

Document Management Clerk - Grid 7

716 Yates St., Victoria, BC, CA

Salary Range :**20.8000 To 23.6100 (CAD) Hourly**

Worker Category :**Auxiliary**

Job Class**Goal Reward Bonus PI**

Document Management

Start Time: 9:00 AM

End Time: 4:30 PM

This is an auxiliary position working as and when required.

Role Summary:

There are several Document Administration Clerks and together they handle all the incoming mail by opening, prepping, sorting, imaging and registering documents and forms. There are also some filing and record maintenance duties, as well as reception. This position can be assigned an internal mail delivery route and at least one clerk is assigned a daily, external delivery route (on foot).

Key Responsibilities:

1. Prepare and image incoming documents to meet our SLO, and to ensure that HIBC staff have timely access to their work.
2. Perform general reception duties to ensure that building access is secure and visitors are assisted.
3. Maintain and manage operational records to ensure Retention Schedules are met and stakeholders have appropriate access when required.
4. Understand and comply with MAXIMUS, legislated and client policies and work procedures accurately to meet our Quality SLR and to provide excellent customer service.
5. Adhere to your work commitment and daily schedule so that MAXIMUS can meet its business goals efficiently and reliably.
6. Manage your interactions with callers, clients and colleagues respectfully, collaboratively and professionally to contribute to a harmonious, productive work environment.

Education and Experience:

- high school diploma or GED equivalent, required, may be subject to standardized testing
- proficiency in basic computer skills and ability to operate standard office equipment

Understand the Principles of

- plain language communication
- professional, pro-social inter-relations
- privacy and security of personal information
- priority setting
- self-development
- time management