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Job Specification

Position Title: LOGISTICS CENTRE CLERK
Job Code: OPSEU - Office Administration 08, 08OAD
Job ID: 20523

Purpose of Position:

As a member of the Provincial Logistics Centre team, under the general supervision of the Fire Services Supervisor, to provide financial, administrative and clerical support to the team and perform a variety of administrative functions on field fire assignments. To provide group leadership to clerical/summer staff assigned and customer service to internal and external clients.

Duties/Responsibilities:

- 1) Providing financial and administrative support by preparing and submitting budget summaries and documentation, including forecasting and assessing costs, recommending efficiencies, and providing information to supervisor for financial planning and reporting purposes, ensuring submissions are in accordance with financial guidelines; reconciling and processing invoices from vendors as well as tracking costs for collection from contractors, partners, other agencies, municipalities and for fire suppression equipment rentals and retrieval and refurbishment services; providing additional financial support through the operation of the Ministry's Integrated Financial Information System (IFIS) by verifying invoices, making necessary changes in consultation with vendors, inputting data, producing journal entries, generating financial reports, analyzing and correcting errors; ensuring all issued government credit cards (e.g. Government Purchasing Card (GPC), Corporate Travel Card) are administered to government standards and policies (e.g. criteria for issuance is followed; expenditures are correct and properly coded), ensuring staff are trained and comply with policies, identifying to supervisor any discrepancies; tracking and confirming hours of work for service and support staff, reporting accurate costs daily for a provision submission of Emergency Fire Fighting (EFF) costing.
- 2) Providing administrative/clerical support for human resources/payroll functions by preparing, processing, filing and maintaining human resources/payroll documents (e.g. WEAR forms) for unclassified staff (e.g. new hires/contracts, temporary/acting assignments, employee status changes, promotions, leaves of absence, WSIB claims, extensions, terminations); ensuring accuracy, reviewing, tracking and compiling personnel information (e.g. seniority hours, classification steps, probationary period, max merit increases); indoctrinating new unclassified employees by explaining working conditions and/or conducting exit interviews (i.e. ensuring credit cards are returned, keys collected, explaining benefit entitlements); providing clarification to unclassified staff on a broad range of inquiries regarding personnel/payroll/benefits issues and verifying information (e.g. liaising with HR Consultant or Pay and Benefits Representatives to obtain current interpretation and application of acts, regulations, Collective Agreements, policies, procedures, guidelines); documenting, receiving, checking, forwarding and maintaining WSIB accident reports within legislated timeframes; organizing and maintaining files for electronic and manual records/data; composing and typing correspondence, reports, presentations on own initiative or from brief verbal instructions, using fully programmable word-processing equipment; preparing unclassified staff timesheets for approval; tracking seasonal seniority hours, attendance credits and averaging hours on a monthly basis; entering data into Workforce Information Network (WIN).
- 3) Providing group leadership to Fire Services clerical support staff and fire line staff by participating in the selection and interview process for summer support positions; providing training and explaining work methods/policies and procedures; recommending performance targets and proposing work schedules; assisting in monitoring work, ensuring deadlines are met; providing input into interim and season-end performance reviews on summer support staff and alternate delivery staff.
- 4) Providing service and support to the Logistics Centre staff by developing financial aspects of, interpreting and activating required service agreements (e.g. fleet, aviation fuel, freight, potable water), arranging meals and accommodations, booking meeting facilities and making travel arrangements; providing direction or information to clients (e.g. providing information to prospective hires, explaining financial and administrative procedures to external clients); distributing mail; ordering and purchasing office supplies; maintaining office equipment (e.g. photocopiers, fax machines, printers), ensuring supplies are adequate and servicing is performed; delivering quality customer service (e.g. initiating resolution of customer/client disputes, informing supervisor of issues that cannot be resolved at incumbents level).
- 5) Providing customer service, including front counter services, by providing information and assistance to internal and external contractors (job applications & hiring procedures, fire information packages and pamphlets) and coordinating the provincial centralized hiring system as the Applications Officer for the Province of Ontario for forest fire fighting applicants.
- 6) Participating on various regional and provincial task teams and working groups (e.g. provincial PIMS working group, Regional Audit teams, Provincial tenders) to provide input related to financial aspects of tenders and agreements, and to provide tracking and reporting mechanisms.

7) Providing fleet management services including vehicle acquisition, inspection, disposal and maintenance to government standards, policies and procedures; tracking utilization, maintenance, fuel & costs, utilizing government tenders and electronic management systems.

8) Performing fire line functions and support roles [e.g. Radio Operator (including ground-to-air communications), Finance and Admin Section Chief, Cost Unit Leader, Time Unit Leader, Contract Manager, Resource Unit Leader] at project fire base-camps, regional offices, Fire Management Headquarters and attack bases in Ontario and other jurisdictions (e.g. other Provinces, other countries) during the fire season.

Knowledge:

Knowledge of financial processes including work program planning, revenue receiving, accounts payable processing, procurement of goods/services, supplying goods/services and processing of invoices, ensuring proper receipt and payment of monies related to fire management services by monitoring transactions and reviewing for correctness in compliance with government policies and procedures.

Knowledge of relevant sections of legislation, government/Ministry Human Resources/Pay and Benefits policies, procedures, directives and guidelines (e.g. Collective Agreements, Unclassified Staff Package and Human Resources Directives and Guidelines) to prepare personnel/payroll/benefits documents and respond to a broad range of inquiries on employee entitlements and working conditions.

Knowledge of relevant Human Resources policies and procedures relative to confidentiality to maintain discretion and confidentiality for human resources issues (e.g. grievance procedures, seniority hours, performance development plans, letters of discipline, accident reports).

