



**WESTERN CARE
ASSOCIATION**

Supporting people to live their lives

LP-1A

CE Project Job Description Clerical Assistant - General Administration

Job Title:	Clerical Assistant		
Tasks	Skills	Y	N
Filing	<ul style="list-style-type: none"> • Correctly placing documents into appropriate folders on a regular basis. • Maintaining files in proper order. • Maintaining records of where files are located. • Maintaining security of files in line with FOI act • Screening of telephone calls and appropriate action • Cooperate and work in harmony with other admin assistants, teams, disciplines. 		
Photocopying	<ul style="list-style-type: none"> • Using the photocopying machine correctly for the task at hand. 		
Telephone	<ul style="list-style-type: none"> • Screening of telephone calls and appropriate action. • Making outgoing calls. • Maintain good telephone manner. • Ensure message follow up. 		
Computer Applications	<ul style="list-style-type: none"> • Basic computer skills – use functions to access software, save/retrieve/edit documents. • Word-processing – produce documents to acceptable standards, i.e., letters, timetables, schedules, rosters, etc. • Spreadsheets – utilise spreadsheets for the production of e.g., statistics, wages, stock control, etc. • Email and Internet – access email and the Internet. Manage folders, send, receive and retrieve emails. • Printing documents, as appropriate. 		
Post	<ul style="list-style-type: none"> • Opening incoming post and date stamping all items and logging them, as appropriate. • Sort items for delivery to relevant persons • Addressing items for dispatch. 		

Updated: 13/07/2021