability to work with focus and attention to detail.

Education and training (c)

Completion of secondary school (Grade 12) including or supplemented by related commercial courses, plus up to one year of training in office/secretarial methods and procedures.

Licences and certificates (c)

None.

Environment (g)

Physical/emotional environment limited to conditions normally associated with office clerical work such as communication skills, equipment dexterity and scheduling pressures. Physical environment also includes the ability to carry heavy trays up and down stairs, to stand for extended periods of time and to work with commercial cleaners and solvents.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all levels of Federation staff, BCTF members and the general public are required to transmit or exchange information. Is often a member's first contact with Federation staff and requires a high degree of courtesy and tact to reflect a professional image for the BCTF and an ability to remain calm and professional.

Machines, equipment and work aids used

Mitel 5550 IP Console (switchboard), telephones, computer terminal, calculator, photocopier, Microsoft Office with emphasis on Outlook email and calendaring; coffee maker, automatic dishwasher, drip coffee machine and coffee urns.

Positions supervised (e)

None.

Physical and/or mental effort (f)

Fatigue resulting from having to remain in a fixed position for long periods of time, from constant standing and walking and from lifting heavy trays and from occasional high volume of calls and high quality of service to callers.

Working conditions (g)

The reception and switchboard work area are adjacent to the main entrance to the building, thereby exposing the incumbent to drafts and cold; there is exposure to noise. In the staffroom and meeting room areas, the incumbent is exposed to chemicals used in the dishwasher, boiling water, drafts and cold, noise and smoke. Lifting of heavy trays is required.