



# qathet REGIONAL DISTRICT

## **RECEPTIONIST / CLERK / CLERICAL - CASUAL**

With recent staff promotions, the qathet Regional District (qRD) is accepting applications to fill our casual roster. This casual position is perfect for persons interested in work with a focus on performing administrative and clerical duties within the organization on a casual basis.

The qRD requires a high level of skill, professionalism and excellence to provide flexible and diverse support to a busy office. Candidates must be available on short-notice, as well as for pre-scheduled work. Hours of work can vary seasonally, as well as week to week. For the first four months (approximately) availability is required Monday to Friday, 8:30 am to 4:30 pm, with occasional evening and weekends as needed.

The casual role is unionized, and will be assisting with a range of administrative functions mainly within the Administrative Department of the qRD. Duties will primarily relate to support services for reception and finance coverage, administrative & clerical support, report writing, communications, organizing meetings, and public engagements.

### **KEY DUTIES AND RESPONSIBILITIES** *include the following:*

- Deal courteously and tactfully with the public, qRD staff, Area Directors and other officials, upholding the role of the Regional District as an open and accessible government office.
- Receive and direct incoming telephone calls, general e-mails and visitors via reception; provide information and assistance, within prescribed limits; or refer to appropriate person or department.
- Perform routine clerical duties including writing, filing and word processing for various Departments within the qRD.
- Receive incoming mail and faxes; distribute to appropriate person or department; process outgoing mail.
- Maintain record of any public complaints, reports and suggestions and refer to appropriate person.
- Assemble, copy, and distribute meeting agenda packages, minutes and other prepared documents electronically, by mail or personal delivery, as directed.
- Replenish supplies for office workstations on a regular basis.
- Follow all policies, procedures and standards of the Regional District.
- Perform other related duties as assigned.

### **SKILLS / ABILITIES** *demonstrates the following:*

- Strong administrative professionals' core skills and abilities.
- Excellent interpersonal, oral, and written communication skills.
- Ability to handle sensitive matters with tact and diplomacy, and responds in a professional and courteous manner when interacting with others, especially when serving in the role of receptionist.
- High degree of accuracy and thoroughness, with a strong attention to detail.
- Ability to write formulas, manipulate and analyze data using Microsoft Excel.
- Sound judgement, analytical, and problem-solving skills.
- Exceptional organizational and time management skills, and the ability to multi-task effectively.
- Ability to work well under pressure and responds to requests and situations with an appropriate level of urgency.

- Ability to work in a team environment and to work independently, with minimal supervision.
- Knowledge of corporate records management practices associated with the position (e.g. filing of records).
- Ability to learn software applications associated with the position.
- Critical importance of respecting and maintaining confidentiality in the best interest of the organization.

#### **EDUCATION / TRAINING / EXPERIENCE**

- Completion of Grade 12 or equivalent.
- Post-secondary education including a certificate or diploma in office administration or equivalent combination of office experience and technical skills, is an asset.
- Demonstrated proficiency with office equipment, computers, email, word processing, spreadsheets, and keyboarding.
- Holds a valid BC Driver's License (Class 5).

**POSITION OPEN UNTIL FILLED** - Interested applicants are invited to submit a covering letter and resume detailing experience and qualifications pertinent to this position to:

qathet Regional District  
202 - 4675 Marine Avenue  
Powell River, BC V8A 2L2  
Attn: Shelley Termuende, Acting Manager of Administrative Services  
Email: [employment@qathet.ca](mailto:employment@qathet.ca)

The wage rates varies from Receptionist \$28.51/ Clerk \$31.60 / Clerical Assistant \$25.55. The position is subject to CUPE Local 798 Collective Agreement and wages may be subject to change pending adoption of the new collective agreement. We thank all applicants for their interest. However, only those selected for an interview will be contacted. Formal testing will be required.



# qathet REGIONAL DISTRICT

## Job Description Receptionist/Clerk

<b>Department</b>	Administrative Services
<b>Reports To</b>	Assistant Manager of Administrative Services( <i>Deputy Corporate Officer</i> )
<b>Job Description Approval Date</b>	
<b>Job Description Approved By</b>	Al Radke

### **POSITION & DEPARTMENT SUMMARY:**

Under the direct supervision of the Assistant Manager of Administrative Services, the Receptionist/Clerk is a unionized position, accountable for providing reception and administrative support services related to the mandate and core service offerings of the Administrative Services Department.

The Administrative Services Department is accountable for Regional District Board (Board), Committee and Commission administration, corporate administration, bylaw and policy administration, Records Information Management (RIM) Program (corporate records management), human resources, and corporate communications. In addition, Administrative Services provides administrative support services to Regional District departments and is responsible for the operation of the public's first contact and customer service at the Regional District head office.

The Receptionist/Clerk serves as first point of contact for the Regional District Office and is accountable to ensure reception and general administrative services are carried out as per the direction of the Assistant Manager of Administrative Services, established levels of services, and organizational standards. The Receptionist/clerk is required to perform a diverse range of delegated tasks related to day- to-day office operations and general administrative/clerical support services, as directed by the Assistant Manager of Administrative Services.

