

## Job Description/Specification

**Identification**  
**J0459**

**TFEU/BCTF Joint Salary**  
**Committee Decisions**

**JOB/POSITION TITLE:** IS Administrative  
Secretary

**FORMER TITLE/DEPARTMENT:**  
IS Administrative Secretary

**DIVISION/DEPARTMENT:** Income Security

**PAY GRADE:** 3

**SUPERVISOR'S TITLE:** Supervisor—ISD Support

**DATE APPROVED:** June 2, 2014

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### Function and purpose (a)

Under the general direction of the Supervisor—ISD Support provides secretarial and administrative assistance to the director and assistant directors in the Income Security Division; to participate as a member of the Income Security Division team in the provision of information and benefits to members and act as primary support to the Salary Indemnity Plan administrative staff.

### Principal duties and responsibilities (a)

1. Provides secretarial assistance to administrative staff by keying a wide variety of documentation, correspondence, memoranda, meeting agendas, and reports, from verbal outlines or written drafts; proofreading, photocopying, accessing e-mail, voice mail and fax machine, sending and receiving messages via e-mail and fax and determining relevance of messages for immediate distribution to and/or action on behalf of applicable administrative staff.
2. Arranges work priorities independently; deals with highly confidential matters and time-sensitive documents relating to Independent Medical Examinations, Medical Review Committees, Salary Indemnity Plan Appeals. Ensures the timely preparation of arrangements with members for appointment(s) with medical practitioners in relation to independent medical examinations and medical review committees. Following established procedures, manages Starling and Living with Balance web-based programs. Ensures that participants are BCTF members.
3. Prepares and maintains databases and is responsible for the confidential records.
4. Organizes committee meetings and conferences pertaining to the Income Security Committee and Health and Wellness Program by arranging travel, securing meeting space, processing leaves of absence, prepares materials for kits and mailings, types minutes, processes vouchers and maintains stewardship reports.

5. Prepares, maintains and distributes updates to BCTF Benefits binder, and BCTF Living with Balance Program including changes to ISD web pages on the BCTF web site.
6. Proofreads, processes and maintains ISD template letters and forms. Updates and maintains files/records electronically.
7. Assists Supervisor—ISD Support with duties connected to the BCTF Assistance Society.
8. Following established retention procedures, and under the direction of the supervisor, attends to the shipment of ISD files to offsite storage and follows up on destruction of files.
9. Works as a member of the Income Security Division support team.
10. Acts as a switchboard operator for the Income Security Division, as required.
11. Other related duties as assigned by Supervisor.

## **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 three years' related experience with the Federation or with a similar institution including a demonstrated ability to:

- perform general secretarial work including making basic calculations accurately
- ability to maintain accurate detailed administrative, computer and financial records
- ability to explain and clarify information
- oral and written communication skills (including telephone, interpersonal and listening skills) commensurate with the position
- ability to work with focus and attention to detail
- ability to juggle multiple priorities
- proficiency with databases and office computer software packages
- good organizational skills
- ability to work in a team

A familiarity with and a working knowledge of the structure of the Federation.

**Education and training (c)**

Completion of secondary school (Grade 12) required.

Up to one year of formal education in office administration (focusing on office procedures, keyboarding, business English, and e-mail communication) required.

Proficiency with Microsoft Office suite of programs required.

Experience in health or benefit administration fields and medical terminology course work is an asset.

**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 divisional and Federation staff are required to transmit or exchange information, to explain or clarify information.

The contact with teacher members involves dealing with highly sensitive, complex, and confidential information to teachers in crisis. Care must be continuously exercised to maintain confidentiality. Purpose of the contact is to exchange and clarify basic information routinely of a personal or confidential nature, and to explain information and requirements.

External contacts may also include rehabilitation service providers, medical practitioners, regulating agencies, school boards, local union officers, or others seeking information from the ISD. Purpose of the contact is to exchange and clarify basic information, to explain basic information and requirements and to effectively redirect inquiries to appropriate Federation personnel.

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

Computer terminals and printers, scanners, manuals, policy statement and reference material related to medical and vocational rehabilitation services and claims management, software related to records management and report preparation, telephones, microfiche readers, fax machines and photocopiers.

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

None.

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

This position includes the processing of a volume of work requiring accuracy in accordance with divisional service standards while balancing incoming calls.

Some additional pressures arise from working with physically/mentally ill members, and from schedules and deadlines beyond the control of the position.

### **Working conditions (g)**

Exposure to video display screen glare when operating a computer terminal. To preserve the confidentiality of medical files, it is necessary to secure and limit access to the office area.

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Date

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Incumbent

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Supervisor

J0459 Income Security Administrative Secretary  
June 2, 2014