



## Job Specification

**Position Title:** PROGRAM SUPPORT  
**Job Code:** OPSEU - Office Administration 08, 08OAD  
**Job ID:** 15149

### **Purpose of Position:**

To provide a variety of general business and program support services including Youth Records management, Payroll and Accounts Payable processing. To contribute to a multi-disciplinary team approach in the provision of services to youth and staff.

### **Duties/Responsibilities:**

Working with Ontario Shared Services (OSS) to process payroll e.g. unclassified hours, overtime, statutory holiday and vacation pay, premium payments, etc.; verifying accuracy of payroll and resolving individual errors with the OSS Pay and Benefits Specialist;

Responding to general staff inquiries regarding payroll, attendance, shift premiums and overtime payments;

Processing invoices and other transactions for payment by Ontario Shared Services by ensuring accuracy and proper authorization, adhering to payment policies, selecting appropriate coding from chart of accounts; verifying facility financial information (invoices, claims, pay lists, etc.) against IFIS GL financial reports; follow-up and resolve financial discrepancies by telephone, electronic or written communication with ministry staff, Ontario Shared Services or vendors; preparing and tracking journal entries as required for internal coding corrections or to recover funds as required;

Maintaining, reconciling and replenishing the petty cash fund on a monthly basis or as required;

Providing purchasing and inventory control for program and office areas; reconciling p-card purchases with invoices;

Providing fleet administration support and assistance to managers and staff;

Liaising with the Regional Business Unit to maintain appropriate delegations of authority facility cost centres; generating reports from various systems as required to support the activities of the facility and the Regional Business Unit;

Maintaining and filing youth records and files; verifying legal documents, ensuring incident and serious occurrence reports are tracked and copied appropriately consistent with the Youth Justice Services standards;

Inputting into the young person tracking system (YOTIS) court dispositions, alerts, behavioural reports; confirming sentence calculations and bringing discrepancies to the attention of a manager; printing appropriate reports for inclusion on facility file;

Administering Trust Accounts including bank deposits/withdrawals, preparing reports and reconciling on a monthly basis;

Providing general support to the Youth Services Managers and other program staff by typing, formatting and editing various documents as required (e.g. reintegration leaves, case management plans, discharge reports);

Maintaining filing systems;

Recording all incoming and outgoing mail; sort and distribute mail; prepare mail/courier;

Answering telephones, performing reception duties and verifying identification of visitors;

Providing back-up coverage for other office staff;

Other related duties as assigned.

**Knowledge:**

Knowledge of computerized payroll system (WIN). Knowledge of the Ministry's financial system (IFIS) and business practices. Understanding of accounts payable practices. Knowledge of human resources policies and procedures, as well as sound knowledge of the OPSEU Collective Agreement, Public Service of Ontario Act as they pertain to payroll/attendance.

Knowledge of a personal computer and associated software to prepare reports, letters, documents and spreadsheets (Microsoft Office, Windows, Outlook, Excel, PowerPoint).

General knowledge of office equipment and procedures e.g. filing, mail, reception.

Knowledge of the Youth Criminal Justice Act as it pertains to sentence calculation, etc.

**Skills:**

Ability to organize, coordinate and complete work within deadlines with minimal supervision. Good communication and interpersonal skills to effectively communicate orally and in writing. Excellent keyboarding skills to perform accurate data entry. Ability to operate fully programmable word processor. Ability to work accurately with mathematical figures.

**Freedom of Action:**

The position works under the general direction of the Youth Centre Administrator. Position requires adhering to established human resources and payroll procedures. Position has freedom to work through problems with access to payroll specialists, staff of the Business Services Unit to resolve problems, managers and Corporate supports for sentence calculation assistance. Unusual matters outside of established procedures and practices are referred to the manager for direction. Work is monitored for accuracy and completeness.