



CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

Administrative Clerk

Department: Nawash Social Services
Program: Nawash Social Services
Reports To: Social Services Supervisor/ Welfare Administrator
Hours of Work: 37.5 hr/wk

JOB PURPOSE

The Administrative Clerk will provide reception and clerical support to clients, the public and caseworkers in the service delivery of the Ontario Works Program and Adult Learning Center for residents of Chippewas of Nawash Unceded First Nation while upholding the internal and external policies.

KEY DUTIES AND ACCOUNTABILITIES

- Provide Information about Ontario Works, Adult Learning Center processes and documentation required
- Access client databases to respond to general inquiries
- Maintain and record account receivables and account payables
- Prepare cheques and bank reconciliations
- Assists in scheduling of maintenance for office equipment
- Receptionist duties: greet and direct clients or the public, redirect incoming calls, taking messages and clerical duties such as typing, filing, faxing and photocopying
- Manage incoming and outgoing mail
- Assist with data input to client management systems
- Prepare committee packages, and record minutes

REQUIREMENTS

Education and Experience:

- Post Secondary Diploma in Office Administration or related field OR two (2) years' work experience in similar role OR Grade 12 OSSD/equivalent with three (3) years' related work experience
- Experience working with computer accounting programs.
- Experience in MicroSoft Office (Word/Excel/Power Point/Publisher) applications

Designations, Licences & Requirements:

- Possession of a valid Ontario "G" Driver's License
- Criminal background and/or vulnerable sector check.C
- Training and Certification in WHMIS, Occupational Health & Safety Awareness, Workplace Violence & Harassment Training, COVID-19 Health & Safety.

Knowledge, Skills & Abilities:

- Organizational skills to prioritize work and meet deadlines.
- Working knowledge and skill in administrative procedures and customer/client service
- Ability to complete forms, records, and standard letters accurately and per instructions.
- Ability to write concise notes in databases.
- Ability to organize meetings, recording, and transcribing meeting minutes.
- Ability to prepare accounts payable and financial statement.
- Understanding of and ability to maintain high degree of privacy and confidentiality.
- Ability to track inventory and order office supplies.

PROBLEM SOLVING & COMMUNICATION

- Effective interpersonal skills
- Excellent oral, written and non-verbal communication and interpersonal skills
- Strong communication skills to provide information to the public and to clients (including to clients who are in-crisis)
- Maintain composure and patience with difficult clients
- Ability to maintain a high degree of objectivity
- Ability to utilize effective stress management and time management strategies

DECISION MAKING & IMPACT

- Ability to work independently and with minimal supervision
- Ability to work effectively as a member of a team

SAFETY RESPONSIBILITIES

- Ensure reporting employees are aware of Health and Safety Policy and Procedure Manual and Occupational Health and Safety acts and regulations
- Ensure reporting employees use prescribed protective equipment and/or devices
- Advise reporting employees of potential and actual hazards
- Take every reasonable precaution in the circumstances for the protection of reporting employees

WORKING CONDITIONS

- **Physical Demands** – Long periods of sitting, standing, typing and some walking. Lifting of some objects not exceeding 10 pounds
- **Environment** – Mainly an office environment and indoor locations with some exposure to outside during travel and events. Minimal exposure to hazardous material (cleaning supplies)
- **Mental Effort** – Quick thinking for frequent handling of difficult situations that some may find stressful and or upsetting. Accuracy of reports and meeting deadlines.
- **Position Type/Expected Hours of Work** – Regular full-time hours of 37.5 hours per week with availability for evening and weekend work as required

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

I hereby acknowledge and agree to comply with the above job description necessary to fill the position.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date