

Job Title: Technical Support - Grade 9

Reports to: Assistant to Executive Vice President, Assistant to Vice President,  
Administrative Assistant, CWA Staff

Narrative:

Performs general office duties that include administrative, secretarial and technical assignments. Will generally work in a one-on-one relationship, but may be required to work for more than one staff in some locations.

- Performs a wide range of clerical, administrative and technical tasks that are auxiliary to the work of the supervisor and require technical knowledge in a specialized area.
- Performs secretarial duties that require a thorough knowledge of the organization, its procedures and practices.
- Pace of work is erratic, with periods in which work is rapidly paced.
- Duties are generally diverse with some duties requiring analysis and reasoning.
- Frequent decision making is required often involving initiative in identifying problems and potential solutions. Most tasks and duties are performed according to clear guidelines, although many tasks are determined in accordance with broad, general guidelines.
- May be required to compose correspondence and reports frequently without instruction or review. May be asked to read reports and summarize information to facilitate review by supervisor.
- Handles routine administrative details independently.

Duties and Responsibilities:

- Performs all secretarial functions as required by Supervisor. Duties include typing, word processing and data entry from a variety of sources such as: handwritten rough drafts, form letters, forms, reports, printed materials, columns of numbers etc. May handle or compose correspondence or take action without direction from supervisor. May be required to use Dictaphone or transcription of other recorded data.

- Technical responsibilities include: a) the development and manipulation of spreadsheets, b) development and maintenance of complex relational databases using Microsoft Access or other similar database software and c) text integration, layout and production of published material – using standard PC software.
- May be required to conduct basic research as directed by supervisor which may include telephone surveys, collecting data, maintaining databases, manipulating data and preparing reports.
- Answers telephone, takes messages or refers calls to appropriate department. Regular contact with local members, local officers and or / the external public is required.
- Arranges and maintains accurate records and files. Must be able to retrieve information from records and files upon request. May be required to summarize data, check reports, records and other data for accuracy. May be required to interpret data or perform complex computations. May be required to perform large-scale reconciliation of records.
- May be required to order supplies for department with approval.
- Keeps calendar, schedules appointments and conferences, makes travel and conference arrangements.
- Performs liaison duties between supervisor and other employees and offices.
- May be required to receive and distribute mail.
- Operates routine office equipment including computer, label maker, copier, FAX.
- Performs other miscellaneous general office duties as required, some of which may require independent judgment.
- May be required to travel.

Qualifications:

- Typing – minimum speed - 65 words per minute
- Advanced working knowledge of Microsoft Windows, WordPerfect or Microsoft Word, Excel and Access (or comparable database software), desktop publishing.

- Microsoft Office User Specialist core certification in Word, Excel and Access or equivalent coursework and experience and ability to pass computer-based examination in each of those areas.
- Ability to learn new software as required by supervisor or as technology changes.
- Must be a self-motivated and energetic individual who possesses good interpersonal skills.
- Must have the ability to handle multiple tasks simultaneously.
- Two years of related experience or training or equivalent combination of education and experience.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to handle or feel objects, writing instruments or keyboard controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include both close and distance vision.

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Human Resources Director

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Chief Steward, OPEIU Local 2

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Date

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Date