DOUGLASCOLLEGE

# STAFF JOB DESCRIPTION

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| JOB DESCRIPTION: | Office Assistant IV | | |
| DEPARTMENT: | Various | | |
| REPORTS TO: | Administrator or Supervisor (as assigned) | | |
| JOB DESCRIPTION #: | 600.06 | PREVIOUS JOB DESC. #: | |
| PAY LEVEL: | 8 | | |
| ORIGINAL DATE: | October 1997 | | |
| LAST REVISED DATE: | | | |

## Primary Function:

To provide reception and clerical support duties for special projects. Provides exceptional client-centred service on a consistent basis to all stakeholder groups.

## Responsibilities:

1. **Provides clerical and administrative support for special projects.**
   a. prepares and produces a variety of correspondence, course materials, teacher's guides, reports, forms and learning packages; drafts routine correspondence for signature;
   b. organizes and maintains electronic and manual files for the department, purges and ensures security of information;
   c. sorts and distributes incoming mail and documentation; collects and transmits outgoing mail;
   d. maintains a stock of standard office supplies for use by the area;
   e. assists with logistical duties including arranging room bookings for department activities;
   f. assists with arranging meetings for the project;
   g. assists in compiling information and/or statistics for reports or other material including distribution of the material;
   h. prepares and produces routine purchasing, accounting, Registrar's office and personnel documentation, following through to ensure processing is complete.

2. **Provides information and assistance to students and callers.**
   a. receives visitors and telephone callers, ascertaining requirements, answering questions and referring to other College resources and/or personnel;
   b acts as receptionist, receiving visitors and telephone callers, answering questions, making referrals and taking messages;
   c. provides general information regarding the project and College services.

3. **Performs other duties as assigned.**
   a. provides back-up support for other clerical positions in Special projects;
   b. attends meetings.

**Supervision or Guidance Exercised:**
May show another employee how to perform a task or have supervisory authority for one or more employees for short periods through the year.

**Physical Assets and Information Management:**
Maintains records and files for special projects; provides general information regarding special projects programs and College services.

**Financial Resources:**
Signs for supplies at the bookstore.

**Required Education and Experience:**

- Completion of a one-year related program at a recognized post-secondary institution with a minimum of two years' related work experience with the public in a high-volume, fast-paced environment, or equivalent combination of education and experience.

**Required Knowledge, Skills and Abilities:**

- Demonstrated ability to:
  - type correspondence, format documents, create mailing lists and merges files with an emphasis on grammar, punctuation and accuracy;
  - accurately keyboard at 45 wpm;
  - perform computer applications including demonstrated proficiency with spreadsheets, database management, word processing software (MS Word, Excel, Power Point, and Iron Point Software), electronic mail, Internet and web applications; Proficiency on Customer Service Testing;
  - communicate courteously and effectively in person, in writing and over the telephone with employees, students, and the general public, as well as maintain a good working relationship with other employees. work independently with a minimum of supervision, as well as being able to establish priorities, and achieve deadlines including the ability to multi-task;
  - function effectively in a team environment, including exercising initiative in offering assistance to colleagues, working collaboratively to share tasks and responsibilities, and dealing effectively with conflict.
- Demonstrated English language skills including strong oral and written communication skills.
- Good working knowledge of modern office practices and procedures including standard business formats of letters and memoranda, and proven ability to coordinate paper flow.
- Demonstrated experience and ability to function effectively in an environment where professionalism, a high degree of confidentiality and sensitivity are of primary importance; ability to be empathetic.

This job description reflects the general responsibilities and duties associated with the job and should not be viewed as a comprehensive list of job tasks.