



POSITION DESCRIPTION

POSITION TITLE:	SUPPORT SERVICES CLERK
DEPARTMENT:	SUPPORT SERVICES
CLASSIFICATION:	CLERK II
UNION:	MGEU - FACILITY SUPPORT
STANDARD GROUP #:	103

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	MANAGER, SUPPORT SERVICES / REGIONAL DIRECTOR OF SUPPORT SERVICES
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Manager, support services and/or Regional Director of Support Services, the Support Services Clerk responsible for assisting with secretarial duties in the Support Services Department including processing of invoices and month end. In addition, the individual will also undertake responsibility for specific projects as assigned. The position of Support Services Clerk functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for answering the telephone and taking messages.
- Provide clerical support for Manager as assigned including preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- Performs general office functions (copying and faxes).

- Responsible for assisting in the purchasing and/ or requisitioning of supplies and stationary and ensuring adequate supplies are maintained.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Files correspondence, records and reports and be responsible for the support services filing system.
- May assist in staff scheduling.
- Process invoices and completes month end duties.
- Performs inventory count as required.
- Compliance with PHIA and FIPPA legislation to ensure confidentiality is maintained in all matters pertaining to the Interlake-Eastern RHA, Clients, Family Members and staff.
- Adherence to departmental and Interlake-Eastern RHA specific standards, policies and procedures.
- Attends pertinent meetings/in-services.

OTHER

- Performs other duties as assigned
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent.
- Completion of a recognized secretarial course or combination of education and experience.

REQUIRED KNOWLEDGE:

- Ability to communicate effectively in oral and written English.

EXPERIENCE REQUIRED:

- One to two years Food Services experience.
- Experience in processing invoices and month end duties

SKILLS/COMPETENCIES:

- Accurate typing skills with a minimum speed of 60 wpm.
- Proficiency in Microsoft Office.
- Must demonstrate good interpersonal and communication skills.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Clerical perception is necessary to proof read type written material, file correspondence and to organize daily work.
- Ability to work under pressure and meet deadlines, thereby establishing priorities and completing assignments on time.
- Ability to work with minimal supervision and frequent interruptions
- Ability to perform mental and physical aspects of the position.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
- No hazardous or significantly unpleasant conditions.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: _____
Date

Revised: _____
July 2015
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.