

JOB DESCRIPTION

Benchmark Job #188

Ministry: Various
Branch: Various
Location: Various

Working Title:
Level:
NOC Code:

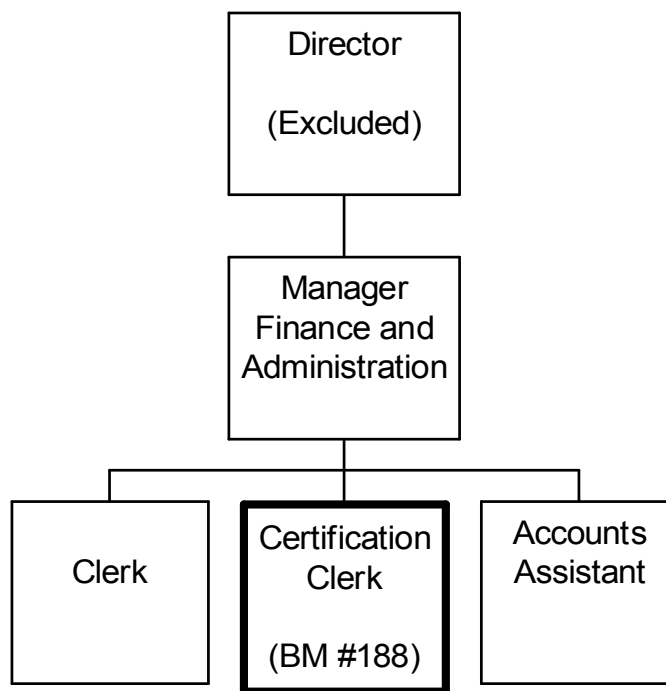
Certification Clerk
Range 7
1411

PRIMARY FUNCTION

To provide keyboarding and data entry and clerical support services for a unit.

JOB DUTIES AND TASKS

1. Performs keyboarding and data entry
 - a. prepares reports and correspondence using word processor
 - b. drafts reply letters for signature
 - c. keyboards and sends invoices for certification fees
 - d. maintains and updates directory of memos, reports and correspondence on word processor
 - e. stores certifications in registry and updates certification numbers on computer database
 - f. performs data entry and retrieves information on system
 - g. assists other staff with entering and retrieving information on computer systems
2. Prepares applications
 - a. processes certificate applications by keying in and verifying accuracy of information
 - b. issues certificates and related correspondence to companies and Ministry
 - c. issues registration number and related correspondence
 - d. receives and records fees for certification
 - e. obtains information on Act, certification and applications to respond to client inquiries
3. Provides reception and general office services
 - a. makes appointments, travel arrangements
 - b. responds to general inquiries over the telephone from clients
 - c. receives and distributes incoming mail
 - d. provides informal orientation to new employees
4. Maintains, updates and retrieves information in office filing system
 - a. maintains and updates filing system using ORCS and keeps indexes of files up-to-date
 - b. checks and changes back-up tapes for LAN Server computer system
 - c. maintains bring forward system



REASON FOR CLASSIFICATION

Benchmark Job #188

Job Title: Certification Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the unit to perform data entry and word processing, process applications for certification and provide other general office services.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to perform data entry and word processing and reception, provide clerical services, check applications for accuracy and draft reply letters.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to verify information and answer general inquiries from the public related to job duties and work unit activities.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce reports, enter data and update files with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order to completion to meet immediate requests or demands in performing several functions to word process documents, prepare applications for certification and invoices, receive fees and maintain filing system.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to collect fees for certification and to issue receipts.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to maintain a multiple user filing system and database for office.</p>	C	15

REASON FOR CLASSIFICATION

Benchmark Job #188
Job Title: Certification Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently (4 hours a day) keyboard with speed and accuracy to enter data and produce reports.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 257.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #185

Ministry: Human Resources
Branch: Social Policy
Location: Victoria

Working Title:
Level:
NOC Code:

