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TEMPORARY BILINGUAL OFFICE SUPPORT PROFESSIONAL

Under general direction, the Office Support Professional performs clerical services to support office operations and processes, determines priorities, and completes work and processing of information under tight deadlines.

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, have translated various documents that may include: correspondence, reports, agreements, proposals, reference manuals, presentations, news releases, forms and other documents, as required. Initiate follow-up where required.
- Perform general mail and email functions including: receiving, processing, responding to or forwarding incoming mail, and may require processing outgoing mailings and/or courier deliveries.
- Conduct information recording, gathering, processing, and dissemination functions which may include: taking minutes/notes of meetings, as required; data collecting, inputting, and updating of databases; performing data searches and inquiries and generating reports; sharing information on processes, policies and procedures with other employees; and manually and/or electronically disseminating information, including maintaining website information, where required.
- Perform receptionist functions such as: responding to and 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 or closing switchboard; and orienting reception staff, as required.
- Perform filing functions using manual and/or electronic file systems, updating reference manuals, and archiving, where required.
- Carry out scheduling functions including: arranging travel and accommodations; coordinating conferences, workshops, meetings, appointments and where required registration of participants and collecting of fees; updating calendars; and, gathering and preparing materials for meetings.
- Operate office equipment and ensure that it is maintained in good order.
- Maintain appropriate inventory of office supplies and/or materials, processing and verifying orders, where required.
- Provide assistance and back-up support to other staff, as assigned.
- 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;
 - and an understanding of trade union principles;
 - CUPE political and organizational structure;
 - Internet research techniques;
 - databases and data management.
- Ability to:
 - speak and write at an above average level in English and French;
 - communicate effectively in a respectful and cooperative manner with the public, all staff, members, contractors, etc.;
 - to work effectively and collaboratively in a diverse and inclusive environment;
 - 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.