



Job Specification

Position Title: MAILROOM/RECEPTION CLERK
Job Code: OPSEU - Office Administration 04, 04OAD
Job ID: 38687

Purpose of Position:

To provide reception, switchboard and mail services to the regional complex.

Duties/Responsibilities:

Under the general supervision of the Manager, Business Services, carries out support duties including -

Reception/ Switchboard Services

Provides reception services to all visitors by:

- Greeting visitors, Ministry customers and others;
- Granting access to building and directing visitors and delivery agents to appropriate areas;
- Directing visitors to other government or service delivery offices as appropriate;
- Operating Public Address (PA) system to page individuals as required;
- Responding to general inquiries;
- Selling MTO road maps.

Operates an electronic telephone switchboard by:

- Promptly answering all incoming calls, redirecting customers and/or transferring calls to appropriate employees;
- Taking messages as required;
- Maintaining an up-to-date regional telephone listing.

Mail Services

Provides mail service for all ministry regional complex offices by:

- Receiving, sorting, opening, date stamping and distributing all incoming mail;
- Preparing all outgoing mail, affixing appropriate postage and ensuring registered and courier mail is properly recorded;
- Forwarding cheques to the appropriate area;
- Distributing telephone directories

Support Services

Provides routine administrative support including sorting, limited data entry and various other clerical duties on an as needed basis.

Knowledge:

Job requires knowledge of computerized switchboard operations and the ability to communicate clearly with visitors and callers. Job requires knowledge of mail and courier distribution procedures.

Skills:

Job requires customer service and reception skills plus oral communication skills to greet and deal with staff and the public in person and on the phone and to provide routine information to the public. Job requires knowledge of general office computer software, the ability to operate a postage machine and the ability to type. Job requires ability to complete general filing and sorting. Job also requires tact in dealing with the public.

Freedom of Action:

Work is performed independently (in a team of 2) under the general supervision of the Manager, Business Services and within well established ministry and general office procedures and processes. Decision making is generally limited to routine, daily work functions regarding mail and reception. Non-routine matters are referred to the Manager, Business Services.