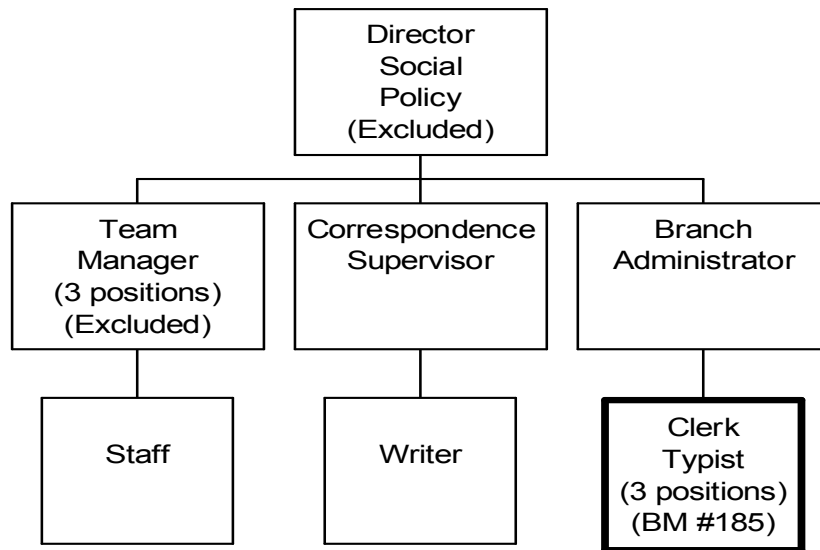
Clerk Typist
Range 7
1412

PRIMARY FUNCTION

To provide word processing and clerical support services for managers and staff developing social policies in headquarters office.

JOB DUTIES AND TASKS

1. Provides word processing services
 - a. transcribes material from typed, handwritten and dictaphone for Director, managers and supervisors
 - b. formats memoranda, correspondence and reports; keyboards amendments to policy and procedural manuals
 - c. drafts responses as directed to general enquiries for signature
 - d. compiles and generates statistical charts and tables from databases or data from managers
 - e. keyboards confidential letters, Cabinet submissions, Treasury Board submissions, Executive submissions and briefing notes for Minister and Ministry Executive
 - f. proof reads documents produced by other typists
2. Performs duties relating to Guaranteed Available Income for Need (GAIN) system and client information
 - a. receives and refers incoming calls from out-of-province agencies, other ministries, inter-provincial and federal agencies requesting information on Ministry clients, to program staff
 - b. accesses GAIN system to perform client checks for out-of-province inquiries on Ministry clients, confirm status of clients and to check addresses, Social Insurance Numbers and birth dates
3. Performs other related duties
 - a. attends meetings, takes minutes, keyboards and distributes agendas
 - b. makes travel arrangements, books meetings and organizes calendars for managers or supervisors
 - c. provides orientation to the workplace to new employees



ORGANIZATION CHART

Benchmark Job #185

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the social policy office to perform word processing services and other clerical support services.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to word process correspondence, tables and reports, provide clerical services, make travel arrangements.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to refer callers to appropriate program staff.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce a variety of correspondence and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to keyboard documentation, receive calls and update files.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES No financial responsibility</p>	A	5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Some responsibility to access and update amendments to policy and procedures manuals.</p>	B	10

ORGANIZATION CHART

Benchmark Job #185

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always visually focus on source documents and use word processor to produce correspondence and reports.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost always use word processor with speed and accuracy to produce correspondence and reports.	D	18
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Moderate exposure to hazards from keyboarding almost always.	C	6

Total Points: 261.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #175

Ministry: Attorney General
Branch: Corrections, PGYCC
Location: Prince George

Working Title:
Level:
NOC Code:

