

JOB DESCRIPTION

Section 1 Identifying Data

09-OG-10

Position Number:	Department: Public Service Commission
Position Title: Receptionist/Administrative Assistant	Branch/Unit: CHRS, WDEO
Incumbent: Vacant	Location: Whitehorse
Supervisor's Title: Disability Employment Consultant	Date Completed: September 2006
Supervisor's Position Number: 10015	Medical Clearance Required: Security Clearance Required:

Section 2 - General Summary

As an Auxiliary on-call, this position provides a variety of clerk/receptionist services to departments and branches throughout the Yukon Government on an as needed basis. Some of the duties include reception, file maintenance, and word processing.

Section 3 - Organizational Structure

This position will be utilized in a variety of government departments. With the mobility of the position, immediate day to day supervisors will change. Work will be in an office environment with a variety of staff. The overall supervision of the position is under the Workplace Diversity Employment Office, Disability Employment Consultant. This position has no supervisory duties.

Section 4 - Principal Duties and Responsibilities (limit to 10 Duty Statements)

1. Provides reception support to departments by screening calls and assisting clients with enquiries and/or referring to appropriate staff members, greeting clients, and scheduling appointments between clients and staff.
2. Conducts basic research using the internet and other sources to maintain and provide information on programs and services the department administers.

3. Maintains and keeps an inventory of legislation, regulations, procedures, and manuals pertinent to the department
4. Performs basic word processing and data entry as required.
5. Provides office support by receiving and distributing mail, sending faxes, photocopying, and filing documents.
6. Prepares financial documents (i.e. travel authorization, cheque requisitions, purchase orders, invoices, payments, contracts, journal vouchers, etc.)
7. Prepares for departmental meetings by setting up the meeting facility, inviting attendees, arranging for presentation equipment, preparing information packages, etc.

Section 5 - Contacts

- The incumbent must have good interpersonal skills and be able to work with a variety of people, as well as in a variety of office settings. Daily interactions with the public are required when providing receptionist services and general information.
- Daily interactions with branch staff to seek advice and exchange information.
- Daily interactions with branch supervisor to receive direction, seek advice, and exchange information.
- As needed, interactions with Workplace Diversity Employment Office, Disability Employment Consultant, to receive direction, seek advice, and receive work assignments.

Section 6 - Problem-Solving

1. Directs and redirects enquiries. The incumbent must redirect calls to the appropriate staff and use knowledge of the various programs, mandates and roles and responsibilities of employees in order to direct calls and to respond to inquiries made by members of the public, other government departments, First Nations, and other organizations.
2. Coordinates and maintains work priorities. The incumbent is required to respond to interruptions for support services on a routine basis, to deal with clients or

members of the public, to coordinate a variety of tasks with competing and changing priorities, and to respond flexibly in a non-routine working environment to meet deadlines.

3. May encounter irate clients and needs to be able to use appropriate procedures to resolve the incident.

Section 7 - Specific Accountabilities

1. Describe final decisions regularly made for which the incumbent is held accountable.

- Decisions regarding workload priorities and quality of work within deadlines.
- Decisions on how to maintain confidentiality and security of information.
- Information and responses provided to general inquiries and requests from the general public, government departments, agencies, stakeholders, and interested parties or organizations.
- Procedures for logging, sorting, and distributing mail.

2. What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?

The direct impact is on the efficiency and effectiveness with which information is processed and communicated to the appropriate office or person. Attention to accuracy and critical details is imperative.

Section 8 - Budget

N/A

Section 9 - Working Environment

This position works in a normal government office and provides clerical support for various departments and branches. Work priorities change constantly in response to department priorities.

Section 10 - Signatures

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><u>Supervisor:</u> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p><u>Incumbent</u> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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<p><u>Human Resources:</u> (Comments)</p> <p>Signature: _____</p> <p>Date: _____</p>	<p><u>Deputy Minister:</u> I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.</p> <p>Deputy Minister: _____</p> <p>Date: _____</p>
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