

OFFICE AGENT, CLASS II

Nature of work

The principal and customary work of the employee in this employment class consists in performing a variety of administrative duties in accordance with established methods and procedures.

Required qualifications

Schooling

To have a secondary school diploma or a diploma of vocational studies in an appropriate specialty or have a diploma or an attestation of studies which is recognized as equivalent by the competent authority.

Some characteristic duties

The employee in this employment class generally completes forms, requisitions or simple vouchers and keeps a document and card-index system up-to-date. He verifies lists and documents in accordance with specific instructions; he sends form letters and acknowledgements of receipt; he searches for and dispatches information related to his area of activity; he prepares and compiles statistics.

He takes and transfers telephone calls and provides information of a general nature. He greets, informs and guides people within the college.

He types all kinds of texts. He receives and dispatches mail. He carries out duplicating and photocopying duties.

He performs a variety of functions related to the lending, preparation and circulation of written and audio-visual documentation and to the preparation and sending of notices of overdue books; he collects fines, repairs damaged documents and arranges books on the shelves. If necessary, he carries out the supervision of the documentation centre and guides the users.

He records commercial transactions such as invoices, statements of account and employee payrolls and he verifies the accuracy of these entries.

He may act as a cashier or be assigned to a lending counter.

If need be, he performs any other related tasks.