



JOB DESCRIPTION

JOB TITLE	Corporate Services Clerk
DEPARTMENT / PROGRAM AREA	Corporate Services
REPORTING TO	Risk Management Specialist
EFFECTIVE DATE	January 2023
SALARY	Band 3

JOB SUMMARY

Reporting to the Risk Management Specialist, the Corporate Services Clerk provides confidential support to the corporate services management team, including assistance with confidential correspondence, risk management support, contract management and purchasing support, portal entries, system access, administrative activities, and reporting.

The Corporate Services Clerk will also assist the Risk Management Specialist in managing insurance contracts and the Contract and Purchasing Specialist in managing the contracts in SharePoint. The Clerk will load document into DocuSign (or other appropriate software) and seek the necessary signatures then load the executed contracts into the contract management software (currently SharePoint).

As assigned, the Corporate Services Clerk will conduct private interviews with staff and management to determine points of failure with current systems. They will also be in office part of the time to ensure the physical distribution and collection of hardware as needed.

JOB DUTIES AND RESPONSIBILITIES

- **Support for Risk**
 - Support the Risk Management Specialist in document (including confidential document) retention;
 - Receive, track, process and/or address staff maintenance and cleaning requests.
 - Draft informal and formal contract notices related to leases.
 - Requesting, processing and filling standardized documents from 3rd parties (i.e., insurance certificate requests)
 - Assist with the execution of process improvement, process re-engineering and new process design efforts ensuring alignment to the strategic plan and core values;
 - Building templates & forms based on requirements

- Help develop mechanisms that promote the need for research and evidence informed decision making;
- Address (answer or appropriately forward) emails sent to risk@dnssab.ca
- Support the drafting and review of procedures related to asset, procurement, insurance, risk, and data.
- Schedule contract performance evaluations and reviews.
- **Support for Contracting and Purchasing**
 - Posting updates and procurement solicitations and addendums to DNSAB & 3rd party sites;
 - Responsible for administration of confidential contract execution & document storage;
 - Maintain unbiased view and confidentiality while assisting with vendor follow-up, data entry, and reference checks throughout the procurement process;
 - Address (answer or appropriately forward) email sent to dnssab.contracts@dnssab.ca
 - Draft informal and formal contract notices related to leases
 - Schedule vendor presentations and/or debriefs
 - Assist staff with accessing electronic contracts when requesting payment;
- **Support for Project Management**
 - Collaborate with staff, 3rd party support teams, and technology groups to determine the root cause of issues facing the organization and its operations then devise appropriate solutions to existing and expected challenges
 - Prepare technology for hand out and update seating maps;
 - Edit and post new seating maps to SharePoint and issue hardware as needed;
 - Assist and maintain confidentiality while researching and implementing technological solutions;
 - Develop and prepare materials to be used in process improvement activities, technology launches, and events as well as lead instruction on the;
 - Troubleshoot technology failures and provide solutions to restore or improve functionality;
- **Support for Corporate Services**
 - Support HR during the recruitment process (i.e., conduct reference calls)
 - Assist HR with staff training (i.e., upload material onto HR Download)
 - Scanning of historical documentation into SharePoint (or other future technologies);
 - Proofreading and formatting confidential documents (i.e., contracts, reports, emails, user guides, etc.);
 - Build effective and cooperative relationships with key department employees;
 - Assist HR with determining what hardware needs to be returned for exiting staff;
 - Assist in report writing, information gathering, data analysis, and corporate services correspondence as well as routine communications;
- Related duties, as assigned.
- **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.**

QUALIFICATIONS

- Two year College Diploma in the area of Office Administration.
- Two years' experience in a related field.

- Demonstrated ability to work with advance Excel functionality (i.e., v-lookups, arrays, pivot tables, utilizing external data sources and queries, etc.) is required.
- Strong written and verbal communication skills, to work effectively with all levels of staff within the organization, as well as with external partners.
- Meticulous organizational skills and unswerving attention to detail.
- Skilled at self-directed learning.
- Excellent ability to manage multiple tasks effectively in a fast-paced, deadline-driven environment.
- Ability to engage in both independent and consultative decision-making so as to build consensus and move issues forward.
- Ability to handle confidential and sensitive information in an appropriate manner.
- Proven ability to manage conflict and sound judgement to respond in crisis and high stress situations.
- High degree of proficiency in MS Office applications including Word, PowerPoint, Publisher, PDF, and SharePoint.
- Demonstrated regular attendance in keeping with the Board's Attendance Management policy.
- Flexibility to work overtime as required.
- Valid Ontario Driver's License and a vehicle available for use on the job.

STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Healthy Workplace through

DNSSAB's Strategic Plan and Direction;

- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities;
- Effective and efficient management of financial and human resources;
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective and quality services;
- Developing and implementing appropriate measurements for plans and workload productivity, analyzing and reporting on measures;
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution;
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community;
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible;
- Be committed to the highest standards of ethics and business conduct;
- Promote and protect the good reputation of the organization.