

## **ADMINISTRATIVE CLERK/RECEPTIONIST**

### **FUNCTIONS AND RESPONSIBILITIES**

Reporting to the Corporate Officer or designate, this position assists and directs the public, is responsible for administrative work and meeting administration, and processes and maintains outgoing and incoming correspondence and documents for various departments.

### **DUTIES**

- Responsible for meeting administration, including but not limited to preparing agendas, minutes, and task lists for a variety of meetings.
- Arrange meetings and travel for staff/Directors, as required.
- Maintain and update various shared office calendars.
- Coordinate, prepare for, and clean up after meetings.
- Assist and direct members of the public.
- Operate switchboard and field queries from the public.
- Maintain and update brochures, forms and manuals.
- Prepare information and post to internal/external media channels, and internal/external website maintenance.
- Perform administrative duties, including but not limited to photocopying, mass mail outs, typing correspondence, and other tasks as required.
- Produce a variety of documents and reports, requiring advanced word processing skills, quickly and efficiently while managing switchboard and walk-in customers.
- Process all incoming and outgoing mail, including faxes and emails, and maintenance of postage machine.
- Process payments and issue receipts.
- Responsible for petty cash and bank deposits when required.
- Create, maintain, and update databases and files.
- File for all departments, as required.
- Keep office supplies inventoried and stocked.
- Provide coverage for other administration positions, as necessary.
- Emergency operations support as assigned.
- Perform other related duties as required.

## **QUALIFICATIONS/EXPERIENCE**

- A certificate in business/office administration (or a related discipline), plus a minimum of two (2) years' experience in administrative work.
- Knowledge of, and experience in, using the proper form of business letters and business English.
- Effective written and oral communication skills.
- Ability to learn custom software packages.
- Attention to detail for preparing diverse correspondence, official documents, and other material is essential.
- Accurate keyboarding/typing skills at a speed of 60 WPM.
- An advanced knowledge of Microsoft Office Suite.
- Excellent computer skills are required.
- Excellent customer service skills are required (the ability to listen, to communicate and to relate to others on a personal and/or professional level).
- A valid Class 5 Drivers' Licence must be maintained.

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*The above is a general description of the principle job functions and is not a detailed description of all work responsibilities that may be inherent or assigned to fulfill the job position*