

COMMUNITY JUSTICE CENTRE

ADMINISTRATIVE CO-ORDINATOR

JOB DESCRIPTION

Function

From the front office desk, assisting the case co-ordinators and office administrator with case file management, entering and editing computer data, recording confidential information, and performing receptionist functions.

Responsibility

Responsible to:

- The office administrator for case file management, routine office tasks, and receptionist tasks; and
- The case co-ordinator of the day for the recording and management of confidential information in the files.

All staff is responsible to the chief administrator.

Reporting

To the office administrator – for office manual procedural concerns, reception and general office duty concerns;

To the case co-ordinator – for specific case file concerns;

To the chief administrator – if further discussion is required.

Skills

- Good verbal and written communication skills;
- Typing;
- Ability to compose letters and memos, as required;
- Pleasant telephone manner;
- Familiarity with computers and a variety of computer programs;
- General office skills in filing, labeling, photocopying, data entry;
- Organizational and time management;
- Working without supervision or as a team member;
- Ability to multi-task is an asset;
- Ability to follow procedures;
- Willingness to update skills and knowledge;
- Confidentiality of information is essential; and
- Previous office experience is desirable but not essential

Duties:

Office:

- Receive and record telephone messages, especially at the start of the day;
- Open and date all mail addressed to the Centre or Society unless it is expressed as private or confidential;
- Private or confidential mail to be handed to the office administrator;
- Receive all monies delivered to the office and furnish receipts;
- Lock the monies in the cabinet for overnight security;
- Answer drop-in queries by providing either appropriate information or applicable brochures / application forms;
- Assist with the revision of forms, brochures, manuals as requested;
- Photocopy documentation as necessary for good file management;
- Replenish any shortage of forms;
- Check that there are always sufficient supplies available, and informing the office administrator of any shortages;
- Any other computer work as required; and
- Keep the office area neat, tidy and professional looking.

Case Files:

- Open or close case files following the Office Manual procedures;
- At the start of the shift, alert the case co-ordinator of any tasks diarized for the day from the Outlook Calendar;
- Diarize any tasks, file dates and follow-up information as requested by the case co-ordinator before the end of the shift;
- Update the case file database to reflect any changes that occur during your shift or from a resolution conference;
- Record all telephone calls related to the case files in the appropriate file; and
- Secure the case files in the filing cabinet.