



POSITION TITLE:	Administrative and Outreach Clerk	CLASSIFICATION:	Clerk R9
PROGRAM AREA:	Operations	LOCATION:	Various
SUPERVISOR'S TITLE:	Hatchery Manager	SUPERVISOR'S CLASSIFICATION:	Band 3
PROGRAM AREA:	Operations	LOCATION:	Various

PROGRAM

The Freshwater Fisheries Society of BC is an independent, non-profit organization governed by a Board of Directors. Our mandate is to enhance and conserve BC's freshwater fisheries for public benefit. Working in partnership with government, industry and anglers, our goal is to make fishing in BC even better through the enhancement and conservation of BC's freshwater fish resources.

Freshwater sport fishing is an important cultural, recreational, and economic contributor to the province. Each year, more than 300,000 licensed anglers spend about \$500 million in BC, with much of the economic activity taking place in rural areas. About 50% of all angling activity takes place on the over 800 lakes and streams we stock. The Society also plays a key role in delivering a wide range of conservation services needed to protect and, in some cases, restore wild fish populations, including the endangered white sturgeon. We also conduct fisheries research, promote and educate the public about recreational fishing, and work to make angling more accessible for all.

We own and operate six major fish hatcheries that are located in Duncan, Abbotsford, Summerland, Clearwater, Fort Steele, and Vanderhoof. We also operate a trout distribution centre in Prince George and nine egg collection stations situated throughout the province. Seasonally, we offer guided tours at our Abbotsford, Fort Steele, Summerland and Vanderhoof locations as well as educational programs for groups and birthday parties at our Abbotsford and Fort Steele locations.

Working for the Freshwater Fisheries Society of BC is more than a job. It's a chance to be part of a unique organization that's making a real difference in the future of BC's fisheries. For more information please visit: www.gofishbc.com.

PURPOSE OF POSITION

Under the general direction of the Hatchery Manager, this position provides administrative, reception, clerical, and communications services support to financial and payroll services, and records management for the hatchery management, professional and technical staff. Services involve maintaining and updating information systems, assisting with leave and time administration, records management, and providing general clerical and communications services to facilitate the flow of information between the hatchery and corporate office. The Administrative and Outreach Clerk also provides information and education oversight, including organizing and participating in outreach activities and conducting tours.

NATURE OF WORK AND POSITION LINKS

The incumbent reports to the Hatchery Manager and works with all hatchery and various headquarters staff, staff from other hatcheries and partnership organizations, as well as interacting with the general public. This position also provides supervision to a seasonal tour guide.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Provides general administrative, reception, clerical services and assistance to Hatchery staff by: (45%)
 - a. word and data processing; typing various letters, reports, requisitions, contracts and other hatchery correspondence;
 - b. editing documents and inputting information received from a variety of source material;
 - c. updating, monitoring and maintaining the databases and uniform filing systems and procedures;
 - d. organizing and maintaining a comprehensive hatchery filing system consisting of various administrative and technical reports, data records, correspondence, policy and procedures, library resource materials, archived data and other materials;

