



NATIVE COURTWORKER

AND COUNSELLING ASSOCIATION OF BRITISH COLUMBIA

Job title	<i>Administrative Clerical Support</i>
Reports to	<i>CFO and Operations Manager</i>

Job purpose

The Administrative Clerical Support provides administrative and financial support to the NCCBC staff, ensuring the day-to-day operations run smoothly and effectively, according to the policies and procedures of the organization.

Duties and responsibilities

Under the supervision of the Chief Financial Officer and the Operations Manager, the Administrative Clerical Support provides support by providing assistance at our head office for all our provincial staff, organizing company documentation, daily office functioning activities, set-up and development of employee-related functions as well as input, documentation and filing of accounts payable.

Knowledge and understanding of Indigenous culture and traditions and a demonstrated ability to work with Indigenous people. Preference will be given to individuals with an Indigenous background as per section of Section 41 of the Human Rights Code

Administrative Duties

- Greets visitors to the office in a professional and friendly manner, ascertains the nature of the business and directs them to the pertinent department or individual.
- Sorts, record and distributes incoming mail, emails and phone calls to the appropriate departments.
- As the head office location for all our provincial offices and staff, you will be an integral part of the team to take incoming calls and forwarding them to the relevant department. You will be dealing with people who at times be in crisis, important for the individual to be comfortable taking those calls and finding the staff to then take on those calls to assist.
- Mail-out and recording of A/P cheques and letters.
- Coordinates and maintains records for staff office space, office equipment such as phones, computers and office keys and places orders for replenishing if needed. Cell phone & iPad management, account review and report each month, working closely with the operations manager.
- Sets up and maintains manual and computerized information for documents in our database.
- Inventory control on both electronic equipment and stationery.
- Troubleshoots equipment and building space issues and if necessary redirects to building maintenance or IT service provider. Schedules service and keeps track of fulfillment.
- Assist in the onboarding of all new employees by making sure office supplies, equipment and necessary tools are provided to them in a timely manner. Direction will be given by our operation manager
- Provides support with event planning as needed by working closely with the operations manager
- Assist in the preparation of Finance meetings by providing the agenda, attending, record keeping and transcribing minutes. This may be required later in the day once or twice per year.

Accounts Payable Duties

With said duties noted below – we will train you going forward as you assist us with certain AP tasks.

- Preparation, review and payment of travel expenses and reimbursement claims in accordance to the position allotted budget considering Manager's approval for each program within the organization.
- Preparation and processing of payments for vendors, keeping their payment/bank information updated and records filed and organized according to best industry practices.



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- In charge of filing all accounts payable files at year end and opening files for the New Year. Provides archives to Director of Finance to be stored and subsequently destroyed in accordance to industry standard practices.
- Assist the Director of Finance with the Year End Financial audit by providing the auditor with specific information and requested paper files.

Skills and competencies

- High school diploma
- 3+ years of administrative support experience with increasing responsibility required
- Intermediate knowledge of Microsoft Office, particularly Word and Excel.
- Great Customer Service skills
- Basic knowledge of Accounting Principles
- Effective phone etiquette skills
- Must be able to communicate effectively in both written and verbal form

Competencies

- Strong accuracy, attention to detail and excellent organizational skills required.
- Great Interpersonal skills when dealing with incoming calls. Empathy and Sincerity
- Must have the ability to multi-task and change priorities according to operational needs.
- Must be able to maintain professionalism and a positive service attitude at all times.
- Being able to empathize to a diverse range of individuals by quickly and efficiently assessing their needs and the best course of action.

Working conditions

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Showing your professionalism, empathy and positivity over the phone assures callers that you care about their needs.

This is a full-time position. Work and days are Monday through Friday; 9:00 a.m. to 4:30 p.m. From time to time the incumbent might be required to attend evening meetings.

Physical requirements

The employee is regularly required to sit, and reach out with hands and arms. Often will be required to stand, walk and stoop, kneel, crouch or crawl. The employee might need to lift and/or move up to 10 pounds and occasionally up to 25 pounds.

DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

Approved:	<i>President</i>
Witnessed:	<i>Executive Director</i>
Motion number:	<i>#153 - 12</i>
Date approved:	
Reviewed:	<i>July 2024</i>