

## Job Description/Specification

### Identification

J0415

UTFE/BCTF Joint Salary  
Committee Decisions

**JOB/POSITION TITLE:** FSD Supervisor

**FORMER TITLE/DEPARTMENT:**  
BRG Supervisor

**DIVISION/DEPARTMENT:** Field Services Division

**PAY GRADE:** 6

**SUPERVISOR'S TITLE:** FSD Director

**DATE APPROVED:**  
November 2011

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### Function and purpose (a)

To co-ordinate, supervise, and participate in the work of the support staff of the Field Service Division which is the division that works with locals and members on collective agreement implementation, grievance handling, mediation, arbitration and personnel issues. The Field Service Division includes the Collective Bargaining Department which is charged with support to the provincial bargaining table.

### Principal duties and responsibilities (a)

1. Plans, organizes, allocates, assigns, motivates and participates in the work of a group of secretarial and clerical staff who provide support services for the administrative staff of the Field Service Division; ensures the efficient operation of clerical support systems for the division which involves typing from draft a wide variety of correspondence, memos, minutes, statistics and reports; collection and dissemination of various items of information by telephone, in person, or by mail; making conference, travel, and meeting arrangements; setting up meetings and appointments; receiving visitors and telephone callers; receiving, sorting, and disseminating mail and other correspondence, and setting up and maintaining records and files; composes, types and/or signs routine letters; establishes standards of quality and quantity of production and ensures maintenance of those standards.
2. Schedules and authorizes hours of work, overtime, vacations, and leaves of absence for Field Service Division secretarial staff according to established policies and/or collective agreement; prepares or completes holiday, sick leave and related personnel and payroll forms for Field Service Division support and administrative staff; initiates disciplinary action and recommends forms of discipline as required; in conjunction with the director of Field Service Division and Human Resources Department; establishes and reviews the qualifications and requirements of positions supervised; certifies the content of job descriptions; interviews applicants for Field Service Division support staff positions, selects suitable staff replacements, supervises and trains support staff on methods, procedures and equipment, and evaluates secretarial staff performance for permanent appointment, promotion, or incremental increases in salary.

3. Plans, co-ordinates and provides direction and training in Federation administrative and secretarial methods and procedures; monitors quantity of work assigned to individual positions and, where necessary, reassigns work within the group; provides assistance and/or arranges for temporary help from within other divisions; provides motivation and leadership to the group and maintains harmonious relations among the group members.
4. Liaises with administrative staff and attends various divisional and BCTF informational exchange meetings on behalf of the division to assimilate information regarding policies, procedures, events, schedules, work assignments, and production capacities; disseminates this information to Field Service Division staff as required; directs and participates in controlling and maintaining a circulation system for print materials by analyzing and evaluating information requirements, and disseminating information as required.
5. Ensures the accuracy of all jobs and job sheets being sent to the Production Department; ensures deadlines are met; maintains various lists by updating printed and computer lists regularly; co-ordinates limited changes to member information in the UnionWare database; and informs support staff of upcoming administrative staff vacations, etc.
6. Monitors overtime, casual and bonusing budgets in all Field Service programs. Prepares budget amendments for salary costs and oversees the preparation of divisional program budget amendments for director sign off. Works with budget co-ordinator in budget preparation including staff salary allocations, updating budget notes; proofreads all changes.
7. Monitors grievance files in UnionWare, edits and deletes files as necessary; liaises with Legal Department to ensure accuracy and completion of files.
8. Plans, organizes, co-ordinates, supervises, and participates in the secretarial support for major conferences/trainings, zone meetings and advisory committees by assigning or performing such duties as checking and sending a multitude of memos and forms; processing leave of absences, making meeting room and accommodation arrangements, maintains lists of participants and committees; assembles material and kits; orders transportation for materials to and from meeting sites.
9. Receives difficult and/or unusual enquiries by telephone; analyzes, informs or refers enquiries to appropriate staff for action.
10. Provides for back-up relief to all secretarial positions; proofreads draft work and correspondence and provides secretarial support services to divisional staff due to absence of other support staff or heavy workload.
11. Reviews and checks expense vouchers, invoices for hotel accommodation and TTOC bills for zone meetings, conference and training and committees assigned to the division; applies

appropriate budget coding, forwards to director for approval and processes to Accounting Department for payment.

12. Organizes physical layout of division, co-ordinates furniture and telephone needs with FAS, and checks for capital budget requirements.
13. Works with the director to ensure that the division is a healthy workplace free of any forms of harassment, sexism or racism.
14. Maintains effective working relations between individual members of staff.

## **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 five years' accumulated experience in a secretarial position with the Federation, a similar institution, or in related work, with demonstrated ability to supervise staff; with a demonstrated knowledge of the BC Teachers' Federation, communication skills include a requirement for a high degree of tact, accuracy, understanding of confidentiality, proofreading, typing, filing, and other secretarial skills, a demonstrated ability to initiate and ensure completion of projects and to independently take actions and make judgments, an ability to co-ordinate conferences, an ability to work under pressure and to ensure that standards and deadlines are met.

### **Education and training (c)**

**Completion of secondary school (Grade 12). Plus more than one and up to two years of formal training in secretarial skills including typing, supervision, and office 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 operating dexterity, and scheduling pressures.

## **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 are required to obtain/transmit or exchange information and data and to explain or clarify information often of a complex or confidential nature.

Contacts and relationships with persons external to the Federation office involve BCTF members, Executive Committee members, local presidents, advisory committee members, school district accounting personnel, hotel, airline, and catering service employees, and members of other educational organizations to transmit, exchange, or clarify information and data.

### **Machines, equipment and work aids used**

Computers and related software, photocopier, telephone, tape recorder, overhead projector, calculator.

### **Positions supervised (e)**

Five

### **Physical and/or mental effort (f)**

This position is subject to the continual stress of processing large volumes of work requiring a high degree of accuracy under the pressure of critical deadlines. Some lifting required.

### Working conditions (g)

Overtime is required to handle heavy workloads with critical deadlines several times during the year.

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Date

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Incumbent

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Supervisor

November 2011

J0415

June 8, 2002

B0502.J0415.06.APR.83