- e. tracking visitor centre data as required;
 - f. organizing and maintaining vehicle maintenance and mileage;
 - g. providing location and/or directions for all fish stocking sites as required;
 - h. responding to general inquiries from the public, staff and agencies and redirecting calls to the appropriate locations;
 - i. opening and distributing incoming mail for hatchery staff and preparing outgoing mail;
 - j. signing for goods and services received;
 - k. collecting and forwarding Visa transaction receipts for reconciliation and processing;
 - l. maintaining adequate petty cash funds to meet Hatchery needs as required, and validating, recording and processing staff advances
 - m. purchasing various supplies and services using Visa purchasing card or direct invoicing (e.g. stationery orders, hatchery staff uniform orders and office equipment needs);
2. Oversees all aspects of the Information and Education area by: (35%)
- a. planning yearly Visitor Centre activities;
 - b. conducting guided tours and educational programs as for the public;
 - c. maintaining the aquarium and displays;
 - d. updating all site-specific handouts for the public;
 - e. participating and/or organising off site hatchery programmes such as career fairs, Fall Fair, Fisheries Awareness Day, Chamber of Commerce meetings/events, and parades;
 - f. conducting general public relations;
 - g. initiating and leading the recruitment of the seasonal tour guide;
 - h. providing supervision to the seasonal tour guide including mentoring, coaching and providing performance feedback and reviews;
 - i. ensuring local liaison with learn to fish staff and programs;
 - j. preparing a comprehensive report of yearly Visitor Centre activities.
3. Supports the completion of all required documentation related to leave and time administration by: (10%)
- a. verifying, checking and processing employee timesheets and leave requests when employees are unavailable to do so;
 - b. completing and submitting travel vouchers and travel invoices;
 - c. completing all staff hiring and separation forms for appropriate signatures.
4. Performs other related duties as required such as: (10%)
- a. assisting fish culture staff with related activities such as clipping and culling fish, egg collection, incubation, picking eggs, cleaning and feeding during peak season or staff shortages;
 - b. coordinate the maintenance and repair of all office equipment (e.g. computers, photocopiers, fax machine, phones) as necessary;
 - c. making travel arrangements and booking meetings.

FINANCIAL RESPONSIBILITY

Responsible for purchasing card purchases and monthly reconciliation, with a spending limit of \$5,000.00 monthly, \$2,500.00 per transaction. Responsible for petty cash and reconciliation.

DIRECT SUPERVISION

Role	# of Regular FTE's	# of Auxilliary FTE's
Directly supervises staff	0	Up to two (seasonally)
Supervises staff through subordinate supervisors	0	0

PROJECT /TEAM LEADERSHIP OR TRAINING

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input checked="" type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

TOOLS / EQUIPMENT

Operate and maintain photocopier, fax machine, computers and telephones.

ORGANIZATION CHART

President, Freshwater Fisheries Society of BC

Vice President, Operations

Hatchery Manager

Administrative and Outreach Clerk (topic position)

STAFFING CRITERIA

Education & Experience

- A combination of 3 years of clerical / administrative support experience, education and/or training; and
- Experience/training in keyboarding, word processing, spreadsheet, database, the internet and other standard computer applications.

Knowledge, Skills and Abilities

- Communicate, both orally and in writing, by providing and obtaining information effectively, clearly, correctly, concisely, completely, logically, in a timely manner, at a level and in a format consistent with the audience while maintaining confidentiality;
- Establish and maintain effective working relationships with a variety of individuals or groups to complete assignments, affect outcomes or provide a service;
- Organize workload effectively, efficiently and independently, achieving results within acceptable timeframes taking into consideration changing priorities, deadlines, volume and available resources;
- Identify problems and situations, refer to applicable policies and guidelines, identify options and determine appropriate courses of action;
- Quality keyboarding speed and accuracy;
- Code, process, store, and track records and information accurately, efficiently, and effectively in a timely manner, and in accordance with policies and procedures, to facilitate and conduct efficient search and retrieval, while maintaining confidentiality;
- Use computer applications to enter and retrieve data, access information, perform accounting functions and produce and edit a variety of effective correspondence, documents and reports;
- Interact with individuals or groups at various levels within and/or outside the organization effectively, responding appropriately to provide or obtain information, clarify or resolve issues and/or provide assistance or service;
- Plan and co-ordinate appointments, meetings, travel arrangements and training sessions;
- Track, verify, analyze and/or reconcile cash, transactions, processes, financial records and/or reports accurately and in accordance with established policy, procedures and/or guidelines while maintaining confidentiality; and
- Compute accurately a variety of mathematical calculations such as addition, subtraction, multiplication, division and percentages using a calculator.

Willingness

- Flexibility in working hours is required.

COMPETENCIES

Core: Adaptability, Client Focus, Communication, Organizational Awareness, Problem Solving and Judgment, Results Orientation, Teamwork

Role Specific: Business Acumen, Developing Others, Impact and Influence, Innovation, Leadership, Relationship Building, Resource Management, and Strategic Thinking