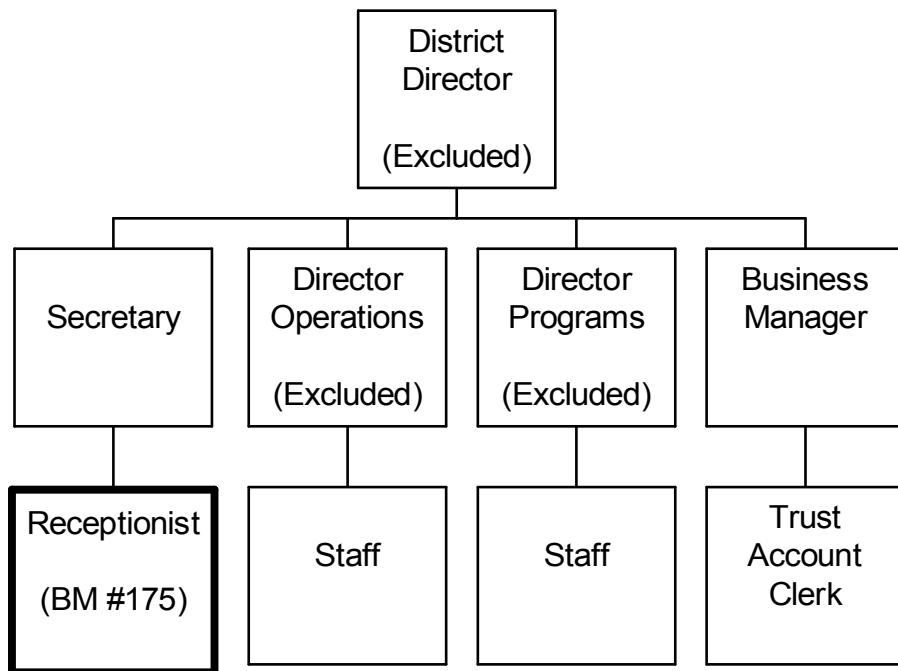
Receptionist
Range 7
1414

PRIMARY FUNCTION

To provide receptionist services for the Prince George Youth Containment Centre (PGYCC).

JOB DUTIES AND TASKS

1. Performs reception and switchboard duties
 - a. screens several hundred incoming calls daily and redirects to appropriate personnel; calms upset or angry callers
 - b. responds to general inquiries from professionals and visitors at the front counter; explains Centre procedures and practices to parents and guardians; calms angry parents and guardians visiting the centre.
 - c. locates and informs appropriate staff of visitors at the counter and maintains a record of visitors who enter the facility
 - d. identifies and permits entrance to front office of RCMP for lock-up of weapons; keeps key for lock up
 - e. makes identification tags for line staff and volunteers
2. Performs other related duties
 - a. word processes correspondence, standing orders, amendments to manuals and contracts, forms and reports
 - b. takes minutes at staff meetings and during resident investigations and distributes
 - c. enters information on files using ARCS/ORCS computer filing system
 - d. prepares files for offsite storage by packaging and labelling boxes
 - e. compiles and updates statistical reports and logs on temporary absences and incident reports
 - f. requisitions office supplies; signs for goods received and processes corresponding paperwork
 - g. photocopies, distributes and files internal correspondence
 - h. provides informal orientation to new employees to the workplace



ORGANIZATION CHART

Benchmark Job #175

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the youth containment centre to provide reception services, word process documents and maintain logs and filing systems.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical support, screen calls and direct to appropriate person, word process documents, maintain weapons lock up and maintain statistical logs and filing systems.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of procedures and practices in a youth containment centre with angry and upset parents and guardians, to remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use a word processor to produce statistical reports, correspondence and letters with some speed to meet deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, perform word processing and maintain statistical logs and filing system.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to sign for goods received and process related paperwork.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Some responsibility to access and update ARCS/ORCS files and prepare files for off-site storage by boxing and labelling.</p>	B	10

ORGANIZATION CHART

Benchmark Job #175

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to calm angry or demanding parents visiting a Youth Containment Centre.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on screen and use word processor to prepare reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce a variety of statistical reports and correspondence.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with upset parents visiting a Youth Containment Centre.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 262

Level: Range 7

JOB DESCRIPTION

Benchmark Job #173

Ministry: Children and Families
Branch: Administrative Services
Location: Victoria

Working Title:
Level:
NOC Code:

