

Position: **Benchmark Job #102**

Ministry: Human Resources

Working Title: **Office Administrator**

Branch: Regional Operations

Level: Range 13 (Paid Range 14 per 13th Master.)

Location: Trail

NOC Code: 1211

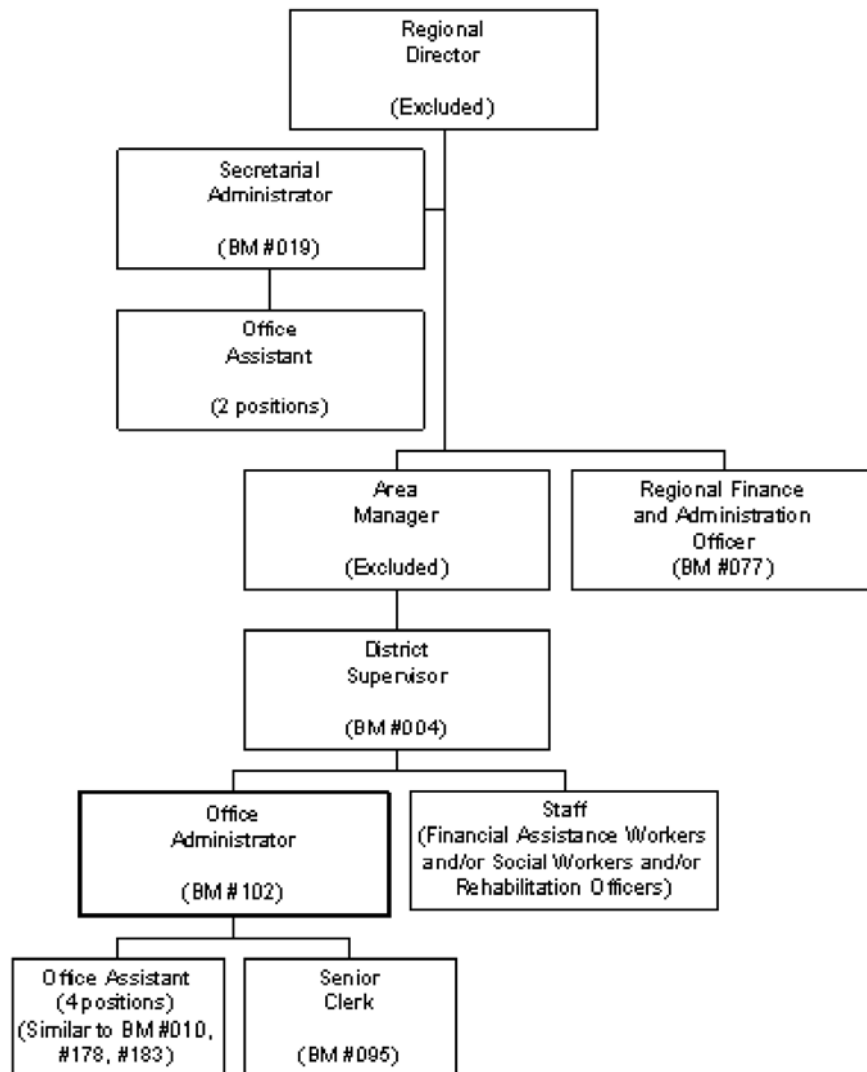
PRIMARY FUNCTION

To supervise administrative and financial functions for a district office.

JOB DUTIES AND TASKS

1. Provides financial administrative functions for district office
 - a. supervises the processing of Income Assistance payments
 - b. prepares, monitors, reconciles and reports on the status of district allocated budgets and petty cash
 - c. develops, implements and monitors administrative procedures to meet Financial Administrative Act for the office; monitors and provides data input to the administration budget of the district office
 - d. exercises spending authority for administrative expenditures such as office supplies
 - e. prepares imprest cheques and exercises payment authority for imprest cheques
 - f. processes supplier invoices/travel vouchers and completes cheque requisitions to pay invoices
 - g. provides input for the preparation of internal audit replies
 - h. ensures cheques are voided or cancelled and processed according to policy
 - i. ensures negotiable documents are secure and maintains segregation of signing/payment authorities
2. Provides administrative services to ensure clients receive Program For Independence payments
 - a. ensures documentation, calculations, coding, signing authorities and filing are accurate
 - b. monitors processing of data entry and document control to ensure imprest cheques are disbursed according to policy and monthly computer cheques/printouts are sorted and distributed
 - c. handles difficult client enquiries, problem situations and confidential matters regarding client records
 - d. develops and implements new office procedures and updates manuals
 - e. establishes and maintains manual and computer office filing systems on clients, budgets and staff
 - f. ensures documentation has been submitted to Payroll, Personnel and Accounting
 - g. ensures that client service levels are maintained in reception and telephone areas
 - h. maintains furniture and equipment inventory, arranges for the repair of vehicles, contacts BCBC to ensure that building maintenance requirements are met
 - i. ensures that staff process incoming mail and that outgoing mail meets Ministry standards
 - j. maintains and updates records including payroll and personnel documentation
 - k. establishes a contract management system to monitor contracts
3. Supervises administrative staff

- a. supervises, recruits, trains 5 FTE staff engaged in data entry, payment processing, reception and switchboard
 - b. plans, schedules, assigns and reviews work
 - c. sets work priorities and standards
 - d. conducts formal appraisals of work performance
 - e. identifies training needs, organizes and provides training on office procedures and policy
 - f. conducts support staff meetings and participates on various committees as required
4. Performs other related duties
- a. keyboards reports, documents and drafts correspondence
 - b. maintains and updates bring forward system
 - c. prepares reports and compiles statistics on worker caseloads, allocated budgets, etc.
 - d. assists at reception counter when required; reports unsafe behaviour of clients in waiting room and calls for emergency assistance when necessary
 - e. evaluates and coordinates safety and security issues for the office



Note: in a Region, there typically are 6 Area Managers, 30 District Supervisors and 300 Staff in total

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand and apply the accepted methods of administration and financial processes to develop and implement administrative systems and document controls for processing payments, develop office procedures, supervise administrative support services, payment processing and data entry and compile and reconcile district allocated budgets.</p>	E	145
2	<p>MENTAL DEMANDS</p> <p>Judgement to assess administrative support requirements and choose an approach using a combination of accepted financial and administrative procedures and techniques to develop and implement office procedures, resolve administrative matters referred by staff, such as problem situations and confidential matters, establish and maintain computer filing systems, prepare cost estimates and compile district budget and coordinate support services for the office.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use word processor to produce correspondence and reports with some speed to meet project deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general procedures or instructions, selects alternative course of action to develop and implement new office procedures, supervise data entry, payment processing, reception and switchboard, reconcile and report on district allocated budgets, establish filing systems and prepare statistical reports.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Moderate financial responsibility to administer the office administration part of the local budget.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by establishing and maintaining computer and manual filing systems for office.	D	22.5
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise five support staff, appraise employee performance (5 FTEs).	DE	20
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to report unsafe behaviour of clients in an Income Assistance office and call for emergency assistance when necessary.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on screen and use word processor to complete reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view documents and computer screen to produce reports.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with upset clients in an Income Assistance office.	B	4
13	HAZARDS Moderate exposure to hazards from regular possibility of physical violence from clients in an Income Assistance office.	C	6

Total Points: 489

Level: Range 13

Paid Range 14 per 13th Master.