

**SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES****ASSISTANT SECRETARY  
CHILD GUIDANCE****1. Position Summary**

Under the general supervision of the Child Guidance Clinic Area Service Director and the Child Guidance Secretary performs student records, accounting, secretarial and administrative duties. Assist staff, students, parents, outside agencies and visitors.

**2. Duties****(a) Receptionist/Public Relations**

- Answer incoming calls, assess urgency of callers' requests, screen and relay messages, receive visitors, answer callers' requests in accordance with Division policies and procedures of the Child Guidance Clinic and assists with co-ordinating appointments.
- Orient and assist clinic personnel.
- Answer incoming calls, screen and relay messages, receive visitors for scheduled building events.

**(b) Computer Functions**

- Word process items such as: compose routine correspondence, memos, letters, reports, purchase orders, maintenance requisitions, and special projects.
- Prepare purchase orders, maintain files, cross-check packing slips against purchase orders, check back orders, invoices for correct charges and have invoices approved for payment by supervisor.

(c) Office Management

- Assist with maintaining files on each case and ensure the security of confidential files.
- Assist with opening, sorting and directing incoming mail.
- Assist with ordering, maintaining and distributing supplies.
- Assist with preparing case reviews for each clinician including coordinating files for each clinician and preparing follow-up list.
- Liaise with outside contacts.
- Set up and maintain bulletin boards and information binders.
- Requisition supplies and test materials for clinicians.
- Maintain and sign out test materials for clinicians.
- Print and collate sufficient copies of correspondence for distribution through school mail.
- Photocopy

3. Education

- Grade XII
- 1 year Administrative Assistant Course or equivalent to attain knowledge of word processing, keyboarding, basic accounting.
- Typing 60 wpm.
- Use of office equipment such as computer, multi-line phone, voice mail, calculator, photocopier, fax machine.
- Knowledge of PHIA & FIPPA Acts.

4. **Experience**

- 1 to 2 years previous experience, plus 1 year on-the-job training which includes in-house computer training.

5. **Physical Demands**

- Intense visual and mental concentration, eyestrain from computer and sitting for long periods of time.
- Unpacking office supplies, as required.

6. **Working Conditions**

- Exposure to noise and frequent interruptions with conflicting demands and deadlines
- Occasional after hour attendance at educational seminars is required.