Administrative Clerk
Range 7
1411

PRIMARY FUNCTION

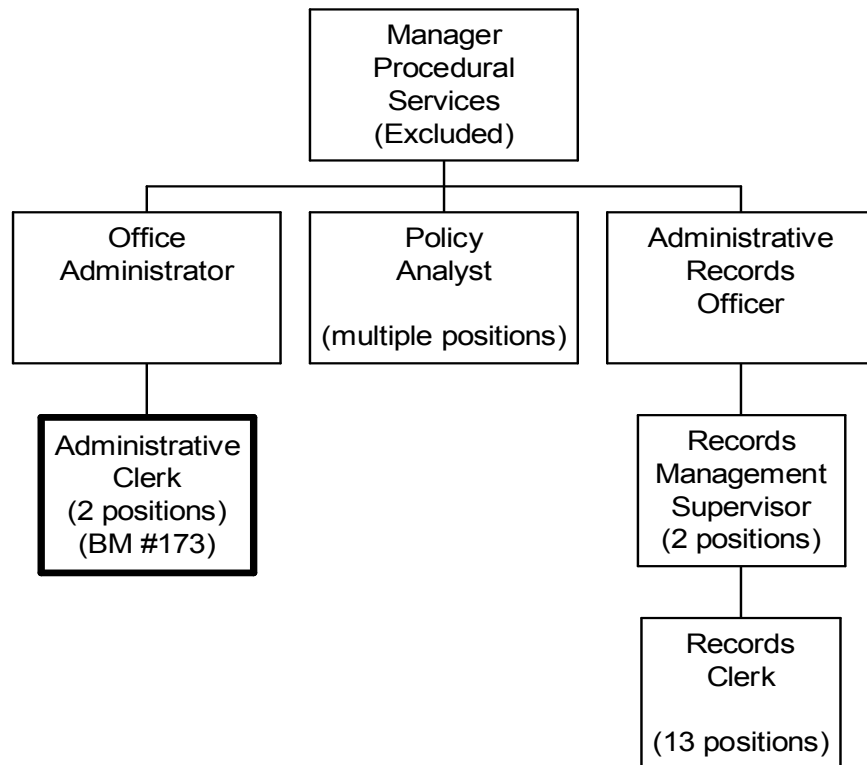
To provide reception, office and financial support services for managerial and professional staff.

JOB DUTIES AND TASKS

1. Provides reception and word processing services
 - a. receives incoming calls, answers routine inquiries and refers incoming calls to appropriate staff
 - b. transcribes memoranda, correspondence and reports from handwritten and/or edited copy
 - c. prepares responses to Ministerial inquiries from handwritten and/or edited copy
 - d. composes routine responses to inquiries, as required, for signature
2. Maintains a general ledger for the branch
 - a. processes invoices by verifying and selecting codes, entering coding blocks, entering information into general ledger, passing on completed documentation for signature and filing invoices
 - b. processes travel vouchers by logging in a control book, verifying and selecting codes, entering information into general ledger and passing on copies for signature
 - c. tracks contractors' expenditures and produces a report by compiling information on fees and travel claims from financial documents
 - d. enters data into a spreadsheet program to produce a report totaling accounts for payables
3. Performs clerical services in support of branch operations
 - a. receives, date stamps and distributes incoming mail and prepares outgoing mail
 - b. makes travel arrangements and enters details on staff calendars
 - c. schedules meetings and books board and conference rooms
 - d. updates and prints staff calendars on PROFS system
 - e. processes Leave Management Transactions (LMTs) and logs in control book, checks information and passes for signature
 - f. compiles information to produce Leave Management and related reports
 - g. requisitions stationary and office supplies
 - h. enters and updates files using ARCS
 - i. updates manuals and catalogues amendments into log book and distributes throughout Ministry
 - j. creates filing system to track amendments to manuals for Ministry
 - k. provides informal explanation of procedures to coworkers or auxiliary staff

ORGANIZATION CHART

Benchmark Job #173



ORGANIZATION CHART

Benchmark Job #173

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the branch office to provide reception, office and financial support services and to process, code and file invoices.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical support, perform word processing and reception, process and code vouchers and invoices and maintain manuals, files and logs.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to answer general public inquiries related to administrative services unit.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce a variety of correspondence and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, log travel vouchers and Leave Management Transactions, code invoices and maintain files and logs.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to verify and code invoices and travel vouchers, enter information, pass on completed documentation and to track contract costs.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to organize a single user information system to track amendments to manuals.</p>	C	15

ORGANIZATION CHART

Benchmark Job #173

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal explanations of procedures to co-workers or auxiliary staff.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on screen and use word processor to prepare reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce a variety of reports and correspondence.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 262.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #191

Ministry: Forests
Branch: Prince George Region
Location: Prince George Forest District

Working Title:
Level:
NOC Code:

