



Position Description

Job Title: Membership Secretary/Receptionist
Department: Finance and Administration **Prepared Date:** October 2002
Reports To: Director, Finance and Administration **Prepared By:** Dr. K. Woodley

Summary:

(1) Provides clerical and secretarial support services to the Director of Finance and Administration (DFA), to the Director of Membership Services (DMS), to the President, and to others upon occasion.

Essential Duties and Responsibilities include the following, but other duties may be assigned:

Keeps Union membership data current by:

- **entering in an electronic data base**, information relating to all members and Rand deductees.
- **reviewing reports** supplied by employers and Locals, and entering new/changed data on a timely basis.
- **developing electronic spreadsheet and database files.**
- **preparing and entering data** to spreadsheet and database files.
- **extracting and compiling data** for the production of computer generated reports for analysis.
- **discussing with and composing correspondence to employers' clerical staff, Local Executives and Regional Vice-Presidents** in order to clarify anomalies that exist in the information supplied.
- **ensuring that the reporting requirements listed in the individual collective agreements are adhered to** by composing correspondence to employers' clerical staff to ensure compliance - such correspondence to go out under the hand of the DFA
- **maintaining a record of the receipt of employers' lists** and reporting to the DFA, any employers who are not complying with reporting requirements after they have received a letter as indicated previously.
- **studying the database manuals, monitoring systems and modifying the database files and computer generated reports** as needs change or new options are learned.
- **producing membership cards** for new members or for those who have not received cards.
- **producing dues rebate reports** quarterly.
- **printing a complete membership list** (for office use) every two months.



- **keeping Local Officers and Union Executive lists current and distributing updates** to staff, Locals, Regional Vice Presidents, and to the Public Service Alliance of Canada (PSAC) in Ottawa, on a timely basis.
- **generating mailing labels** on request.
- **generating other special reports and lists** that may be requested.
- **maintaining an exclusions file.**
- **producing and submitting** (electronically) **membership information** to the PSAC on a monthly basis.
- **comparing PSAC membership reports to the Union's reports and clearing up discrepancies** by discussing with or composing correspondence to, the PSAC.
- **filing new membership application cards** and placing the cards of those members who have not been employed for six months in the dead files.

Keeps Union Grievance database current by:

- **entering in an electronic data base**, information provided by the Membership Services Department.
- **developing electronic spreadsheet and database files.**
- **preparing and entering data** to spreadsheet and database files.
- **extracting and compiling data** for the production of computer generated reports for analysis.
- **studying the database manuals, monitoring systems and modifying the database files and computer generated reports** as needs change or new options are learned.
- **producing grievance reports** quarterly.
- **generating other special reports and lists** that may be requested.

Keeps Union Job Evaluation database current by:

- **entering in an electronic data base**, information provided by the Membership Services Department.
- **developing electronic spreadsheet and database files.**
- **preparing and entering data** to spreadsheet and database files.
- **extracting and compiling data** for the production of computer generated reports for analysis.
- **studying the database manuals, monitoring systems and modifying the database files and computer generated reports** as needs change or new options are learned.



- **producing job evaluation reports** upon request.
- **generating other special reports and lists** that may be requested.

(2) Provides reception and general administrative support services (including clerical, typing, and photocopying for Elected Officers, Public Relations, and Membership Services, and Finance and Administration) at the Union headquarters.

Prepares documents, correspondence, and other material for the Union President, the Director of Finance and Administration, the Research/Public Affairs Officer, and the staff of the Membership Services Division, for both internal and external distribution by:

- **accurately and rapidly completing a variety of typing assignments** from either typed or handwritten notes, and occasionally by transcribing off of a dictaphone machine.
- **composing routine correspondence.**
- **proofreading material** by checking grammar, spelling, and format to ensure that they are accurate and in accordance with standards.
- **photocopying documents** as required.

Acts as receptionist (in the absence of the Membership-Admin Secretary/Receptionist) by:

- **answering** incoming calls, **receiving** visitors, **ascertaining the nature of the call or visit**, **responding** to routine inquiries and, as required, **directing** a call or visitor to the appropriate person.
- **receiving incoming deliveries** and **distributing** to the recipient.
- **keeping the reception area clear** of unnecessary clutter.

Performs other duties as required, including but not limited to:

- **operating and maintaining fax, photocopy, and postage machines** by calling in service technicians as required.
- **assisting the other secretarial employees** on jobs they are qualified to do, as required by the DFA.



Supervisory Responsibilities

This position has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.

Project Management - Develops work related project plans to ensure that directories, phone lists, membership lists, databases, etc. are kept current; Communicates changes and progress; Completes projects on time and budget.

Technical Skills - Strives to continuously build knowledge and skills.

Member Service - Manages difficult or emotional Member situations; Responds promptly to Member needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives.

Change Management - Develops workable implementation plans; Communicates changes effectively; Monitors transition and evaluates results.



Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Ethics - Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

Judgement - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Asks for and offers help when needed.



Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications :

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience :

Grade 12 graduation and completion of an Office Administration Certificate programme; or two to three years related experience in an office operating typical office equipment and programmes; or equivalent combination of training and experience in office management.

Language Skills :

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, members, and the general public.

Reasoning Ability :

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills :

Knowledge of and practical experience with Database software; Internet software, standard office software (ie MS Office – Word, Outlook, Powerpoint). A good understanding of -and proven hands on experience with spreadsheet software (Excel) is necessary.

Physical Demands :

Incumbent is required to sit for extended periods.

Work Environment :

The noise level in the work environment is usually quiet