

SENIOR RECORDS CLERK

Organization:	Workplace Safety and Insurance Appeals Tribunal
City:	Toronto, ON
Job Term:	1 permanent
Job Code:	09OAD – Office Administration 9
Salary Range:	\$25.63 to \$29.88 per hour
Posting Status:	Open

The Workplace Safety and Insurance Appeals Tribunal is a highly specialized adjudicative Tribunal that hears appeals of final decisions of the Workplace Safety and Insurance Board. The Tribunal is currently seeking a motivated individual for the position of Senior Records Clerk, to provide records management services to internal and external clients for Tribunal appeals, to support the administrative functions of the WSIAT, and to provide RIM technical/administrative guidance to OVCR staff. The salary range for this position will be \$25.63 to \$29.88 per hour.

What can I expect to do in this role?

As a Senior Records Clerk, you will provide records management and administrative services to the Tribunal, including:

- Review and assess incoming documentation in order to identify, triage, prioritize, and create appeal files
- Using reports from the case management system to monitor and minimize the closing queue so appeals are closed in a timely manner and determining exhibits to be returned to the Workplace Safety and Insurance Board (WSIB)
- Process and monitor global updates to party data within the case management system and liaising with parties to follow up on errors, missing responses, etc., as necessary
- Processing electronic file transfers between the WSIAT and the WSIB including diagnosing and correcting errors, processing WSIB document request tasks and reviewing aged requests to determine appropriate action necessary
- Providing quality control for all case documents uploaded to the case management system by Support Services staff, ensuring quality and accuracy of filing
- Action Case Work Assignments where staff have identified privacy incidents and administrative errors, following up with any discoveries or unresolved matters in order to ensure that appropriate steps are taken, working with staff to mitigate privacy issues and generating Privacy Incident Handling Reports (PIHs) as required
- Reviewing the Hearing Schedule and identifying case materials that will be required and creating the appropriate tasks for reproduction and monitor for task completion
- Processing print tasks for Decision packages in a timely manner noting any special mailing instructions
- Provide a broad range of RIM services by performing appeal file maintenance, reviewing unidentified correspondence to resolve identification problems and identifying missing records, initiating search for same, and escalating issues to the Manager as necessary

- Assisting other departments by organizing records as per the WSIAT retention schedules; coordinating the shipment/retrieval of off-site materials and assisting with any other records management projects as required
- Liaising with WSIAT staff and third parties (governmental agencies, vendors etc.) to complete appropriate disposition of records and exhibits in accordance with prescribed retention schedules. Maintaining records of disposition for WSIAT core and common series as it applies to the OVCR
- Providing instruction, review and, guidance on Records/RIM processes and procedures within the department
- Provide office administration services by developing and composing correspondence, e-mails, and reports in response to queries about records and information management procedures
- Providing oral and written responses to queries from outside agencies, reps, workers and the WSIB; forwarding more specialized queries to other WSIAT staff as appropriate.

How do I qualify?

You have:

File Management Knowledge and Experience:

- Knowledge and understanding of the Workplace Safety and Insurance Act, the Freedom of Information and Protection of Privacy Act, as well as the WSIAT's policies, procedures, guidelines, and RIM best practices or the ability to acquire this knowledge
- Knowledge and understanding of RIM principles and best practices as they pertain to the administration of both electronic and physical records
- in order to use the proper techniques when conducting detailed RIM assignments.

Organizational and Analytical Skills:

- Strong organizational and problem-solving skills to ensure data is entered accurately into the case management system, file documents and folders in a hybrid format environment using established processes, initiative and good judgement, and resolve problems and provide guidance to staff
- Good organizational and planning skills to prioritize own work to meet tight service deadlines and production targets.
- Good analytical skills to determine the correct actions to be taken with unusual or unique documents and situations, to take initiative to problem-solve independently and determine when to escalate issues to the Manager.
- Good analytical skills sufficient to identify, locate and address issues related to the administration of the case files and or the processing of assigned work.
- Excellent attention to detail to accurately enter data into the case management system and file documents and folders correctly in both a physical and electronic file environment.

Clerical, Administrative and Computer Skills:

- Knowledge and understanding of a broad range of administrative methods, processes, and procedures to perform a range tasks, such as developing

correspondence, updating the case management system, conducting a variety of involved searches for information, and conducting case file maintenance for files ranging from fully electronic to fully physical

- Knowledge of personal computer use and related business applications including updating, entering and downloading data and preparing reports
- Good typing/keyboarding skills, and word processing skills.

Communication and Customer Service Skills:

- Good oral and written communication skills to answer queries from outside agencies, representatives, workers and the WSIB, and to communicate with clients, staff, the WSIB staff and third party agencies and representatives
- Demonstrated customer service skills to deal efficiently and tactfully with the WSIAT clients, staff, the WSIB staff, and other external parties
- Ability to be flexible and work in a team environment with rapidly changing priorities and work as a partner and team member.

Other:

- Job requires the ability to lift, carry or push documents, mail bags, boxes, carts and files to a maximum of 30 kg for short distances.

Additional Information:

Compensation Group: Ontario Public Service Employees Union

Posted on: April 3, 2023

How to Apply:

For **INTERNAL** candidates, please follow these directions:

1. Please log onto your ADP account and select Myself>Talent>Career Centre.
2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job. We rely on the information you provide to us.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at Recruitment@wst.gov.on.ca. Recruitment staff will contact you within 48 hours.

For **EXTERNAL** candidates, please follow these directions:

1. Please submit your resume and cover letter through our online [WSIAT Career Centre](#)
2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at Recruitment@wst.gov.on.ca. Recruitment staff will contact you within 48 hours.

Remember: The deadline to apply is April 19, 2023 11:59 pm EDT. Late applications will not be accepted. We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Workplace Safety and Insurance Appeals Tribunal is an inclusive employer.
Accommodation is available under the Ontario Human Rights Code.**