

JOB DESCRIPTION

BCGEU

1. Position No. Various Positions	2. Descriptive Working Title Administration Clerk		3. Present Classification CL 3
4. Branch Operations	5. Department Various Regions	6. Work Location On-Site	Date Apr 2014, Revised May 2018, Aug 2019, Aug 2021, Aug 2024
7. Position No. of Supervisor 22334, 22305, 22075	8. Descriptive Work Title of Supervisor Regional Administrative Services Manager		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Regional Administrative Services Manager, the Administration Clerk performs a variety of administrative support duties for a regional office. He/She/They are responsible for duties that include reviewing and processing applications, responding to client enquiries, assisting with forms completion and public information sessions, processing rent receipts, work orders, procurement documents and accounts payable invoices, performing reception duties, and providing general clerical, data entry and document management support.

11. Duties:

The scope of duties performed may vary depending on region and business needs.

Housing Registry Maintenance

- Receives and reviews applications and transfers, ensuring accurate completion of documentation. Assesses submitted documentation to determine accuracy and acceptability, identifying missing or incomplete information or supporting documentation. Communicates eligibility requirements by referring to BC Housing guidelines and coordinates with applicants, housing providers, supervisors, and Regional Office staff as appropriate.
- Performs data entry and updates computer records with client information as changes are reported, ensuring data integrity and accuracy.
- Prepares and uploads documents for scanning into the information systems and forwards them to Applicant Services for processing.

Client Services

- Provides assistance to clients via telephone, writing communication, or in-person at the regional office. Offers information on BC Housing programs, products, and services and explains BC Housing policies and procedures regarding eligibility for programs and services offered and the differences between housing options (directly managed, non-profit, co-operative or market subsidized units). Assists clients with the completion of BC Housing documents, forms, and application packages. Refers clients to the appropriate BC Housing department or other agencies and makes appropriate referrals for unusual or difficult enquiries.
- Assists Regional Office and other internal staff with the administration, development, and delivery of information sessions to the public. Creates and maintains applicant and tenant materials, packages, pamphlets, and related communication materials.
- Supports tenant fee collection by entering data into the online database system. Performs data entry to update and maintain applicant and client information.
- Identifies gaps in Housing Services policies and procedures and system and applicant requirements and makes recommendations for improvements.

Property Portfolio Support

- Collects and prepares deposits for rents and other daily payments, ensuring secure handling of transactions.
- Processes repair charges by creating billings in the database system and posting them to tenancy accounts.

- Prepares and sends move-out chargeback letters to current and former tenants. Processes former tenant files and forwards them to the applicable BC Housing department for follow-up and recordkeeping.
- Prepares information packages in support of Residential Tenancy Branch (RTB) applications, tracks mailing information, and provides updated information to the RTB as required. Assists the Property Portfolio Assistant with compiling various tenant packages and handling general administrative requirements for tenants.

Accounts Payable

- Reconciles, verifies, and processes assigned invoices, ensuring documentation complies with approved procedures. Ensures payment accuracy for units by referencing data in information systems. Creates standard vouchers and work orders in the appropriate financial systems module.
- Processes purchasing card transactions by coding them into the online database for cardholders, printing transaction summary reports and following established procedures prior to forwarding them to the Supply Chain department.
- Processes purchase orders in the system, verifies receipt of goods and services and prepares documentation for approval, ensuring correct coding per budget.
- Provides assistance to accounts payable by scanning and attaching documents to batches into the online database system.
- Assists with the Group Home portfolio, creates work orders, recruits and processes vendor packages and contacts vendors for Group Home maintenance.

Administration, Clerical, and Reception

- Manage mail operations by sorting, date-stamping, and distributing incoming and outgoing mail. Prepares and organizes mail for delivery and ensures that appropriate files are attached.
- Completes and distributes work orders for contractors. Coordinates procurement documents for fleet vehicles, arranges repairs for vehicles, and oversees vehicle service contracts.
- Tracks and maintains inventory of office and stationery supplies, places orders with various external vendors and maintains related invoices and records. Monitors office equipment for maintenance needs and assists with staff orientation as required.
- Makes travel and/or accommodation arrangements for all staff, provides tickets, and maintains a supply of transportation tickets as required.
- Assists Regional Office staff with various administrative duties that include collecting data, compiling statistics, running reports, expense report coding, and typing a wide variety of general correspondence and forms in a timely and accurate manner. Ensures filing is completed as per the File Master Plan.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. Various Positions	2. Descriptive Working Title Administration Clerk	3. Present Classification CL 3
4. Education, Training and Experience		

High school diploma and completion of post-secondary courses in office or business administration or other relevant discipline.

Sound office administration experience.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills, and Abilities	
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound knowledge of office systems and procedures.
 - Some knowledge of accounting procedures.
 - Ability to learn, understand, and explain BC Housing program, policies, and services.
 - Ability to deal with the public, staff, and outside agencies in a courteous, professional, and tactful manner.
 - Ability to maintain a cash float and balance cash accurately.
 - Ability to type a minimum of 40 wpm.
 - Ability to search documents, databases, and the internet to resolve issues creatively and within established guidelines.
 - Ability to plan, multi-task, meet deadlines and adapt in a fast-paced environment.
 - Ability to exercise tact, diplomacy and good judgement when interacting with a broad range of partners and customers, including individuals of diverse social, educational, and cultural backgrounds.
 - Ability to plan and meet deadlines by effectively prioritizing actions to respond to numerous diverse and shifting challenges without compromising the quality of work.
 - Ability to work with accuracy and excellent attention to detail.
 - Excellent oral and written communication skills, with a solid command of English grammar, punctuation, and spelling.
 - Excellent interpersonal and conflict resolution skills.
 - Strong problem-solving skills.
 - Strong in computer applications, including MS Office (Word, Excel, PowerPoint, Outlook), with excellent mail merge document skills.

6. Occupational Certification	
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