Knowledge of relevant sections of legislation, policies, procedures and guidelines to respond to public and client inquiries (e.g. hiring process, contract management, fleet management).

Knowledge of leadership, performance development planning and adult learning techniques to provide group leadership to fire support staff, allowing for applicable target setting and ensuring relevant training is delivered and understood.

Knowledge of fleet management policies and procedures regarding acquisition, disposal, visual identify and maintenance programs to provide administrative leadership to local fleet management and to fill role of fleet procurement officer in escalated situations.

Knowledge of relevant sections of legislation (e.g. Freedom of Information and Protection of Privacy Act, WSIA, Human Rights Code), policies and procedures (e.g. accident/injury reporting, purchasing procedures, contract terms and conditions) to provide direction to seasonal staff by compiling information packages and reviewing at staff orientation sections.

Knowledge of fire operations (e.g. logistics, financial and administrative, planning) to ensure proper utilization of service and delivery contracts and agreements and perform in appropriate fire line functions.

Knowledge of service and suppression contracts in order to ensure accuracy for revenue collection and accounts payable processes and maintain client service practices.

Knowledge of personal computer operation and related software [e.g. fully programmable word-processing, spreadsheets, database, electronic mail, internet, and various corporate financial (e.g. IFIS) and fire management (e.g. DFOSS, A/CIMS, PIMS) systems applications] to input and retrieve data, create/update/reformat/merge documents and provide training to seasonal staff.

Knowledge of OPS Quality Service Common Standards to provide a professional level of customer service by ensuring customer requests are dealt with in a timely and accurate manner when answering inquiries over the counter, by telephone and via written and electronic correspondence.

Knowledge of office equipment operation (e.g. photocopiers, facsimiles, computer printers) to ensure equipment functions properly by performing minor maintenance, maintaining adequate stock level of supplies and recommending equipment acquisitions.

Knowledge of records retention schedules and file management procedures to organize, maintain and update program information and files (e.g. agreements, permanent files, employee information, training experience and qualifications records) including electronic files (e.g. training, inventory and roster system, fire shared drawers).

Knowledge of the Occupational Health and Safety Act and those Regulations made under the Act that apply to the workplace and the work being performed.

Staffing and Licensing Requirements:

Valid Class "G" Drivers License.

Valid Restricted Radio-Telephone Operators Certificate

Skills:

Analytical skills to interpret complex financial reports, support detailed financial planning and forecasting, monitor budget and reconcile with fire program tracking systems; identify errors, resolve discrepancies and initiate journal entries; reconcile invoices with contracts (e.g. type 2 crews, health services, base-camp services, freight, potable water, fleet & fuel management) and Ministry documentation (e.g. time-boards, daily crew information sheets, response documentation).

Problem-solving and negotiating skills to resolve outstanding accounts payable/receivable and invoice discrepancies with vendors and clients (e.g. ARI agreement, municipalities, forest industry).

Written communication skills to compose correspondence and reports on own initiative or from brief instructions. Review other correspondence as requested for proper spelling, grammar and formatting to comply with government standards.

Oral communication skills to make presentations; train seasonal/summer staff; explain purchasing, payroll and financial processes, benefit entitlements to unclassified staff, fire permit requirements to the public on acceptable burning periods and conditions; clearly and calmly communicate by radio, telephone or in person during extreme fire and emergency situations (e.g. retrieving and providing precise information); deal with clients and the general public.

Interpersonal and relationship building skills to discuss/resolve problems and inquiries with staff, public, contractors and clients when providing information, direction and responding to complaints and to build or maintain relationships, networks and contacts to help in achieving work-related goals.

Priority-setting, planning and coordinating skills to effectively respond to numerous diverse challenges and demands and to meet deadlines (e.g. hiring documents, fiscal year-end processes, reschedule support staff during escalated fire situations), identify priorities, determine and recommend office staffing and equipment levels based on established operational guidelines (e.g. increased fire activity requires additional support staff, office equipment); to establish time frames and assign work to support staff during normal and rapidly changing escalated fire situations; coordinating, financial planning, in-year review and submitting to Region within time frames, making arrangements for meetings and training sessions (e.g. making facility arrangements, copying materials).

Job requires group leadership and teamwork skills to direct seasonal/summer support staff at the Logistics Centre and/or multiple locations as required (e.g. assigning and scheduling work, ensuring deadlines are met, monitoring and checking quality of completed work, reporting on status of work in progress, informing supervisor of problems and making recommendations; determining training requirements, providing input to selection and performance appraisals.)

Job requires data entry skills to Ministry Standards and good typing skills.

Freedom of Action:

Working within established Ministry policies, procedures and guidelines to monitor budget and accounts payable/receivable, provide radio watch, and provide information to clients and the public.

Working in accordance with Ministry and government policies, guidelines, directives and established practices to prepare personnel/payroll documents and respond to inquiries such as employee entitlements and working conditions.

Identifying and rectifying errors in expenditure coding, invoices, daily flight reports, accident reports and fire reports.

Documenting and referring to supervisor matters of a contentious nature (e.g. poor performance of staff members, refusal by client to reimburse accounts receivable, contractor failure to meet terms and conditions of contract).

Working efficiently and competently, periodically without direct supervision, and working independently to establish work priorities within a rapidly changing fire emergency environment, recommending coverage during different levels of fire activity and resolving issues within established policies, procedures and directives.

Determining best alternatives for logistical support based upon resources available, costing and impacts (e.g. dealing with vendors for quick turnaround of supplies such as accommodations, meals, transportation for crew movement) prior to a logistics section being activated.