



## Job Specification

**Position Title:** ADMINISTRATIVE SUPPORT CLERK  
**Job Code:** OPSEU - Office Administration 08, 08OAD  
**Job ID:** 11518

### Purpose of Position:

To provide administrative, clerical and confidential support to the Manager of Business Support and Planning and the Northwest Management Team who oversee the Superior Court of Justice and the Ontario Court of Justice in the Northwest Region.

### Duties/Responsibilities:

As part of the administrative support for the regional head office of a geographically dispersed northern Ontario region with many court sites/offices situated in isolated offices (some "fly-in" only) the incumbent provides administrative services to the management team as follows:

1. Provides general administrative support services to Manager, Business Planning and Support and the management team: schedules meetings, drafts and circulates agendas, performs research and prepares/presents background material participating in discussions on administrative/confidential matters and coordination of administrative processes that cross offices, takes minutes/follows up on actioned items; keeps track of Managers/staff travel/meeting schedules; makes travel, meeting and conference arrangements, including physical and logistical requirements (e.g. booking rooms, arranging for catering services, Audio/Visual set-up/teleconferencing equipment).
2. Provides reception services: answers incoming calls and/or receives visitors, answers general inquiries, re-directs calls or visitors, using discretion to determine urgency of calls/visits; reviews incoming mail, gathers related information, e.g. previous correspondence, files; determines appropriate course of action, and where feasible, composes replies independently for own signature or signature of management team members; proofreads material for accuracy, spelling, correct grammar and format; ensuring or initiating action on behalf of the Manager of Business Support and Planning, following up to ensure prompt responses, actioning urgent matters in Manager of Business Support and Planning absence; prepares mail-outs; updates/maintains/distributes courthouse phone directory.
3. Conducts research assignments in response to requests for information from Northwest Region Court offices, regional office and head offices etc., by gathering information with regard to site specific process/quality assurance reporting carried out in each site across the region, rolling up the data and summarizing results; reviews draft submissions or documentation, such as business cases and reports for accuracy which can be of confidential, sensitive or contentious nature, on behalf of the Manager of Business Support and Planning; preparing summaries and recommendations, as appropriate; Operates a variety of computer software to input text/data or editing text utilizing word processing/programs to produce a variety of documents such as data reports, databases, graphs and charts.
4. Tracks/monitors Northwest Region projects and team status to ensure timely completion; as directed by the Manager of Business Support and Planning, liaising with Judiciary, Legal profession, media, staff and public, or in the absence of the Manager of Business Support and Planning, ensuring inquiries are directed to an appropriate person in charge; liaising at local level with Profac/Koprash regarding facilities issues and initiatives; Crown Attorneys office and Regional Office on matters affecting Northwest Court location.
5. Using a personal computer, transcribes and types from computer generated drafts, handwritten notes, statistical reports, letters, memoranda and correspondence, occasionally highly confidential and sensitive in nature (e.g. projects, procedural organizational change proposals); maintains follow-up system for Ministry correspondence; maintaining filing system for Regional office matters; and ensuring proper distribution of memorandums and directive to appropriate staff and supervisors
6. Prepares and/or processes a variety of government/ministry forms to support administrative requirements e.g. attendance reports, purchase requisitions, professional development forms; liaises with ministry corporate services staff on a variety of matters including employee status changes, monitoring assets, ordering supplies, purchasing, preparing appropriate documentation; organizes and

maintains electronic/manual filing systems, updates/retrieves information from files; compiles information by searching through files and records; contacting internal/external sources to request information, closing files/maintaining bring-forward system; Ensuring office equipment is maintained and filled with appropriate paper and toner.

**Knowledge:**

Job requires general knowledge of Ministry programs, policies, administrative and operating procedures, organizational structure and ministry/divisional/regional priorities and objectives. Job requires knowledge of scheduling procedures, administrative/office policy procedures/guidelines. Job requires knowledge of personal computer software packages such as MS Word, MS Excel, MS Outlook, WIN, Power Point, etc. Job requires knowledge of human resources recruitment activities, procedures, and practices.

