

Job Description

(A) Position Identification:

Title: Primary Care Network Office Assistant
Supervisor: Primary Care Network PMHO Director

(B) Position Summary:

The Office Assistant's primary functions include providing reception and clerical support for the PCN Central Office Staff, as well as developing marketing and communication tools. This includes receiving and directing telephone inquiries and in-person contacts; receiving and actioning correspondence; preparing and distributing various documents; ordering, maintaining, and distributing office supplies, maintaining filing systems, and acting as a communication agent on behalf of the PCN. Marketing and communication responsibilities include the production of posters, presentations, event packages, resources, displays, and newsletters. Additionally, the office assistant will be responsible for supporting events.

(C) Position Duties:

1. Reception Duties

- Receives incoming phone calls from employees, physicians and visitors.
- Screens calls and unscheduled visitors, determining priority / appropriateness of request to speak to/see central office staff within time requested i.e. immediately vs. scheduled time and/or redirect for another individual to assist.

2. Secretarial Support to PCN Central Office Personnel

- Provides assistance with preparation of documents including ordering, proofing / editing and photocopying
- Distributes communications materials internally and externally (packaging, mailing, etc.).
- Provides clerical support
- Performs some electronic and paper filing of materials.
- Maintains appropriate contact lists.
- Orders and maintains inventory of office supplies

3. Marketing & Communication – in Clinics & Central Office

- Creates and produces communication tools including posters, presentations, event packages, resources, displays, and newsletters.
- Marketing and branding support
- Website maintenance:
 - Refresh front page monthly.
 - Ensure website is correctly functioning and current.
 - Create online workshop/staff meeting registration forms; monitor registration.
- Stays abreast of local community activities and informs team as appropriate.
- Takes and edits photos and video files

4. Correspondence Duties

- Handles private and confidential information.
- Maintains an effective communication system with the appropriate central office personnel regarding status of materials which have been forwarded for action.
- Ensures urgent/time sensitive material(s) are appropriately forwarded for action.

5. Documentation

- Types / completes data entry on a variety of correspondence / reports, surveys, ensuring accuracy of content and efficiency of presentation.
- Anticipates issues, initiates problem solving, brings issues to the attention of the appropriate central office personnel along with any appropriate background information.
- Manages / prioritizes multiple projects accommodating time sensitive requirements / deadlines.

6. Education Resources Maintenance and Distribution

Under the direction of the Education and Clinical Supervisor:

- Prepares and maintains education resources
- Maintains PCN educational lending library resources
- Ensures ongoing working knowledge of resources on hand and those which need to be replenished

7. Workshop/Orientation/Staff Meetings Support

- Assists in pre-workshop planning including booking venue & catering.
- Coordinates all necessary arrangements for travel and accommodation for guest presenters at workshops
- Transports resources for workshops to and from venue; provides assistance with setup and cleanup
- Provides support in setting up and maintaining operation of workshops.
- Supports registration at workshops

8. Coordinating and Scheduling

- Remains abreast of central office staff schedules.
- Records and prepares effective minutes for various meetings, as assigned.
- Provides assistance to central office staff, as required, for follow-up on action items from various meetings.
- Coordinates necessary arrangements for out of office meetings, conferences, etc. including travel, accommodations, registration and materials required for the event as assigned.

9. Performs Other Related Duties

- Performs backup duties for administrative team as required
- Identifies and implements changes and modifications to existing work processes that improve efficiency and effectiveness.
- Maintains a safe and orderly work environment including general office upkeep.
- Maintains and organizes:
 - Storage closet
 - Office supply closet
 - Education Resource room
 - Kitchen Area
 - Photocopy Area

(D) Complexity and Independent Judgment:

- Broad nature of contact with PCN Employee's, Physicians, Alberta Health Services, community Not-for-profit organizations, and members of the general public. Deals with some matters in absence of supervision.
- The job requires that changes be recommended to established methods / procedures. Work involves a choice of methods or procedures and is subject to unexpected changes. Initiative must be taken in resolving problems.

(E) Accountability/Consequence of Error:

Accountability

- Ensures work assignments are complete in an accurate timely manner by setting priorities in the face of multiple demands and coordinates with others to get the job done.
- Demonstrates the ability to remain professional and cooperative in all working conditions.
- Strives for optimal personal health and well-being.
- Takes responsibility for own actions and decisions.

Consequences of Error

- This position makes independent decisions and communicates those decisions to the PCN PMHO Director. Consequences of error could range from doing extra work to correct the error to discrediting the reputation of the PMHO Director and/or the Primary Care Network.

(F) Supervision:

Supervised by: Primary Care Network PMHO Director

(G) Regular Work Contacts:

- Communicates verbally or in documentation with PCN Senior Leadership, PCN Employees, Physicians and various Health agencies within Alberta.
- Other Alberta Health Services staff, programs departments and services.

(H) Working Conditions:

Standard office working environment including sitting at a desk, keyboarding, light lifting, walking short distances, climate controlled.

Fast-paced environment with tight deadlines.

(I) Qualifications / Specifications: Contains personal requirements or qualifications that jobholder should possess.

Formal Education

- Grade XII Diploma or Canadian equivalent required.
- Post-secondary office administration courses preferred.

Experience

- 3-5 years office administration preferred.

Knowledge, Skills, Abilities

- Ability to prioritize work and handle multiple projects within time lines.
- Ability to work independently, accurately, efficiently with minimal supervision / direction demonstrating self-initiative, flexibility and good judgment.
- Ability to handle emergent and quick response items appropriately.
- Ability to work with people in a health care environment with professionalism and respect.
- Ability to communicate effectively both verbally and in writing.
- Ability to access and proficiently use Microsoft Office Products.

Other

- Must have own vehicle which will be used to transport resources to employees, workshops, and to purchase/pick up supplies.
- Must have a recent (within the past three months) criminal record check/police information check (including vulnerable sector search) prior to the first day of hire.

(J) Probationary Period:

- Six months.

(K) Authority: I have read this job description and understand these to be job duties of the Employee.

PCN PHMO Director: _____ Date: _____

Employee: _____ Date: _____