

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Administrative Assistant	
Position Number(s)	Community(s)	Division/Region(s)
97-6516	Iqaluit, NU	Nunavut Operations

PURPOSE OF THE POSITION

The Administrative Assistant is responsible to provide service-focused, effective, and efficient in-person, telephone, and online reception services to external and internal Workers' Safety and Compensation Commission (WSCC) stakeholders. This position is also responsible to provide administrative support to all staff of the Nunavut Regional Operations.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

This position is located in Iqaluit and reports to the Regional Superintendent Nunavut Operations, and interacts with and provides exceptional reception and customer service to WSCC stakeholders. As the first point of contact for the Commission in Iqaluit, the incumbent is integral to project a positive image for the WSCC. The Administrative Assistant promotes the vision, mission, and values of the WSCC by delivering efficient and professional customer service.

This position provides administrative support to both program delivery and internal support functions in the Iqaluit office. It receives and channels visitors, maintains attendance and other records, performs data entry, maintains office equipment, and provides mail and banking support.

RESPONSIBILITIES

1. Provides receptionist duties at the WSCC front desk.

- Responsible for opening and closing the office as per the office preparation procedure
- Receives incoming telephone calls on the switchboard system and directs to appropriate WSCC Employees
- Receives visitors to the WSCC; provides general information and directs inquiries to appropriate WSCC employees
- Maintains the visitor/contractor log
- Maintains the Reception Manual
- Maintains inventory of brochures, pamphlets, and other print media, as well as office supplies and forms
- Updates internal WSCC lists
- Processes employer account cheque and/or debit payments
- Documents post-dated cheques in accordance to internal policy
- Prepares bank deposit form, daily cheque/cash record log, scans all payments documents and submits to finance daily
- Responsible to bring deposits to the bank
- Tracks WSCC Vehicle usage, including distribution of vehicle keys and forwards information regarding vehicle repairs to Nunavut Operations Coordinator
- When required, processes employer account payments
- Responsible for monitoring interview room during external stakeholder consultations and following Emergency Response Plan when required

2. Responsible for distribution of all incoming mail and processing of outgoing mail

- Processes incoming mail, including faxes, received on a daily basis by date-stamping, checking file allocation in the database and distributing mail to appropriate personnel
- Checks electronic file information to determine whether or not correspondence is related to an existing claim or if it should be registered as a new claim, as well as new employer registration
- Identifies new correspondence and forwards document to the appropriate personnel for investigation or action
- Handles requests from employers, medical agencies, etc., for WSCC forms
- Stamps and prepares any necessary forms for outgoing mail
- Arranges local courier parcel pick-up
- Responsible to prepare mail for Canada Post – delivery and pickup
- Ensures adequate mail supplies, including postage and envelopes

3. Provides administrative support to Claims, Employer Services, Prevention and Medical Department

- Processes all medical invoices as per the Medical Invoice procedure, scans and uploads files for pension transfers and/or Review Committee
- Claimant travel – books the travel, monitors, data enters travel into CAAPs and reconciles claim travel visa statement
- Prepares disclosure packages as per the procedure
- Responsible for filing all Employer Services and Prevention documents in accordance with filing procedures
- Provides any additional support as required

4. Provides Divisional Support to the Regional Superintendent and Nunavut Operations

- Updates Intranet Attendance page daily
- Oversees the monitoring of leave and attendance tracking of Nunavut Operations Staff
- Ensures IS backup tape changes are performed on a weekly basis
- As the designated Key Operator for all multifunctional devices (MFDs) in the Iqaluit office, and in collaboration with Facilities in Yellowknife, is responsible for the regular maintenance and care of the MFDs, including supplies and changes of the toner cartridges

WORKING CONDITIONS

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

Occasionally encounters stakeholders exhibiting frustration or upset, and whose behaviour may not always be respectful.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong administrative skills
- Strong organizational, interpersonal and communication skills
- Ability to maintain a strict level of confidentiality
- Proficiency with common computer applications, such as Word, excel, Outlook, and Internet Explorer

- Ability to prioritize tasks, maintain professionalism during stressful situations, meet deadlines, and manage a fluctuating workload
- Ability to work in a multi-cultural and multi-disciplinary environment
- Valid Class 5 driver's license is an asset

Typically, the above qualifications would be attained by:

Business Certificate, with one (1) year administrative office experience. OR Grade 12 and a minimum of two (2) years of administrative office experience.

The ability to speak and read Inuktitut, Inuinnaqtun or French is an asset.

A Class 5 driver's license and clean abstract is an asset.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☒ French preferred

Aboriginal language: Inuktitut, Inuinnaqtun

- ☐ Required
- ☒ Preferred

CERTIFICATION

Title: Administrative Assistant

Position Number(s): 97-6516

<hr/> Employee Signature	<hr/> Supervisor Signature
<hr/> Printed Name	<hr/> Printed Name
<hr/> Date	<hr/> Date
<i>I certify that I have read and understand the responsibilities assigned to this position.</i>	<i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>

<hr/> Senior Manager	<hr/> Date
<hr/> President & CEO	<hr/> Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Reviewed by HR: _____