

The Royal Ottawa Health Care Group

Employment Opportunity

ROM19-289

Notice of union position vacant – CUPE 942

Applicants who are not in the bargaining unit will only be considered after bargaining unit applicants

Date Posted: September 26th, 2019

Position: Secretary III
Regular Full-Time (1.00 FTE) Days

Program: Operational Stress Injury Clinic (Arnprior)

Location: Royal Ottawa Mental Health Centre

Duties:

- Provide administrative and secretarial support to outpatient clinicians.
- Schedule appointments, using electronic scheduling system.
- Provide reception services answering and redirecting calls and/or inquiries.
- Receive visit check-ins and registrations.
- Perform general office duties such as filing, photocopying, sending faxes and ordering office supplies.
- Use network technology efficiently (electronic file management, data base management, email, appointment scheduling, registration, chart closing, chart ordering, etc).
- Create and maintain effective procedures to support service activities (statistics tracking, consultations, etc.)
- Prepare necessary paperwork (eg PAFs, requisitions) to support staffing and personnel functions for selected program staff.
- Co-ordinate and assist in arranging for relief for secretarial positions in Program. Provide back-up for other Program secretaries as needed.
- Order and receive material supplies including completion of paperwork.
- Preparation of accounts reimbursement and funds request forms.
- Organize special events and activities, including use of video conferencing(OTN) and teleconferencing
- Schedule all room booking requirements for the program through the centralized room booking system.
- Provide support in hospital and program committees which includes taking and preparing minutes.
- Ensure effective communication throughout the program by distributing information appropriately.
- Maintain up to date knowledge of the programs and responds to client and public enquiries.
- Work in a manner that is in compliance with staff and patient/client safety practices, policies and procedures of the Royal.
- Ensure a work environment that is conducive to the Royal's Harassment-Free Workplace policy.
- Other duties as assigned.

Qualifications:

- Completion of OSSD or equivalent.
- Office Administration or equivalent College certification and/or diploma OR relevant combination of education, training and experience (minimum experience two years full-time secretarial or clerical experience in a medical environment).
- Typing speed - 45 net words per minute minimum.
- Dictatyping skills
- An understanding of basic financial and mathematical concepts.
- Excellent communication, organization, problem solving, and customer relation skills, with the ability to relate to persons with mental illness.
- Excellent time management skills with the ability to prioritize and meet firm deadlines.
- High level of initiative, judgment and adaptability.
- Commitment to continuous learning and quality improvement.
- Ability to be proactive in task planning.
- Mature and professional demeanor with solid communication and interpersonal skills.
- Ability to work with multiple interruptions, manage competing priorities.
- Ability to function as a member of a team and work cooperatively with other team members.
- Proficiency with latest versions of Windows, Microsoft Word & Excel, Internet Explorer, Outlook, Meditech and standard office equipment (fax, photocopier etc.)
- English level A- is mandatory in oral expression/comprehension, reading comprehension and written expression. French level A- is mandatory in oral expression and oral comprehension.

Salary Range: **\$26.84 to \$29.15 hourly**

Date Required: **ASAP**

- All applicants must provide a recent resume that clearly indicate that they meet the required qualifications.
- Please apply directly to this internal posting at: <http://careers.theroyal.ca/> on or before **October 2nd, 2019**.
- Applicants will be advised of their status in this competition by referring to the Successful Candidate listing which is posted on OREO and the Human Resources Bulletin Board.