Job requires knowledge of procedures & process of Superior Court of Justice, Ontario Court of Justice and in particular Court Services and key contracts. <br>

Knowledge of ministry policies related to delegation of authority, procurement, travel cards, p-cards, office procedures and practices as well as knowledge of government/ministry administrative manuals, directives and guidelines to perform administrative, secretarial and clerical duties and deliver all aspects of job performance to corporate standards such as ministry correspondence, briefing notes, telephone reception.

Knowledge of program areas role, functions and activities as well as program areas information sources sufficient to answer inquiries both orally and in writing from external clients, program and ministry staff or to determine where or whom inquiries should be directed to such as other ministries, mines, division, specific program areas.

Knowledge of multi-line telephone operation and reception procedures as well as knowledge of OPS Quality Service Standards as they pertain to telephone and reception protocols to provide efficient customer service for the Regional Office, to appropriately route calls, forward messages, relay whereabouts of staff.

Knowledge of computer operating procedures and associated software such as MS Office including Word, Power Point, Excel, Access and Outlook, CCM, Internet, to prepare a variety of documents such as memoranda, reports, spreadsheets, calendars and agendas, create and maintain databases, and produce correspondence for the office of the Assistant Deputy Minister, compose emails. Job requires knowledge of office equipment to undertake routine maintenance activities and summon technical support where required.

Knowledge of corporate electronic and manual filing policies, practices and procedures to create and maintain filing systems e.g. creating new files, carrying out regular filing of correspondence, reports, documents and forms and determining, scheduling and coordinating when/where records are to be purged, stored and archived.

**Staffing and Licensing Requirements:**

Word processing and keyboarding skills to Ministry standards.

**Skills:**

Typing (50 w.p.m.) to Ontario Government standards.

Job requires analytical skills to determine work priorities amongst conflicting demands and based on own knowledge of issues and/or discussion with Supervisor or professional staff in work unit.

Job requires problem-solving skills to determine the urgency of telephone calls or in-person requests for information and determining the nature of vague customer requests by probing for details in order to direct the calls/inquiries to appropriate program/division/ministry staff or to respond to routine questions based on own knowledge of program area.

Job requires reasoning and problem solving skills to deal tactfully and diplomatically with irate or verbally abusive callers/visitors.

Job requires analytical skills to determine the most effective method of presenting material by selecting the appropriate format or software to be used e.g. preparing correspondence, reports, briefing notes, spreadsheets and graphs following internal office procedures and processes.

Job requires reasoning and problem solving skills to determine appropriate location for material to be filed for easy retrieval by staff and to locate misfiled information or to carryout searches for information/material at the request of staff or clients. Job requires reasoning skills to determine the sensitivity of material/information being requested and to ensure the integrity and confidentiality of information is maintained (e.g. ensuring sensitive information is kept in a secure location).

Job requires oral communication skills to receive and redirect telephone calls, to take messages (both oral and written) and to provide factual information such as, location of buildings and publication

availability, to redirect calls to other staff members and to communicate effectively with suppliers and contractors as required. Job requires written communication skills to receive and send messages to staff electronically, prepare routine cover letters and to compose correspondence using prescribed formats ensuring accuracy of spelling and grammar.

Job requires interpersonal skills when dealing with upset or angry clients and when discussing and resolving administrative problems such as discrepancies in purchase requisitions or invoices with appropriate ministry corporate staff (Accounting Services, Business Services) and completing forms (time sheets, expense accounts), obtaining clarification on procedural requirements (contract forms to be completed for hiring unclassified staff or summer students).

Job requires problem solving, analytical and organizational skills to support the Northwest Region management team with timely and accurate information and to conduct simultaneously a variety of interrelated administrative functions, such as meetings, travel arrangements, conference booking etc.

Well developed organizational and research skills are needed to coordinate responses to enquires and various issues.

**Freedom of Action:**

Job requires working in accordance with relevant ministry and government policies, guidelines and directives and in accordance with established methods and procedures of the Manager of Court Operations Office. Judgement is exercised when dealing with sensitive and confidential issues; work is normally performed with minimal supervision and the incumbent is required to resolve most work-related problems or issues independently; only unusual or contentious matters such as disputes and difficult clients are referred to supervisor; a high degree of initiative is required to deal with matters in the frequent absences of the supervisor or ensure that they are referred appropriately. Inaccuracies or incomplete research could adversely impact on regional planning/reporting activities; erroneous information provided to the public or stakeholders could result in embarrassment for the Regional Management Team.