



JOB DESCRIPTION

Salary Grade: 3 CUPE 1328

Job Title:
Stenographer, Office Services

PRIMARY FUNCTION

The primary purpose of this job is to provide back-up for the main reception and switchboard areas, to assist in updating and distributing documents (such as the **TCDSB** Telephone Directory) and to provide general stenographic support.

MAIN RESPONSIBILITIES

1. Assists in maintaining and updating the Board Telephone Directory twice each year by:
 - receiving changes from various locations
 - entering changes (such as name, location, extension number, etc.) into computer utilizing word processor and data base programs
 - forwarding school listing to supervisor for approval and to Director's Council for final approval
 - sending approved directory to printing department
 - assisting in collating and distribution 2,000 copies of the updated directory.
2. Provides accounting department with information required to debit schools and departments for printing and photocopying charges by:
 - receiving printing requisitions (by location) each month from the printing department
 - entering amounts and locations into computer
 - utilizing computer to print a monthly report of the charges
 - sending the monthly report to the accounting department for debiting the appropriate account.

3. Provides parking stickers, access cards and I.D. cards to eligible employees located at C.E.C. and updates listing of employees entitled to parking at the C.E.C. by:
 - utilizing computer data base program to access information (such as names and locations from the alpha section of Board Telephone Directory) to ensure employees eligibility
 - updating computer listing weekly of employees provided with parking and/or identification cards
 - ordering additional access cards from the manager of building services when required
 - completing information on I.D. card by utilizing a typewriter←
 - placing a numbered sticker on each card before distributing
 - preparing updated computer listings each month for security guards in parking kiosk and the manager of building services.
4. Provides backup for main reception desk and also for switchboard operator by:
 - relieving at the main reception desk each day for morning and afternoon break and lunch periods
 - assisting visitors in locating correct department or meeting room
 - answering telephone enquiries and taking messages
 - receiving hand delivered letters and parcels
 - booking meeting rooms as requested
 - filling in as switchboard operator when regular operator is absent.
5. Performs other tasks to assist in the operation of the Office Services department by:
 - assisting in answering the phones in the department
 - entering messages for staff into word processor, forwarding messages to correct staff member (e.g. requests for help with computer equipment are sent to support technicians and requests for help with computer programs are sent to program trainers)
 - receiving, sorting, date stamping and delivering incoming mail for Office Services
 - informing appropriate staff by telephone when FAX message has been received
 - providing an index for Board agenda by utilizing a data base filing system and printing the listings several times each year as required.
6. Performs other duties as assigned or required.

SKILL

- Secondary School Diploma or equivalent.
- 1 – 2 years related experience

EFFORT

- The complexity of the job is in completing the variety of required daily work activities and in scheduling the main reception desk or switchboard relief duties as required. Complexity in maintaining accurate records for parking stickers, access cards, and I.D. cards. Complexity in compiling all changes and producing updated telephone directory.
- Visual concentration and manual dexterity (35 – 65%) is required when using computer and keyboarding. Required to lift from 20 to 30 lbs. when compiling Telephone Directory.

RESPONSIBILITY

- Independence of action is in prioritizing phone calls and paging correct person, and preparing standard memos to staff member as required requesting payment of personal telephone calls.
- Errors in preparing Directory would cause confusion in locating employees. Providing incorrect information on printing and photocopying charges could result in a reduced budget for a department or school. Providing parking access cards incorrectly would result in parking facilities being unavailable for all eligible staff.
- Contacts daily with department staff in performance of duties, parents and children and the general public to provide information/reception.

WORKING CONDITIONS

- Open concept office environment. Required to work in a cold draft during the winter months due to departments' close proximity to the loading dock. Occasionally exposed to fumes from printing department.
- Interruption of regular duties in order to relieve at main reception desk causes stress.
- Increasing demands for computer tasks utilizing additional computer programs (such as Symphony, Data Base III) and providing assistance to department staff when requested cause additional pressure.