

Job Description/Specification

Identification:	J0801	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	ISD Intake Clerk/Secretary	FORMER TITLE/DEPARTMENT: Income Security Clerk
DIVISION/DEPARTMENT:	Income Security Division	PAY GRADE: 3
SUPERVISOR'S TITLE:	Supervisor – ISD Support	DATE APPROVED: August 18, 2016

Function and purpose (a)

Under the general direction of the ISD Admin Support Supervisor, receives, sorts, scans, and distributes incoming mail and prepares and processes outgoing mail. Serve as divisional focal point for management and scanning of all ISD incoming documentation. Receives and redirects, as appropriate, telephone and e-mail inquiries and provides general information on ISD services. Acts as receptionist/switchboard operator for the department. Prepares files for microfiche. Provides secretarial and administrative assistance to the director and assistant directors in the Income Security Division.

Principal duties and responsibilities (a)

1. Provides reception duties for members and others at the department and provides assistance to them as needed.
2. Field incoming calls, provides general information where appropriate and ask relevant questions in order to ensure the caller can be effectively directed to the appropriate Federation staff member.
3. Sort and distribute all incoming mail and faxes.
4. Applies barcodes and performs initial and supplementary scanning of all incoming documentation and routes the documents to applicable staff/file source. Uploads electronic documentation to active cases in case management program. Identifies and routes to Supervisor scanned items that cannot be completed due to insufficient information.

5. Monitors the benefits e-mailbox to review and route all in-coming e-mails to determine their appropriate file destination. Assists other ISD staff to find and retrieve required data when requested. Determines the priority of documents for uploading. Serves as the Divisional focal point for sending all outgoing e-mail via the benefits e-mailbox as needed,
6. Monitor and manages forms/documents required for Legal or PIPA requests.
7. Prepare and send outgoing mail. (Canada Post and couriers)
8. Prepare and send all requests for hard copy STD and LTD applications.
9. Maintain and update ISD library journals, the Mercer Pension Manuals, and the Canadian Employment Benefits Guide Manual.
10. Prepares inactive and deceased files for microfiching, scanning or offsite storage. Checks returned microfiche for accuracy.
11. Process retrieval requests for offsite files.
12. Provides secretarial assistance to administrative staff by keying a wide variety of documentation, correspondence, memoranda, agendas, and reports from verbal outlines or written drafts; proofreading, and photocopying.
13. Organizes committee meetings by arranging travel, securing meeting space, processing leaves of absence, prepares materials for kits and mailings, types minutes, processes vouchers and maintains stewardship reports.
14. Assists Supervisor—ISD Support with duties connected to the BCTF Assistance Society.
15. Other related duties as assigned by the 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 work in a team where duties are shared

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

Education and training (c)

Completion of secondary school (Grade 12). 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.

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,

External contacts may also include teacher members, 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 information to explain information and requirements and to effectively redirect inquiries to appropriate Federation personnel.

Information obtained or provided is routinely of a personal or confidential nature. Care must be continuously exercised to maintain confidentiality.

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 communicating with physically/mentally ill members often in crisis, and from schedules and deadlines beyond the control of the position.

Working conditions (g)

Exposures to video display screen glare when operating a computer terminal. Workplace is in a secure area that has limited access.