

Benchmark Title**RECEPTIONIST / GENERAL OFFICE CLERK****Job Summary**

Provides a variety of reception and general clerical assistance in an office. Maintains various records, files and related filing systems.

Key Duties and Responsibilities

1. Answers phone and/or in person inquiries and routes to appropriate staff members if required. Responds to routine queries with regard to the organization and services provided.
2. Assists with client intake by obtaining basic information, assisting in completing forms, and booking appointments with staff in accordance with established guidelines.
3. Sorts and distributes incoming mail and processes outgoing mail.
4. Maintains filing systems, registers or other records.
5. Performs general word processing and typing from rough draft or general instruction, including correspondence, reports, forms and documents.
6. Performs general data entry functions such as inputting client information into computerized systems.
7. Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, multi-line switchboard and postage meter.
8. Monitors, orders and receives office and janitorial supplies.
9. Handles simple cash transactions such as collecting payments, issuing receipts, and maintaining petty cash in accordance with established guidelines.
10. Maintains meeting room bookings within the office.
11. Ensures that office, meeting room, kitchen and other areas are maintained in a clean and tidy manner.
12. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Receptionist/General Office Clerk

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires up to and including 6 months recent related experience	2	50
3	Physical Demands – Sometimes confined to a sitting position at the desk or computer to answer telephone, type correspondence, produce reports and enter data	4	28
4	Concentration – Often listens to and responds to enquiries	4	33
5	Independence – Performs several assigned functions and changes the order of completion to respond to immediate demands	2	29
6	Judgement – Judgement required to recognize differences in client or staff requests or inquiries and change the priority of tasks accordingly	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion such as wrong person contacted, data entry errors or errors in correspondence which are quickly discernible and result in minimal delay or expense to correct	2	29
9	Communication – Clarifies factual information with callers	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balance schedules, deal with interruptions, manage competing deadlines	4	33
Total Points			342