

## JOB DESCRIPTION

<b>JOB TITLE</b>	Electronic Document Management Clerk
<b>DEPARTMENT / PROGRAM AREA</b>	Social Services
<b>REPORTING TO</b>	Supervisor, Client Support Services
<b>LOCATION</b>	
<b>WEEKLY HOURS OF WORK</b>	
<b>SALARY GRADE</b>	Band 2
<b>DATE</b>	September 2012

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the supervision of the Supervisor, Client Support Services, and as an employee of the DNSSAB, is responsible for providing administrative support services in application with an Electronic Document Management System.

As point of contact for the DNSSAB electronic and manual filing system, is responsible for ensuring documents are managed, stored and/forwarded electronically in an effective and efficient manner. Ability to assist in developing processes to enhance and support an electronic document management system.

This position requires a general knowledge of all DNSSAB programs and services, policies and procedures, community resources with a high level of expertise in computer programs and software.

Contributes to the support of general clerical functions as directed within client services.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

<p><b>Performs technical supports to ensure the electronic document management system supports the delivery of programs within Social Services by:</b></p> <ul style="list-style-type: none"> <li>• Setting up of client master files hard copies and/or electronically as required by individual programs;</li> <li>• Receiving and storing client applications, supporting documentation, correspondence and reports based program requirements;</li> <li>• Receiving and processing client reporting documents as directed and updating case notes and files;</li> <li>• Providing general office support as directed including internal mail delivery and prepares outgoing correspondence, courier etc. for mailing;</li> <li>• Verifying documentation for discrepancies, duplication and/or errors and referring these to appropriate staff;</li> <li>• Responsible for incoming and outgoing file transfers electronically and hard copy;</li> <li>• Provides expertise to staff in utilizing scanners and share-point system;</li> <li>• Assisting with 3<sup>rd</sup> party checks as directed</li> </ul>	<p><b>50%</b></p>
<p><b>Performs clerical support by:</b></p> <ul style="list-style-type: none"> <li>• Photocopying, scanning, faxing, emailing and distributing necessary documents electronically;</li> <li>• Performing emergency alarm checks to ensure panic alarms are functioning;</li> <li>• Scanning and managing incoming documents and storing electronically as directed.</li> <li>• Receiving and sorting incoming mail in preparation for delivery to all departments.</li> <li>• Providing duplicate T5's as requested by clients.</li> </ul>	<p><b>40%</b></p>
<p><b>Contributes to the maintenance of equipment relevant to the electronic document management system by:</b></p> <ul style="list-style-type: none"> <li>• Assisting with the maintenance and upkeep of office automation equipment directly related to electronic document management;</li> <li>• Assisting with the recommendations to upgrade equipment to enhance the electronic document management system;</li> <li>• Other office support as required including maintaining an electronic tracking system to ensure integrity of the filing system</li> </ul>	<p><b>10%</b></p>
<p><b>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.</b></p>	

## QUALIFICATIONS

- Office Administration Certificate or equivalent or an acceptable combination of education and experience;
- One (1) year previous experience in an office administration/customer service environment, preferably related to an electronic document management system;
- General knowledge of all programs related to DNSSAB;
- Expertise of technology programs within DNSSAB;
- General knowledge of the full range of community resources;
- Expertise in desktop applications including working knowledge of Microsoft Office applications, Share-point, and other applicable programs to the DNSSAB;
- Excellent customer service skills and ability to effectively and efficiently provide service to staff and or customers of DNSSAB;
- Ability to communicate effectively and tactfully
- Ability to recognize and diffuse difficult situations;
- Ability to work in a stressful, fast-paced team environment and prioritize urgent requests;
- Minimum of 40 wpm (keyboarding skills);
- Demonstrated respect of confidentiality;

## **COMPENSABLE FACTORS**

### **KNOWLEDGE**

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - One year or equivalent.

### **EXPERIENCE**

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over one year, up to and including two years

### **JUDGEMENT**

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires the application of established methods or procedures. Work may involve a choice of methods.

### **MENTAL EFFORT**

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Continuous periods of short duration.

### **PHYSICAL ACTIVITY**

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of short duration.

### **DEXTERITY**

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a primary consideration.

## ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in minor loss of time or resources.

## SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Little degree of care required to prevent injury or harm to others.

## SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

## CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Courtesy and tact required in explaining, exchanging data or information.

## WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.