

Job Title:	Maintenance Support Clerk	Date:	May 18, 2023
Division:	Maintenance	Location:	Victoria (VTC) or Langford (LTC)
Department:	Victoria Maintenance	Level:	Employee
Exempt / Union	MoveUP	Band / Group Level	Group 8

DESCRIPTION

Reporting to the Manager, Maintenance Planning and Business Support, the Maintenance Support Clerk performs a variety of clerical and data entry duties in support of the shop maintenance team. Including but not limited to; payroll timekeeping, maintaining stationary stock and tracking CVIP decals, creation of work orders in CMMS, and support the processing of maintenance invoices and coverall inventory for the maintenance staff.

ACCOUNTABILITIES

- Performs timekeeper duties by verifying employee payroll data in the electronic pay system is correct
 - Updates payroll changes such as shift changes, posted overtime, time off request, sick call ins, personal leave as examples.
 - Ensures all pay calculations follows the current Unifor collective agreement.
 - Notifies employees and Daily Shift Managers of errors.
 - Monitors sign in terminals.
 - Reconciles all timesheets per pay period prior to it being posted to Payroll
 - Reports out any pay exceptions to payroll that can't be processed through the payroll system.
- Monitors sick call line and reports out on employee absences to Daily Shift Managers and Schedulers
- Prepares and reconciles maintenance invoices for processing, working with the accounts team to ensure all invoices are processed, signed and paid in a timely manner
- Reviews completed work orders ensuring all the necessary data and attachments are included before closing the work order in history. Notifies the Daily Shift Manager of missing information that needs following up on.
- Creates and/or updates work order information in the CMMS, supporting the maintenance staff
- Processes all Driver Trip Reports that have defects written up by scanning them against a work order within the CMMS and sending the hard copy to operations for storage.
- Processes ARI fuel card invoices for Victoria Maintenance non-revenue vehicles and is the key contact for this card in the Victoria Maintenance department.
- CVIP administrations, tracks CVIP decal stock and usage against buses, responsible for ordering new decals and can support CVIP inspections through data entry into the CVSE on line inspection site.
- Recording of maintenance inspection measurement data into excel and/or electronic data base.
- Performs other related duties as assigned.

QUALIFICATIONS

- Secondary school graduation (Grade 12) or equivalent (GED)
- Office Administration Diploma/Certificate or a combination of education and work experience will be considered an asset.
- 3 to 5 years of administrative / clerical / payroll experience
- Proficient with computers and MS Office Suite, and willing to learn and support shop workflow and administration including but not limited to:
 - Work Order Management
 - Work Packages (incl. campaigns, repair instructions, parts lists, etc.)
 - Resource Loaded Scheduling (incl. labour, equipment and parts supply)
 - Related Email Correspondence
 - Electronic payroll systems
 - CMMS experience working within JD Edwards considered an asset
- A proven team player who is able to work well in a multi-tasking, fast-paced, environment
- Effective verbal and written communication skills

NON-TECHNICAL FUNCTIONS

- Communication and interpersonal skills to build and maintain effective relationships with tradespersons as well as other union or office professionals
- Ability to work and deal with people in cooperation and interacting positively with customers and coworkers, exercising courtesy, etiquette, and self-control.
- Problem-solving and timely decision-making skills to determine priorities and optimize use of time in dealing with multi-shifts and locations
- Moderate to intermediate levels of conflict resolution and influencing skills with understanding and awareness of when to seek out and involve supervision and/or human resources
- Analytical mindset to identify improvements to systems and processes and support data driven decision making
- Detail orientated, diligent and motivated with a strong work ethic, positive team attitude and customer service focus
- Willingness to learn and apply new tools and systems to better support BC Transits operational goals
- Attitude conducive to positive employee (ie: customer) relations
- Assertive and self-motivated with good organizational skills
- A proven track record of appropriate communication