The Receptionist/Clerk supports Corporate Records Operations and provides back-up support to the Records Clerk.

## **KEY DUTIES AND RESPONSIBILITIES**

### **Core Reception Services**

1. Provides reception services for the Regional District Office. Serves as first point of contact. Sets a positive tone for the Regional District Office by fostering a welcoming environment. Ensures customer experience is in accordance with organizational standards and administrative professional best practices.
2. Ensures completion of start-of-day and end-of-day reception daily tasks, as per established weekly checklists.
3. Maintains knowledge of Regional District services in relation to position requirements.
4. Responds to queries within scope of position. Forwards queries beyond the scope of Reception to appropriate personnel. Initiates public enquiry forms, when required. Maintains records/data pertaining to queries, as per established criteria (e.g. query type, frequency, etc.).
5. Assists public with navigating the Regional District's website to find information. Provides public with printed forms and documents regarding common requests for information (e.g. Grant in Aid Forms, Instructions to Delegates, etc.).
6. Maintains a high level of proficiency in the use of the Regional District's office telephone system (AVAYA). Answers and manages incoming calls. Manages general voicemail messages. Ensures timely and accurate dissemination of messages.
7. Manages general email account and ensures emails are directed to appropriate personnel. Maintains email forms, templates and reports.
8. Handles incoming and outgoing mail in accordance with the Regional District's Records Information Management (RIM) Program. Maintains logs and ensures accurate recording of all activities associated with the intake of mail received. Ensures records are date-stamped and logged. Distributes mail to appropriate parties.
9. Accepts couriered packages and deliveries as per policies and procedures. Records/logs receipt of deliveries, and processes/disseminates packages, as per the RIM Program.
10. Maintains Office Calendar. Ensures Calendar is current and reflective of Regional District activities. Manages meeting room bookings.
11. Ensures Regional District Office entrance security protocols are followed. Ensures office entrances are locked and unlocked, as per policy. Ensures understanding of lock-down procedures specific to the Office.

12. Monitors Office Sign-in/-Out system to ensure staff and visitors present in the Office at any given time are known. Ensures understanding of emergency response and evacuation procedures applicable to the Office. Ensures Sign-in/-Out Board is removed and taken to muster point to record attendance during evacuation drills or actual emergencies.
13. Performs off-site errands (e.g. pick-up and delivery of goods, supplies, mail, etc.), as directed.
14. Coordinates activities with administrative personnel assigned to perform reception back up duties, to ensure reception coverage at all times.

### **Office Administrative Support**

15. Contributes to ensuring the efficiency of Office operations. As per the direction of the Assistant Manager of Administrative Services, organizes and maintains the Office facility in a manner that supports efficient and professional delivery of administrative services. Contributes to the development and maintenance of office administrative policies and procedures. Develops and maintains procedural manual specific to day-to-day reception tasks.
16. Ensures copier area/work room is organized, well-stocked and meets the needs of users. Functions relate to:
  - a. Monitoring copier throughout the workday to ensure adequate stock of paper and toner is maintained
  - b. Ensuring copier and work room equipment are maintained in functional order
  - c. Handling shredded paper and office recyclables
  - d. Ordering copier and printer supplies
  - e. Monitoring copier maintenance agreements
  - f. Arranging for equipment repairs (as directed by the Assistant Manager of Administrative Services)
  - g. Developing and maintaining office equipment procedural manuals
  - h. Administering copier user accounts in collaboration with Technical Services
17. Maintains office supply inventory list. Administers office supply request process and coordinates purchases with Financial Services personnel, as per policy.
18. Administers Regional District Office key sign-in/-out system, as per policy. Ensures all keys are accounted for. Reports lost or stolen keys to the Assistant Manager of Administrative Services.
19. Serves as primary contact for assigned service agreements related to office facility cleanliness and maintenance. Ensures services provided are as per established levels of service. Such agreements relate to confidential shredding, office recycling center,

custodial services, and office facility maintenance.

20. Monitors daily cleanliness of reception area and common areas, including the staffroom and meeting rooms. Handles clean-up tasks related to prior-day after-hour meetings (i.e. dishes, restocking of supplies, etc.). Ensures availability of coffee and supplies throughout the business day. Monitors and maintains inventory of staffroom supplies.