Contract Services Assistant
Range 7
1411

PRIMARY FUNCTION

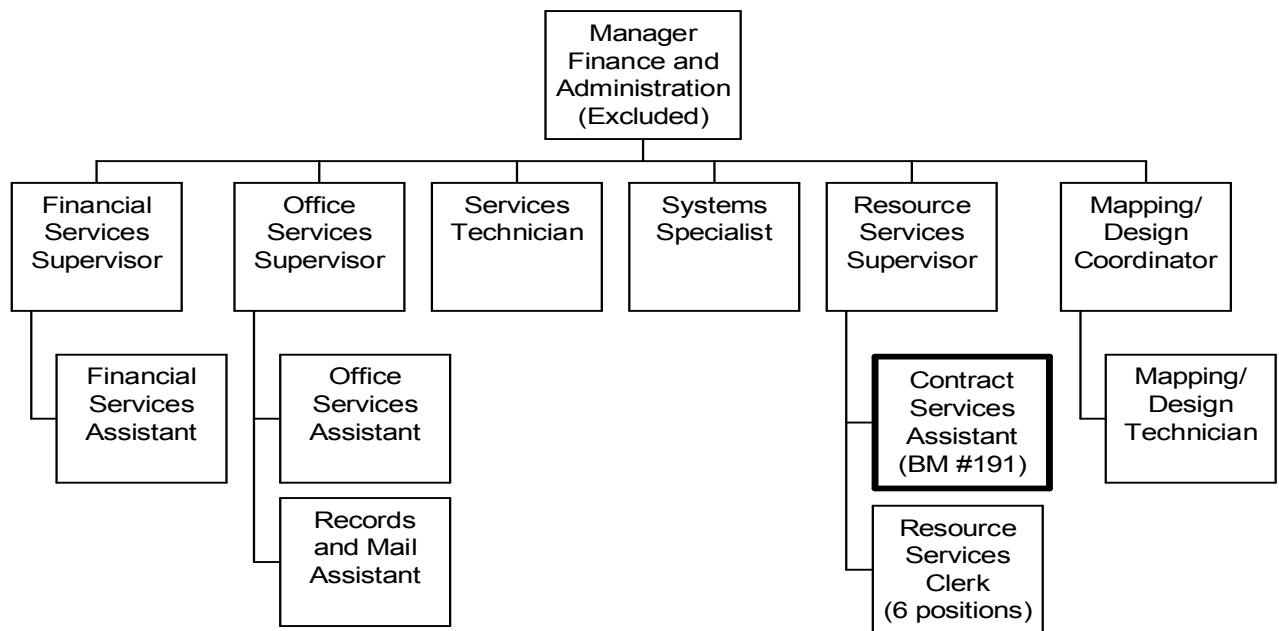
To provide clerical support services for a district office.

JOB DUTIES AND TASKS

1. Processes forestry program related applications, including applications for private timber marks, permits, sales and contracts
 - a. checks forms and applications for completeness and accuracy
 - b. checks status of company and/or accounts
 - c. establishes lists of applicants
 - d. distributes memos, certificates, forms and correspondence
 - e. records and tracks flow of paperwork and deadlines
 - f. responds to general enquiries in person or over the telephone regarding timber regulations, or refers to field staff
2. Performs clerical support functions
 - a. keyboards correspondence, contracts, certificates, permits and reports using word processor
 - b. updates ledgers for waste assessment and trespass reports
 - c. maintains and updates manuals as required
 - d. files documents, photocopies and performs reception duties
3. Performs duties relating to the tender of timber sales
 - a. keyboards advertisements for notices and ensures that they are properly placed in media
 - b. compiles particulars of tenders and contracts, keyboards and submits for signature
 - c. assembles and distributes particulars of tenders
 - d. proof-reads and prepares documentation for timber sales
 - e. participates in tender openings or auctions as recorder and receives security deposits
 - f. prepares and distributes final tenure documents, obtains signatures and sends out unsuccessful bidders letters
 - g. performs data entry into tenure filing system to record the processing, issuance, amendment, expiry, the disposition of deposits, and extension and deletion of tenures
4. Performs other related duties
 - a. prepares and distributes Class B burning permits, firewood and cutting permits
 - b. determines fee amount for permits, such as road use permits and stumpage fees
 - c. receives and records monies including security deposits, annual rents, permit fees and road use deposits and issues receipts
 - d. initiates forms for refund of security deposits
 - e. provides informal orientation to new employees

