

**BENCHMARK**  
***Administrative***  
***Support 3***

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 5

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 3

BENCHMARK NUMBER: 80103

JOB FAMILY: ADMINISTRATIVE SERVICES

**SCOPE AND LEVEL DEFINITION**

Performs a variety of administrative support functions such as word processing, composing and signing correspondence, typing medical and legal reports and documents from notes and/or recording devices, and answering general inquiries related to programs and policies.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases.
2. Sorts and distributes mail, completes forms for signature, and packages items for shipping, including samples and lab specimens. Signs for receipt of packages and shipments.
3. Answers general inquiries by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public, and provides direction and/or general information about programs and policies. Refers problems to supervisor.
4. Performs record management duties such as setting up and maintaining numeric, alphabetical, and subject filing systems, indexing files, and materials to be filed, and conducting file searches for requested information.
5. Composes and signs general correspondence such as appointment confirmations, payment reminders, and information requests. Drafts correspondence for review and signature.
6. Gathers and compiles information as required, such as client information and statistics.
7. Assists with client intake by performing duties such as obtaining information, completing documentation required for admission, and liaising with information sources to obtain additional client information. Schedules and confirms clients for programs and/or services, and establishes and maintains waiting lists.
8. Arranges meetings as directed, books meeting rooms, and types and circulates notices and agendas. Transcribes and distributes notes and minutes of meetings.

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Implementation Date: May 2, 2003

80103

Revision Date: \*April 1, 2016

3-5

(\*grid level change per wage comparability adjustments)

Grid level updated: April 1, 2019 (per CIU Com-157)

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9. Contacts designated authority or supervisor, and informs of building maintenance and repair requirements.
10. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and/or provide general information.
11. Performs general staffing and timekeeping functions such as calling in relief staff from a pre-established list, tracking hours worked, and reviewing timesheets for accuracy.
12. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.
13. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Office Administration Certificate
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology