1. POSITION IDENTIFICATION

Department Name: Student Services Student Engagement and Retention

Position Number(s): 108691

Current Position Classification: Clerk Typist, grade 5

Department Position Title: Office Assistant

Evaluating Supervisor’s Title: Administrator

Date Completed: April 15, 2015

Part 1 is being completed by: ☑ Evaluating Supervisor

FOR USE BY HUMAN RESOURCES

Classification & Grade Approved: Clerk Typist, grade 5

Effective Date: April 15, 2015

Approved by: 

Next Review: ---

2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Provides front line general client information services; types, duplicates and reproduces a variety of materials; processes daily mail; composes routine correspondence; maintains the integrity of information systems, databases, web pages, and office files; assists with the administration of meetings, events, workshops, seminars and special events; assists with the purchase of computer hardware and software and office equipment and furniture; and assists with arranging travel activities.

3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

1. Provides front line client services by determining the nature of inquiries, checking policies and procedures, gathering and reviewing information and responding directly or referring matters to the appropriate individual(s) to provide the first level of triage for general information requests. (D)

2. Types, proofreads and edits letters, reports, forms, and other general correspondence and maintains databases by conducting look-ups in information systems, files and records, transcribing and formatting information, and checking composition and grammar to provide communication support. (D)

3. Processes daily mail by receiving, sorting and distributing incoming mail, courier packages and facsimiles, preparing and sending outgoing mail and faxes, and arranging courier services to ensure mail is disseminated to the appropriate individuals and/or locations. (D)
4. Composes routine correspondence by looking up information in system and paper-based records, selecting information, and transposing information into form templates. (D)

6. Maintains the integrity of information systems and databases (including the Student Information Management System - SIMS) by entering new or updated information following data entry procedures, printing reports and checking reports and data for accuracy and completeness to provide correct and current information. (D)

7. Maintains web pages by posting updates to existing templates using a standard web publishing application (e.g., Dreamweaver, CQ 5) to ensure information is current. (D)

8. Maintains office files by coding and filing material, retrieving information, and initiating new or revised files to ensure information is retained in accordance with standard record management procedures. (D)

9. Assists with the administration of internal and external meetings, events, workshops, seminars and special events by booking rooms, completing and following up on instructional media and reprographic work orders, word processing presentation materials, signage and correspondence, collating and distributing information, receiving and checking registrations, and maintaining databases. (W)

10. Assists with the purchase of computer hardware and software and office equipment and furniture by conducting simple internet and vendor research, liaising with staff in the Microcomputer Store and buyers in the Procurement Office, etc., to provide support in the acquisition of good and materials. (W)

11. Assists with travel arrangements by booking transportation and hotel accommodations, word processing itineraries, and reviewing and processing travel expense claims. (M)

4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

1. Prepares and files key requisitions and processes requisitions through Campus Security.

2. Maintains an inventory of office equipment and supplies by monitoring stock levels, processing supply orders, receiving and storing supplies, and checking and coding invoices to ensure an appropriate level of stock is on hand.

3. Maintains bulletin boards and display racks by posting or removing announcements and brochures to provide accurate and timely information to interested parties.

4. Collects, sorts, files, purges, and archives records in accordance with standard procedures.

5. Performs other related duties and responsibilities consistent with the job description and classification on request.
5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

☐ a) Work is provided with specific instructions describing how and when it should be completed.
☒ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.

☐ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.

☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluated what work needs to be completed within general time frames. Provide examples of project work:

6. TRAINING EXERCISED
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).

☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.

☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.

☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. DIRECTION EXERCISED
Check each description that applies.

☒ a) Not required to provide direction to other individuals.

☐ b) Assigns and/or checks work of other individuals.

☐ c) Schedules, assigns, and checks work of other individuals.

☐ d) In addition to C, establishes work priorities for a unit.

☐ e) In addition to C and D, guides project teams.
8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Faculty, staff and students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>General Public</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>External Vendors</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Typing errors
- Inaccurate information provided in response to enquiries
- Referring individuals to the incorrect source for information
- Neglecting to order office supplies in a timely manner
- Inaccuracies in mail lists or directories

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

- Directing mail to the wrong individual or location
- University or department policies and procedures not followed correctly

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding/comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditory</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Visual</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceptual</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical Dexterity</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing, walking</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Lifting, carrying (office supplies)</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
### 11. WORKING CONDITIONS

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Office</td>
<td>35/35 hours</td>
</tr>
</tbody>
</table>

b) Describe any uncomfortable and/or distracting conditions in the workplace(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting noises</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

c) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Occasional</td>
</tr>
<tr>
<td>Repetitive arm, finger, wrist movements (keyboarding)</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

### 12. CONTINUING EDUCATION

Check each description that applies.

- [ ] a) Does not require any continuing education.
- [x] b) Requires learning new university/department related procedures and/or methods.
- [ ] c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
- [ ] d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
- [ ] e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).
### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

<table>
<thead>
<tr>
<th>Formal education qualifications: identify the highest level of formal schooling required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school graduation and general courses or training of moderate duration (one semester/equivalent) in word processing, database, spreadsheet, and web applications; basic bookkeeping; and office practices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In addition to formal education, identify the certification or program of study required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In addition to the above qualifications, the number of years of minimum experience are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 ________ Years</td>
</tr>
</tbody>
</table>

Check one:

- [x] An equivalent combination of formal education, certificate/program of study and experience is acceptable.
- [ ] An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

### Occupational Skills: Identify skills specifically required to perform the work of the position.

- 55 wpm keyboarding skill with high degree of accuracy.
- Ability to use word processing, spreadsheet, database, web browser, and electronic mail applications (e.g., Word, Excel, FileMaker, Explorer, Eudora/Outlook) at an intermediate level.
- Ability to use enterprise-level information systems (e.g., PeopleSoft, SIMS or equivalent) at an intermediate level.
- Ability to use standard web updating applications (e.g., Dreamweaver, CQ 5) at a basic level.
- Ability to perform arithmetic calculations with accuracy.
- Ability to maintain records with a high degree of accuracy.
- Ability to handle confidential material with discretion.
- Good knowledge of standard office procedures.
- Excellent client service and interpersonal skills.
- Good analytical reasoning, problem-solving and organizational skills.
- Good written and oral communication skills.

### Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

- Ability to lift, move, or carry supplies weighing up to 10 kg.
# 14. APPROVAL AND REVIEW

## Evaluating Supervisor Approval: Information provided in the job description accurately reflects the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

## Employee Review: I have read and understand the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>