



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: ADMINISTRATIVE SUPPORT CLERK
Job Code: OPSEU - Office Administration 06, 06OAD
Job ID: 17800

Purpose of Position:

To provide administrative support services to regional/site staff in support of registration and claims programs.

Duties/Responsibilities:

1. Processing incoming/outgoing mail, verification letters and claims, checking deliveries for corrections and updating databases and lists as required, ensuring that appropriate documents are retained for audit purposes, and making deliveries to appropriate areas.
2. Maintaining files, production counts related to the operations and records and controls for monitoring stock levels, ensuring information computer databases and card index are accurate and up-to-date and retention schedules/logs are adhered to; purging confidential documents according to established schedules.
3. Producing form letters, labels and lists from hard copy or computer files; transcribing manually or keying information from source documents into log-in/log-out databases using a PC and related software applications.
4. Logging in, editing, batching, assigning microfilm/source document number and distributing claims, diskettes and applications for automated or manual processing.
5. Perform switchboard and reception duties.
6. Ordering, receiving, reconciling purchases of office stationery and supplies according to ministry purchasing guidelines; maintaining and issuing stockroom supplies to internal and external destinations by checking/preparing requisitions, filling orders and replacing stock to ensure adequate levels; arranging for delivery/pick-up of items, performing messenger runs as required.
7. Performing basic equipment maintenance, e.g. cleaning and vacuuming of microfilm and flatbed equipment; assisting with set-up of meeting rooms and/or work areas and making minor repairs.
8. Working in a team environment, sharing with co-workers the decision making for scheduling activities, prioritizing production tasks, assigning work schedules (which are authorized by the manager), and ensuring operational requirements are met.

Knowledge:

Job requires knowledge of relevant Canada Post and Courier regulations, guidelines and weight/postage scale for the preparation of outgoing mail/parcels by checking and ensuring that the appropriate postage is affixed. Job requires knowledge of day-to-day workflow and responsibilities of the program areas to direct calls, file correspondence and documents and sort/distribute mail and control documents between processing areas. Job requires knowledge of personal computer to input/retrieve data by accessing database for information to respond to internal inquiries and to produce form letters, labels, lists and production reports. Job requires knowledge of switchboard to answer or re-direct calls. Job requires knowledge of inventory and record management practices and directives to maintain adequate inventories of stock and to maintain local filing systems. Job requires knowledge of maintenance and use of photocopy equipment, fax machine, microfilm machine, flatbed camera to produce copies of material and production film and to receive and transmit copies.

Staffing and Licensing Requirements:

N/A

Skills:

Job requires analytical skills to direct incoming mail, and return misdirected mail by looking-up correct address or returning to post office and by following up on back orders, lost shipment/mail. Job requires arithmetic skills to effectively collect data and statistics to complete production reports. Job requires responding to telephone calls from the public, physicians or practitioners by eliciting sufficient information to determine the appropriate area for handling, or by providing factual information (e.g. hours of operation, requests for supplies, cut-off dates).

Freedom of Action:

Job requires working in accordance with ministry and government policies, guidelines and office practices procedures. Job requires working in a team environment, sharing with co-workers the decision making for scheduling activities, prioritizing production tasks, assigning work schedules (which are authorized by the manager), and ensuring operational requirements are met. Job requires informing the next level of authority of operational issues, production schedules and technical problems and referring for resolution situations not covered by established procedures (e.g. if provider claims belonging to another office are received should they be returned or prepared for local processing). Job requires production of inventory report of incoming claims, correspondence, and verification letters, which is reviewed by next level of authority for planning purposes. Inappropriate action could cause a negative operational implications and serious complaints which could lead to the involvement of media/M.P.P.s/others and could ultimately result in embarrassment to the Minister of Health.