

1375, boul. St. Laurent Blvd., Ottawa, ON K1G 0Z7

Tel./Tél. : (613) 237-1590 Fax/Téléc. : (613) 237-5508 Toll free/Sans frais : (844) 237-1590

cupemail@cupe.ca/courriel@scfp.ca – cupe.ca/scfp.ca

ADMINISTRATIVE SUPPORT PROFESSIONAL

Under general direction, the Administrative Support Professional assists with the day-to-day operation of the office and provides administrative and clerical support including, but not limited to, word processing, disseminating information, and determining priorities.

SUMMARY OF DUTIES

Applicants should have a very good knowledge of general office work and be able to perform with accuracy and minimum supervision, the following duties, among others:

- Set up, compose, type, proofread and process to completion, and where required, send for translation: correspondence, reports, collective agreements, proposals, presentations, news releases, forms, and other documents on a timely basis. Initiate follow-up where required.
- Receive, screen and direct calls, respond to general enquiries and provide general information to staff and local unions.
- Receive, process and distribute incoming mail and e-mail; review correspondence and refer to appropriate person(s), scan and forward if necessary; initiate reply as required in a timely fashion; process outgoing mail and courier deliveries according to shipping requirements.
- Perform receptionist functions such as: responding to or directing telephone inquiries to appropriate staff members; receiving and welcoming visitors, adhering to security sign-in procedures, directing visitors to appropriate staff member or location, opening and/or closing switchboard; and training other staff on these functions, as required.
- Coordinate travel and accommodation arrangements ensuring adequate timing of schedules.
- Coordinate conferences, workshops, meetings and appointments; may include registration of participants, where required; attend meetings/conferences and take minutes as required; photocopy and compile material/documents.
- Produce and prepare materials for conferences, workshops, meetings, etc. and, where required, maintain an inventory of regular materials.
- Maintain accurate filing systems (electronic and hard copy) including archiving and disposing as required; maintain orderly and updated library reference materials and maintain records and mailing contact lists.
- Assist, where required, in the operations of the office: maintaining appropriate inventory of office supplies, material, equipment and office furniture; processing and verifying orders, monitoring office security and emergency systems, overseeing office premises (parking permits, lighting, keys), where a facility is owned by CUPE, this would include ensuring the maintenance of the building.

- Assist with office orientation for employees on office policies, procedures and equipment.
- Create and/or maintain, update, perform searches, retrieve information and generate reports from various databases, as necessary.
- Receive, verify and process invoices for payment and submit cheque authorization, where required.
- Monitor petty cash expenditures, maintain adequate receipts and records for accounting purposes, and ensure that petty cash funds are replenished on a timely basis, as required.
- Disseminate information as appropriate, and where required, post most current information on website.
- Provide back-up assistance to other staff, as required.
- Perform other related duties, as assigned.

QUALIFICATIONS

- Two years related work experience, ideally in a union environment;
- Business or Community College graduate in a relevant field or an equivalent combination of education and experience;
- General knowledge of:
 - administrative policies and procedures;
 - CUPE political and organizational structure;
 - and understanding of trade union values and principles;
 - and understanding of diversity and inclusion principles;
 - Internet research techniques;
 - databases and data management;
 - basic accounting, bookkeeping, or business math;
 - role-based operational focus, where required;
- Ability to:
 - speak and write at an above average level in English;
 - communicate and collaborate effectively in a respectful and cooperative manner with the public, and with diverse CUPE staff, members, contractors, etc.;
 - perform basic mathematical functions;
 - work with minimal supervision;
 - maintain confidentiality;
 - meet deadlines and/or establish priorities while working in a high-pressure work setting;
 - work with a high degree of accuracy;
 - exemplify good organizational skills;
 - solve problems, identify, and correct discrepancies, and follow guidelines, where applicable;
 - keyboard/type at 50 wpm;
 - use advanced MS Office Suite and learn new software.

CUPE is committed to providing an inclusive, respectful, accessible, and healthy workplace environment that is equitable and fair at all levels of its organization. We are committed to establishing a qualified workforce that is reflective of the diverse population and communities in which we live and serve. CUPE encourages applications from qualified members of the five (5) designated equity groups: Women, Indigenous people, Black and Racialized people, Persons with Disabilities, and 2SLGBTQI+ people. Upon request and at any stage of the recruitment and/or selection process, we will provide reasonable accommodations for those who have a temporary or a permanent disability. Please contact the Human Resources Department to request an accommodation if needed at hr@cupe.ca