



JOB DESCRIPTION

TITLE: Transportation Clerk/Receptionist

REPORTS TO: Manager of Human Resources (HR), Safety and Training

LOCATION: STEO Office, Prescott

TYPE: CUPE **DATE:** February 1, 2012

SUMMARY:

A key member of the Administrative team, the Transportation Clerk/Receptionist provides clerical and administrative support including responding to telephone and email inquiries, data validation, reception, incoming and outgoing mail preparation and distribution; assisting with meetings and events; and maintaining the main office and kitchen including an inventory of office and kitchen supplies.

As the first point of contact for various stakeholders including parents, school staff and bus operators, the incumbent demonstrates exceptional customer service and initiative.

MAIN RESPONSIBILITIES (This is not an exhaustive list)

- Respond to general enquiries (e.g., eligibility, boundaries, special needs, etc.) and/or refer to appropriate personnel.
- Receive, sort and deliver mail. Respond to routine items.
- Check and respond to the STEO general email box.
- Work with the bus operators and schools to schedule events such as the safety program.
- Provide routine clerical and administrative support to all staff.
- Prepare and mail routine letters such as transportation arrangements for the new school year.
- Receive student medical forms, enter data and maintain database. Forward copies as appropriate.
- Assist with the preparation of mail-outs and information packages, booklets, etc.
- Maintain and update various contact lists, manuals, etc.
- Maintain appearance of front office, closet areas, bulletin boards and meeting rooms.
- Maintain an inventory of office equipment and other supplies (e.g., paper, toner, pens and kitchen supplies). Perform routine maintenance.
- Oversee meeting room booking, including any catering, beverages and clean up.
- Liaise with cleaning contractor.
- Coordinate distribution and maintain records for keys and security cards, etc.
- Perform other related duties as assigned by supervisor.
- Perform work in accordance with the provisions of the *Occupational Health and Safety Act* and Regulations and all other corporate/departmental policies and procedures.



JOB DESCRIPTION

SKILL

EDUCATION/EXPERIENCE:

- Secondary school diploma, including basic computer skills.
- Six months experience in general office administration and working knowledge of business software.

ADDITIONAL COMPETENCIES/SKILLS:

- Working knowledge of applicable legislation (e.g., Health and Safety), corporate policies and procedures.

Demonstrated ability to:

- Use business software such as email, word processing, spreadsheets, databases, etc., and learn new software programs.
- Provide excellent service to internal and external clients by focusing efforts on discovering and meeting their needs.
- Succeed in a fast paced environment.
- Maintain confidentiality.
- Work effectively both independently as well as in a team environment.
- Direct activities towards timely completion of assigned tasks; quickly adjust priorities or resources in response to changes in organizational requirements.
- Lead by example, demonstrating tact, discretion, diplomacy, integrity, creativity and enthusiasm in achieving results.
- Communicate effectively and concisely, both orally and in writing.
- Adapt to changes in process, systems and organization structures.

EFFORT

- Intermittent sitting, standing, walking and keyboarding. Light to moderate lifting, such as office supplies, mail.
- Moderate degree of mental effort; accuracy is very important, meeting deadlines and concentration. Must be self motivated. High degree of tact and diplomacy in dealing with parents, school staff, bus operators, etc.
- Work normally consists of routine tasks that are straightforward and repetitive in nature. Some judgement and choice of action within limits.

WORKING CONDITIONS

- Normal indoor office environment.
- Occasionally required to extend hours of work to meet work demands including occasional peak periods where required to work evenings or weekends.
- Possible negative interaction with students or parents.