

Position Title:	Office Clerk
Department:	Long Term Care (Lee Manor, Rockwood Terrace)
Reports To:	Office Coordinator

Purpose

Reporting to the Office Coordinator, the office clerk provides the initial contact with visitors, residents and families.

The Office Clerk is required to perform their duties in a manner that supports the 'Colour It' resident led philosophy of care, consistent with the core values and employee guiding principles, ensure resident safety and demonstrate customer service excellence.

Responsibilities

Office/Administration Support

- Reception duties - greeting visitors, determine purpose of visit, direct visitors to proper location or person, answering, screening and directing telephone calls
- Clerical support – typing and or computer input as assigned
- Complete Admission and Monthly MDS data entry
- Primary responsibility for accounts payable/receivable including processing invoices, receiving payments
- Support and assist with updating information regarding residents, including new resident information to ensure that it is recorded correctly in the electronic record
- Participate in the admission and discharge processes and ensure that documentation is completed according to established standards
- Track resident "Leave of Absences" and maintain daily census records
- Maintain, code, and balance office petty cash
- Provide other ongoing records management support as assigned
- Maintain confidentiality of all financial, personnel and resident data
- Assist with other inner office functions as required

Record Keeping, Payroll, Time & Attendance and HR

- Perform records management processes to maintain team member files
- Assist with special projects and quality assurance activities as assigned
- Accountable for timeclock maintenance and for new employee timeclock enrollment
- Provide back-up for payroll including review of employee timesheets, processes any time edits / adjustments as required to ensure accuracy
- Assist with coordinating benefits enrollment for new employees.
- Provide assistance and support as required with scheduling tasks, call-in and time administration
- Responsible for notifying the Manager / designate of staffing scheduling issues

Other

- Adhere to the OH&S Act and Regulations, follow all health and safety policies and procedures, and work safely to reduce the risk of injury to self, co-workers, and residents
- Monitoring of alarms on exterior doors with shared responsibility for the safety of residents, staff and visitors
- Participate in drills to prepare for emergencies
- Foster positive customer service with residents and families in their day-to-day work
- Answer questions/enquiries in a prompt and professional manner
- Conduct tours for prospective residents/families as required
- As required, assist communications, written, electronic and web based
- Provide back up to the critically time sensitive responsibilities of the Office Coordinator and provide coverage during vacation/time off requests

Working Conditions

Work is in a busy office environment with hours that may change depending on the needs of the home (i.e. to cover vacations).

Work is in an accessible area with frequent disruptions and distractions from residents, family members, visitors and staff that require assistance and information.

Contacts

Internal Working Relationships

Internal working relations with the Leadership Team, Staff, Residents and other County Staff.

External Working Relationships

Families, suppliers, repair personnel, contractors, couriers and the general public.

Knowledge and Skill

- Post-Secondary School Diploma in Office Administration Executive, Business Administration, or other equivalent education
- Experience in Finance, Payroll Administration and Human Resources Functions
- Experience in Long Term Care is an asset
- Possess proven office administration skills
- Proficiency with MS Office -Word, Excel, Outlook, PowerPoint and internet use
- Ability to multi-task
- Exceptional customer service
- Strong administrative detail orientation, deadline-driven and organizational skills
- Demonstrated internal service-oriented collaboration and communication skills

Impact of Error

Errors may lead to delays, disruptions and duplication of effort.

Errors, miscommunication and breach of confidentiality may result in unfavorable relations with residents and their families and loss of confidence and trust in the Home.