



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00644	Pay Grade:	3
JD Title:	Receptionist	JD FTE Hours:	35
Job Family:	Administrative		

General Description

Under direct supervision, performs a variety of clerical and reception duties in accordance with prescribed procedures.

Representative Duties & Responsibilities

- Greet visitors, answer or redirect routine inquiries in person, by telephone and via email.
- Provide policy and procedure information to others.
- Gather and compile the paperwork required to facilitate hiring and payment processes.
- Collect, verify, and input data into a variety of spreadsheets and databases.
- Coordinate the calendar of supervisor and others and resolve scheduling conflicts.
- Reserve space, as directed, for a variety of meetings and events.
- Reserve catering and audio visual equipment needs, as directed.
- Complete financial forms such as travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
- Write a variety of formal notes and records such as meeting minutes.
- Update and maintain information on websites and social networks.
- Format, word process, edit, and proofread a variety of documents and materials.
- Apply standard mathematical skills such as calculations, formulas, and equations to perform routine calculations.
- Monitor and order office supplies.
- Source and obtain pricing information for office supplies and equipment.
- Set up and maintain filing systems, both electronic and hard copy.
- Classify, sort, and file correspondence, records, and other documents.
- Update and maintain confidential files and records.
- Handle sensitive material in accordance with established policies.
- Assemble, copy, collate, and disseminate a variety of documents and materials.
- Open and distribute incoming mail and faxes.
- Prepare outgoing mail, faxes, and courier shipments.

Supervision

- No formal supervision of others is required.
- Provide orientation and show procedures to others.

Qualifications

- 2 year Community College diploma in Office Administration or related field of study.
- Requires 1 year of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents, enter data into databases and enter financial information into spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of greater than 3.5 hours of routine mental effort for activities such as:
 - Collecting routine information and files to word process routine documents and inputting data into spreadsheets and databases.
 - Responding to and redirecting routine inquiries.
- A typical work day consists of up to 3.5 hours of moderate mental effort for activities such as:
 - Providing policy and procedure information to others.
 - Resolving scheduling conflicts.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Occasionally deals with multiple projects and simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

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JD #:	JD00644	Pay Grade:	3
JD Title:	Receptionist	Total Points:	279
Job Family:	Administrative		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.0	60
	2. Breadth of Knowledge	1.0	5
	3. Adaptation to Change/Updating of Learning	1.5	8
	4. Interpersonal Skill	2.0	23
	5. Education and Experience	D2	56
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	2.0	33
Responsibility	9. Planning and Coordination	1.5	19
	10. Responsibility for Others	1.0	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	1.0	3
	14. Health and Safety	1.0	5