



Alberta Union of Provincial Employees Job Description

Classification: Clerk II

Working Title: Member Records Clerk

Date: Nov 28, 2014

Summary of Duties:

The Clerk II performs moderately complex work and specialized technical functions in the Information Systems area which includes membership records, reception and print production (mailroom). As this person is a floater among the three departments, the Data Administrator will coordinate the scheduling of this position. While working in the various departments – the Member Records Clerk will be under the functional direction of the respective department lead.

The work varies as to the details of tasks performed and requires original thought in deciding course of action as well as skill in performance. Good judgment in making decisions in accordance with established policies and procedures is required. Employees are expected to maintain a high degree of confidentiality.

Qualifications:

- Grade 12 Diploma.
- Knowledge of common office procedures.
- Basic computer skills.
- Proficiency with office productivity software.

Experience:

- **Previous:** One (1) year experience in an office environment.
- **On the Job:** Twelve (12) months on the job to become familiar with the office equipment, procedures, computer system, related programs/software, and AUPE policies and procedures.

Key Activities: Records**A. Membership Records and Database Maintenance**

- a. Maintains up-to-date files of membership records in the Union's database.
- b. Processes membership cards and grey cards when needed.
- c. Edits Employer data for discrepancies and, once checked, makes the necessary changes in the database.

- d. Processes name and address changes in the database.
- e. Inputs, maintains and organizes the membership grey card system.
- f. Processes mail returns and creates labels with corrected addresses.
- g. Handles basic membership inquiries via email, mail, or telephone.
- h. Processes membership long service pins and requests.
- i. Scans, stores, and maintains Request forms and other types of files using DocuShare.
- j. Uses Filemaker to track membership lists and dues payrolls.
- k. Processes any inquiries for retirement pins and plaques.
- l. Provides clerical assistance to the IT Department.

Key Activities: Reception Relief

A. Reception

- a. Receives and greets visitors.
- b. Answer and directs calls on main switchboard.
- c. Directs calls to proper individuals, takes messages and provides information.
- d. Directs visitors to proper departments or AUPE staff.
- e. Helps do daily day-to-day tasks that are required by other depts.

B. General Office Duties

- a. Photocopies, faxes, e-mails, laminates, collates, shreds.
- b. Sort mail into individual mail slots.
- c. Books meetings rooms.
- d. Data entry, as required.

Key Activities: Print Production Area (Mailroom)

- a. Assists with print and photocopying jobs.
- b. Assist with mailings of meeting notices, letters, Impact, and ratification votes.
- c. Process incoming, outgoing, and internal mail.
- d. Assemble Union Steward manuals, orientation kits, kits for Education courses and other kits as required.
- e. Process requests from staff and members for copies of various Collective Agreements as authorized.
- f. Operate mailing, reproduction, labelling, and other related mailroom equipment.

Other Skills/Abilities

- a. Ability to work against specific deadlines and be able to work well under pressure.
- b. The incumbent must possess a pleasant manner, as on occasion may be required to work with members or other staff in stressful situations.
- c. Ability to maintain effective working relationship with the membership, the public and other AUPE employees.
- d. Ability to work cohesively in a team environment is essential.

The above statements reflect the general details considered necessary to describe the principle functions of the job and shall not be construed as a detailed description of all the work assignments that may be inherent to the job.

Any revisions of the document must be approved by the *Executive Director*.

Validating Signature:

AUPE: _____

Dated this day _____ of _____, 2014