JOB DESCRIPTION

| **Title** | ADMINISTRATION CLERK | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Administration Clerk for [Organization Name] receives and processes information from all departments and coordinates the flow of information between the departments. Maintaining the Company’s internal records and databases (various spreadsheets, client files, maps, ledgers, etc.) is an essential duty of the Administration Clerk.

They complete other related clerical tasks including, but not limited to, ensuring the timely dissemination of information as well as the entry, formatting, and proofreading of data and information. The Administration Clerk provides answers to questions from managers and staff as well as general questions from the public.

The Administration Clerk shall be responsible for: the greeting of clients or visitors; answering the main phone and email systems; directing calls, emails, inquiries and clients to appropriate staff; and arranging, scheduling, and preparing documentation for appointments and services.

The Administration Clerk ensures that a high standard of service and accuracy of information is maintained or delivered. As a front line staff member with regular and first impression contact with clients and outside stakeholders, the Administration Clerk must maintain a high level of ethical conduct, responsiveness, composure, respect, courtesy and professionalism in all interactions.

**Duties and Responsibilities**

* Maintain and update assigned internal company records, filing system, databases etc., daily or as needed (Cremation registers, Interment Register, Interment Right Register, etc.);
* Communicate, prepare, co-ordinate, distribute and record all necessary documents and information required for the timely delivery of cemetery, crematorium and funeral services and to fulfill contractual obligations;
* Communicate and coordinate the flow of information with and between internal departments, staff, clients, funeral homes suppliers and stakeholders, and timeliness of information flow;
* Respond to telephone, in person or electronic enquiries or forward to appropriate person;
* Perform basic bookkeeping tasks such as preparing invoices and bank deposits;
* Demonstrate and maintain high standards of accuracy of information and record keeping;
* Ensure the destruction of private information, following the retention schedule;
* Transfer paperwork to the appropriate storage areas; lifting the boxes to the appropriate shelving units;
* Communicate with staff, clients, visitors, vendors, and stakeholders in a polite, courteous and cooperative manner while maintaining confidentiality and integrity of information;
* Demonstrate a high level of front line customer service;
* Greet, screen, qualify and direct callers, visitors, clients and stakeholders to ensure they are directed to appropriate staff in an efficient and courteous manner;
* Coordinate appointments and information for various staff and for designated cemetery, cremation or funeral services;
* Maintain Contractor Sign in log, and coordinate contractor activities to ensure no disruption or interference with schedules interment services or related activities;
* Coordinate and assist in the planning and execution of special events, working with appropriate personnel to achieve a successful outcome;
* Ensure Administration and Reception procedures are up to date;
* Perform genealogical and record searches as directed by staff, or in response to client requests;
* Complete and or assist with routine administrative duties such as coordinating all incoming and outgoing deliveries and mailings, maintaining supply inventories;
* Perform routine inspections and ensure that the building entrance and interior client/common areas (front entrance, reception area, waiting room, washroom, kitchenette, family meeting room) are maintained to professional standards and that housekeeping (contracted or staff cleaning) is completed;
* Ensure that all common office equipment is in good working order and office supplies are stocked and ordered as required;
* Meet, routinely or as needed, with senior managers to discuss concerns, matters or issues regarding procedures, policies, client services etc.;
* Comply with all pertinent legislation and associated regulations, internal bylaws, internal policies, and safety laws and regulations; and
* Perform other related duties as required.

**Qualifications**

* Secondary school or General Education Diploma (GED) is required.
* Post-secondary education in operations or administration is an asset.
* Minimum XX years experience in a related field.
* Previous experience working in a confidential client service atmosphere is essential; in the funeral services sector is preferred.
* Proficiency in using office equipment, e.g., fax, printer, calculator and photocopier; software.
* Proficient in the use of computers, including accounting software, database software, document management software, Microsoft Office Suite; and the Internet.
* Preference will be given to candidates with a knowledge of accounting procedures.

**Core Competencies**

* Strong administrative, organizational and time management skills.
* Excellent verbal and written communication skills to communicate effectively with internal and external stakeholders.
* Ability to work independently and as part of a team.
* Excellent multi-tasking and stress management skills.
* Must be responsible and able to prioritize job duties in a fast-paced environment.
* Ability to deliver service to vulnerable clients, while demonstrating empathy and maintaining professionalism and composure.
* Excellent attention to detail and compliance with regulations.
* Solid financial and analytical skills.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime may be required.
* This position is based in an office environment.
* May require facing screens, and using phones, keyboard and mouse for extended periods of time.
* Some lifting tasks up to (XX) pounds are part of the daily responsibilities.