

**NIPISSING-PARRY SOUND  
STUDENT TRANSPORTATION SERVICES**

**POSITION TITLE:** ADMINISTRATIVE CLERK

**IMMEDIATE SUPERVISOR:** OPERATIONS MANAGER

**DATE POSITION WAS CREATED:** DEC 2021

**JOB DESCRIPTION:**

Reporting to the Operations Manager, the incumbent will be responsible for administrative supports of the NPSSTS' operations including but not limited to customer service, communication and finance.

**DUTIES:**

- Receives, responds and/or distributes incoming telephone communications;
- Receives, screens, reviews and distributes incoming electronic correspondence and service requests;
- Liaises with parents, transportation service providers and school staff and responds to transportation requests, inquiries and complaints. Informs his/her immediate supervisor of any issues that may escalate or that may affect the safety of transported students;
- Prepares and maintains template documents for outgoing communication;
- Maintains, monitors and reports on the NPSSTS' service request database;
- Prepares or assists with the preparation of narrative reports; performs information gathering and analysis of data from the service request database as directed;
- Prepares and maintains minutes of internal and/or staff committee meetings;
- Maintains distribution lists for communication with stakeholders;
- Coordinates the production of internal and external communications, publications and materials, in consultation with transportation stakeholders;
- Assists in the development of the NPSSTS' communication strategy;
- Develops and maintains the NPSSTS' communication plan and key messages;
- Supports NPSSTS staff in developing media strategy, drafting press releases, responding to media enquiries and building dialogue with journalists;
- Liaises with external advertising, design and printing contractors;
- Assists the Accounting and Payroll Clerk in the administration of accounts payable, receivable and payroll;
- Remains apprised of the procedures, policies and guidelines of the NPSSTS and its member Boards;
- Performs other related duties as assigned.

**QUALIFICATIONS (including previous work experience):**

- Minimum of three (3) years related work experience;
- Post-secondary studies in office administration, business administration or accounting;
- A combination of equivalent education and work experience;

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**SKILLS:**

- Demonstrated tact, diplomacy, discretion and good judgement;
- Demonstrated project management and organizational skills;

- Knowledge of GAAP and accounting software;
- Ability to work independently;
- Ability to work effectively in teams;
- Ability to demonstrate effective communication skills and deal professionally and diplomatically with media, staff, parents, students, school personnel and the general public;
- Ability to prioritize work;
- Excellent communication skills in both French and English.

**SUPERVISION:**

- Persons supervised: 0

**POSITION CLASSIFICATION:**

- In accordance with the NPSSTS' salary grid for Administrative Clerk.