

Job Description/Specification

Identification
J0462

TFEU/BCTF Joint Salary
Committee Decisions

JOB/POSITION TITLE: ISD Administrative
Assistant

FORMER TITLE/DEPARTMENT:
ISD Administrative Secretary

DIVISION/DEPARTMENT: Income Security

PAY GRADE: 4

SUPERVISOR'S TITLE: Supervisor – ISD Support

DATE APPROVED: Nov. 12, 2013

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 acts as the primary support to the Assistant Director (WCB Advocacy.)

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 WCB claims, WCB review requests and WCAT notice of appeals. Ensures the timely preparation of WCB submissions, medical/legal requests from medical practitioners. Following established procedures responds to requests from external legal counsel. Ensures that claimants receive copies of all correspondence, reports, WCB disclosures. Updates claimants on the status of their claim and any other pertinent information as required.
3. Receives medical reports pertaining to WCB files and processes physician's invoices for payment. Processes external legal counsel invoices for payment.
4. Prepares and maintains databases and is responsible for and maintains the confidential records office for all WCB claims.

5. Reviews all WCAT decisions and identifies those decisions that allow for cost recovery. Submits applicable requests with supporting documentation to WCAT. Forwards expense cheques received from WCAT to accounting to be credited to BCTF accounts.
6. Responsible for all recoverable costs pertinent to WCB appeals. Follows up with individual members, WCB Payment Services, School District HR/Payroll and BCTF accounting regarding appropriate charges, invoiced expenses and all related accounts receivable. Responds to all stakeholder requests for information and resolves disputes related to recoverable costs.
7. Responsible for minutes, proceedings and stewardship reports for the BCTF Advantage program, Income Security Committee, Pension and TPP advisory committees, as well as the Health and Safety Committee. Arranges travel, secures meeting space, processes leaves of absence, prepares materials for kits and mailings, types minutes, processes vouchers and maintains stewardship reports.
8. Prepares, maintains and distributes updates to BCTF Occupational Health and Safety Manual, BCTF Benefits binder, health and safety workshop materials, and BCTF Living with Balance Program including changes to BCTF website.
9. Proofreads and processes SIP short term and long term template letters and forms. Updates and maintains files/records electronically.
10. Assists Supervisor—ISD Support with duties connected to the BCTF Assistance Society.
11. Following established retention procedures and under the direction of the supervisor attends to the shipment of ISD files to off-site storage and follows up on destruction of files.
12. Works as a member of the Income Security Division support team.
13. Acts as a switchboard operator for the Income Security Division, as required.
14. 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 four (4) years' related experience with the Federation or with a similar institution including a demonstrated ability to perform general secretarial duties. Demonstrated ability to independently set work priorities, to use effective communication skills.

Particular skills required include:

1. Excellent communication skills commensurate with the position, especially for one- on- one telephone interviews.
2. Ability to maintain accurate detailed administrative, computer and financial records.
3. Ability to work in a team where duties are shared.
4. Demonstrated experience with and be knowledgeable about WCB policy, rules, regulations, processes, procedures and protocols, plus WCB appeal policies, procedures and appeal protocols and submission processes.

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 email 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.

Must have completed the following (or be willing to complete) Workers Compensation Advocacy courses:

1. Level I – “Introduction Courses on Workers’ Compensation”
2. Level II – “Basic Oral and Written Presentations”

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 the 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.

Oral and written contact with external lawyers, physicians, WCB, and WCAT personnel. 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 high volume of work requiring accuracy in accordance with divisional service standards while balancing incoming calls.

Some additional pressures may 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.

Date

Incumbent

Supervisor

J0462 November 12, 2013