### **Clerical Administrative Support**

21. Provides a diverse range of general administrative/clerical support services as a member of the Corporate Administrative Services team. Ensures delegated tasks are completed as instructed, and as per organizational standards.
22. Provides clerical support to departments as per established levels of services, and the direction of the Assistant Manager of Administrative Services. Tracks services provided to departments.
23. Provides administrative support services to the Assistant Manager of Administrative Services and the Manager of Administrative Services, as directed.
24. Provides general meeting support services, as directed. Functions relate to:
  - a. Managing meeting room scheduling
  - b. Managing attendee invitations and attendance
  - c. Handling meeting room logistics (e.g. room set up/take down, IT and presentation requirements, testing equipment, etc.)
  - d. Coordinating refreshments and any catering, if necessary
25. Provides clerical meeting support services to the Regional District Board and Standing Committees, as directed by the Assistant Manager of Administrative Services. Functions relate to:
  - a. Maintaining knowledge of the electronic agenda building program utilized by the Regional District
  - b. Producing, publishing and disseminating electronic agenda packages in collaboration with Assistant Manager of Administrative Services and/or applicable department manager accountable for supporting a Regional District Standing or Advisory Committee
  - c. Preparing Resolution Sheets in support of agenda items
  - d. Preparing and disseminating hard copy agenda packages as per meeting type and specified requirements
  - e. Disseminating Monthly Regular Meeting Schedule and approved agenda outlines to meeting videographer
  - f. Preparing and/or formatting minutes
  - g. Coordinating required signatories pertaining to approved minutes
  - h. Preparing Follow-Up Reports and tracking completion of meeting action items

26. Coordinates professional development registrations and travel logistics for Regional District Board members and office staff, as per policy. Functions relate to:

- a. Maintaining listing of approved annual conferences and attendees
- b. Maintaining listing of attendee travel preferences/logistics
- c. Processing registrations
- d. Coordinating and booking travel arrangements
- e. Preparing conference and travel packages for attendees (e.g. travel itinerary, conference agenda, brochures, business cards, etc.)
- f. Reviewing expense claims to verify accuracy prior to processing
- g. Maintaining Coastal Airlines account

27. Provides clerical support services regarding Regional District Board, Committee and Commission administration, as directed by the Assistant Manager of Administrative Services . Functions relate to:

- a. Maintaining current Board/Committee/Commission Member Listings and contact information
- b. Administering email calendar invites as per the approved Annual Regional District Board and Committee Calendar
- c. Serving as a minute taker at Commission meetings, as directed
- d. Providing back-up meeting administrative support services, when required
- e. Assisting with Bylaw Consolidation administrative processes

28. Provides administrative and logistical support services related to stakeholder engagement, volunteer appreciation, and special events, in collaboration with Administrative Services personnel.

### **Corporate Records Management Support**

29. Performs filing of open coded active/current records, in collaboration with the Records Clerk, and as per the direction of the Assistant Manager of Administrative Services. Ensures files created and maintained are in accordance with file structure standards (e.g. file attributes are logged, file content is ordered by date and provide a continuous record of activity; files are devoid of duplicate records).

30. Ensures records management and filing practices are in accordance with the Regional District's Records Information Management (RIM) Program. Ensures the physical security of File Room(s) and records while performing records management tasks.

31. Stays within scope of authority, refraining from accessing or handling closed records. Ensures confidentiality is maintained when handling sensitive information, including information containing personal information.

32. Maintains electronic tracking system pertaining to renewal dates associated with Regional District Contracts and Agreements.
33. Contributes to the development and maintenance of the Regional District's Corporate Library. Reviews local newspaper(s) for the purpose of collecting and archiving relevant published information pertaining to the Regional District. Handles newspaper subscription renewals, as directed.

### **EDUCATION, EXPERIENCE & TRAINING:**

1. Completion of Grade 12 or equivalent
2. A minimum of two years' experience in an Administrative Professionals' role
3. Demonstrated proficiency with office equipment, computers, advanced email, Internet, word processing, spreadsheet, and keyboarding skills
4. Post-secondary education including a certificate or diploma in Office Administration or equivalent combination of office experience and technical skills, is an asset
5. Holds a valid BC Driver's License (Class 5)

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Demonstrates strong administrative professionals' core skills and abilities
2. Demonstrates excellent interpersonal, oral, and written communication skills
3. Demonstrates the ability to handle sensitive matters with tact and diplomacy, and responds in a professional and courteous manner when interacting with others, especially when serving in the role of receptionist
4. Demonstrates a high degree of accuracy and thoroughness, with a strong attention to detail
5. Demonstrates sound judgement, analytical, and problem-solving skills
6. Demonstrates exceptional organizational and time management skills, and the ability to multi-task effectively
7. Demonstrates the ability to work well under pressure and responds to requests and situations with an appropriate level of urgency
8. Demonstrates ability to work in a team environment and to work independently, with minimal supervision
9. Demonstrates knowledge of corporate records management practices associated with the position (e.g. filing of records)
10. Demonstrates ability to learn software applications associated with the position
11. Demonstrates the critical importance of respecting and maintaining confidentiality in the best interest of the organization



This position description has been designed to serve as a guide for the individual holding the position and for those managing and evaluating the work performed by this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position, nor is it intended to be an all-inclusive list of required knowledge, skills and abilities. This position description also serves as a foundational human resource management tool and is used by the organization to support: recruitment and selection; performance planning, monitoring and evaluation; training and development; and succession planning processes. This position description will be reviewed from time-to-time, and is subject to change to meet the needs of the organization.