

**A. Information:**

Position Title:	Office Clerk (c)
Position #:	SDIS93
Category:	Office Clerk (c)
Instruction/Support Area:	Student Support Services
Division/Department:	Services for Students with Disabilities
Reports to:	Manager, Services for Students with Disabilities
Positions Supervised:	None
Affiliation:	CUPE, Local 15 – VMCCW
Pay Grade:	16
Date Prepared:	February 14, 2007

**B. Position Summary:**

This position is responsible for performing reception, clerical and administrative activities in support of services provided to students with disabilities, to the department, and the Manager, Services for Students with Disabilities. The position also demonstrates the operation of specialized equipment, maintains office supplies and materials and provides back-up to the Disability Services Assistant, as required.

**C. Functions and Duties:**
**1. Performs a variety of clerical and administrative activities:**

- Receives and welcomes visitors to the office.
- Relays information regarding services provided by the department. Outlines guidelines, procedures and policies for student application and registration for services. Redirects or relays enquiries to other departments or resources, as appropriate.
- Responds to a wide variety of telephone, e-mail, written and in-person enquiries from students, instructors, staff, external agencies and the general public.
- Refers non-routine or complex matters to the Advisor or the Manager, Services for Students with Disabilities.
- Receives and distributes or processes disability documentation relating to application, admission, and registration.
- Reviews student data on Banner system. Assists students with registration and withdrawal from courses, as required.
- Types and generates letters, correspondence and memos for the signature of the Manager or Advisor. Arranges distribution of various communications through e-mail, fax, mail, and courier to instructors, students, medical professionals, external groups and organizations.
- Prepares agenda for semi-annual Advisory Committee meetings, takes notes at meetings, and types up template reports.
- Organizes room booking, makes appointments, contacts attendees, and arranges equipment and catering for interviews, meetings, workshops, and events etc.
- Creates, maintains and updates all student files and the department databases. Organizes department and student files and databases to ensure confidentiality and efficient access for referral and retrieval for the department as approved by Manager.
- Sets-up displays, collects, photocopies, and arranges presentation of materials at workshops, seminars, events, and career fairs etc.
- Prepares and maintains department communications, notices, general forms, brochures and other department materials.

- Prepares, tracks, and monitors purchase requisitions for office supplies, testing materials, books, minor capital expenditures, and adaptive computer software and equipment, for authorization by the Manager.
- Retrieves and distributes incoming and outgoing mail for the department and Manager, and initiates action where required.
- Updates information on the department website, as required.
- Assists in the layout of the newsletter, obtaining information and graphics, if required.

**2. Maintains computerized database(s):**

- Enters, adds, deletes, revises, and proofreads information maintained on databases and ensures accuracy of the information.
- Compiles and prints reports and department statistics, as required.

**3. Assists with the arrangements for final exams:**

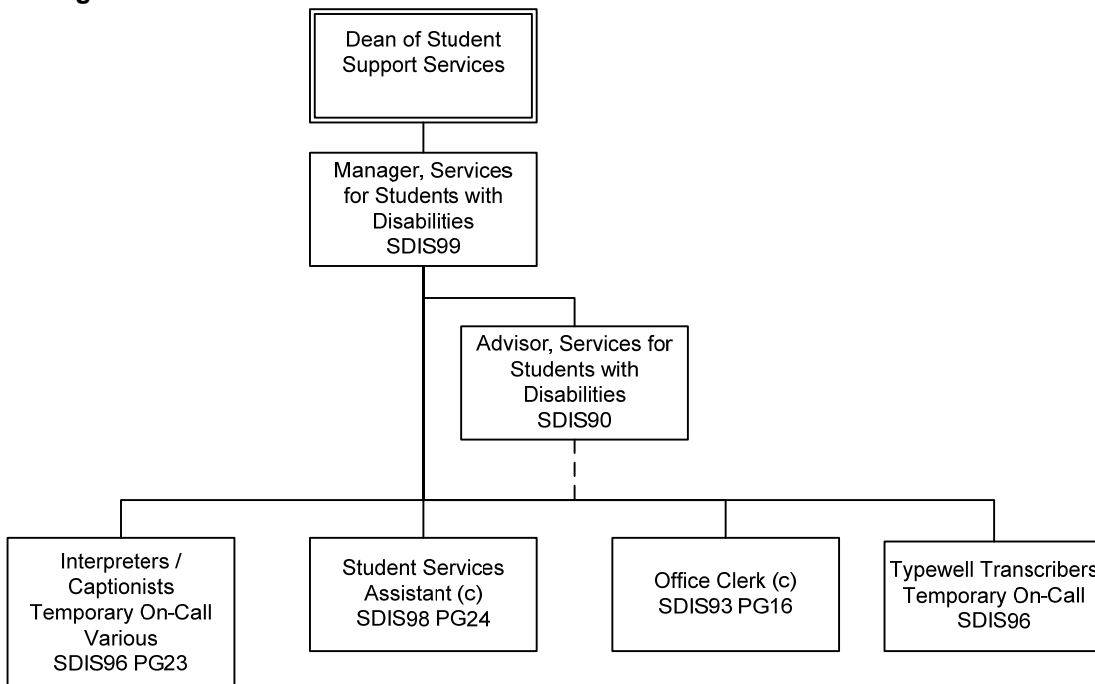
- Generates and distributes forms for students and memos or reminders for instructors regarding final exam requirements.
- Addresses envelopes for instructors to use for exam delivery.
- Generates final exam listing used by invigilators for all final exams.
- Performs back-up for the Disability Services Assistant in liaising with students and instructors and assisting with the scheduling and coordination of exams, as required.

**4. Demonstrates specialized equipment to students with disabilities:**

- Demonstrates the operations of adaptive equipment in the adaptive lab within the library. Equipment includes but is not limited to: scanner; closed circuit television, computers and software etc.
- Sets up the laptop computer for exam purposes, including opening up word processing and specialized software such as JAWS, Inspiration and Dragon Naturally Speaking. Selects appropriate adaptive settings such as large font size, saves and prints files, shuts down the laptop computer and ensures equipment is stored appropriately.

**5. Performs other related duties and projects as required.**

**D. Organization Chart:**



**E. Qualifications Required:**

Education, Training & Experience

- Grade 12 completion supplemented by up to one year of training in keyboarding, word processing, and general computer skills including general business or office administration practices.
- Up to one year of recent related experience providing clerical support and customer service.
- An equivalent combination of education and experience may be considered.
- Knowledge of disability policies, procedures, and guidelines an asset.
- Experience working with persons with disabilities within an educational or post-secondary environment an asset.

Skills & Abilities

- Ability to communicate effectively in English, both verbally and in writing.
- Keyboarding skills: 45 wpm.
- Demonstrated ability to pay close attention to detail and enter data with accuracy. Experience working with a large integrated computer database, e.g. Banner, an asset.
- Ability to multi-task, problem-solve, organize and prioritize workload to meet deadlines.
- Ability to work with frequent interruptions.
- Ability to meet and effectively work with and provide information, assistance and related services to students, staff, faculty, and the general public in a helpful, professional and pleasant manner.
- Ability to maintain student information and files in a confidential manner and handle sensitive matters with tact and discretion.
- Ability to take direction, work independently and in a team environment.
- Ability to operate and demonstrate specialized equipment and computer software to students with disabilities.
- Proficiency in working with office related equipment and using software applications in a Windows environment, including word processing, databases, spreadsheets, e-mail, Internet and websites.

**F. Supervisor's Approval:**

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Supervisor/Administrator of position)

**G. Human Resources Approval:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Human Resources Advisor)

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