ORGANIZATION CHART

Benchmark Job #191



ORGANIZATION CHART

Benchmark Job #191

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the branch office to provide clerical support for contract administration, tenure maintenance and private timber marks, word process documents, maintain ledgers, receive and record monies and issue receipts.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical services, process forestry permits and contracts, verify accuracy of document information, update files and perform reception services.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to exchange information and answer general public inquiries related to work unit activities and timber regulations.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce correspondence, contracts, certificates and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to word process documents, maintain waste assessment ledger and trespass reports, issue receipts for permits and deposits and compile information on tenders and contracts for signature.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to determine fee amount for permits, such as road use permits and stumpage.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to set up and maintain a single user filing system for forestry program applications.</p>	C	15

ORGANIZATION CHART

Benchmark Job #191

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence, contracts, certificates and reports.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce correspondence, contracts, certificates and reports.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 262.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #193

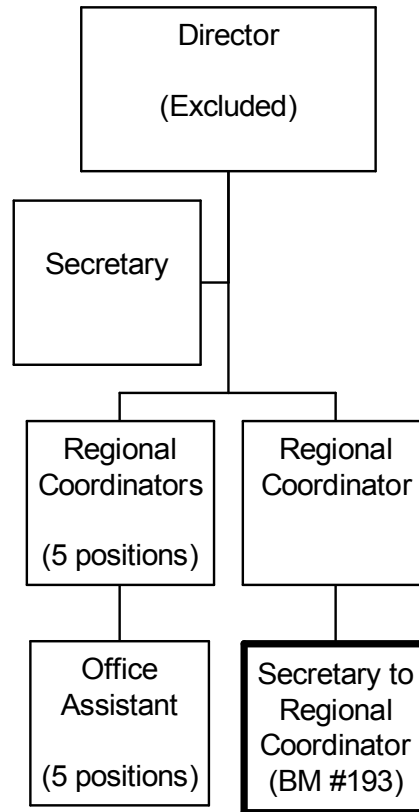
Ministry:	Various	Working Title:	Secretary to Regional Coordinator
Branch:	Various	Level:	Range 7
Location:	Regional Office	NOC Code:	1411

PRIMARY FUNCTION

To provide clerical, word processing and receptionist services for the Regional Coordinator in a regional office.

JOB DUTIES AND TASKS

1. Performs word processing and clerical duties
 - a. drafts replies to routine correspondence as directed
 - b. keyboards correspondence, memos, letters and reports using a word processor
 - c. sets up, maintains and updates ARCS/ORCS filing system including opening, classifying, closing and consolidating files, entering files onto computer and maintaining an inventory of records
 - d. requisitions office supplies, equipment and furniture
 - e. forwards completed financial forms, such as travel vouchers, time sheets, lease requests, invoices and receipts to the Regional Contact for review
 - f. sends and receives faxes and electronic mail and photocopies documents as required
 - g. opens, sorts, and distributes incoming mail and prepares outgoing mail
 - h. exchanges information with Victoria HQ regarding formal Freedom Of Information requests
 - i. arranges conference calls or regional meetings and takes, keyboards and distributes minutes
 - j. contacts organizations to obtain and verify information required
 - k. compiles and distributes information packages upon request
 - l. maintains community group contact list for the region
 - m. maintains Regional Coordinator's schedules, makes travel arrangements and arranges meetings
2. Performs receptionist duties
 - a. provides front-line reception to the public including receiving calls, reporting to general inquiries, greeting in-person visitors and directing to appropriate Ministry staff, if required
 - b. provides forms, publications and information on regional office procedures to the general public
3. Performs other related duties
 - a. disburses and reconciles petty cash float fund
 - b. compiles information on regional programs and projects for the Regional Coordinator
 - c. provides informal orientation to new employees



ORGANIZATION CHART

Benchmark Job #193

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the regional coordinator's office to provide clerical, word processing and reception support services, file, handle information requests, arrange meetings and travel itineraries.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to draft replies to correspondence, classify and organize documents, answer inquiries and arrange meetings and travel.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to obtain and verify information from organizations and answer general public inquiries related to regional office procedures.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce correspondence, memos and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to answer general enquiries, compiles information on regional programs and projects and forward financial forms to Regional Contact for review.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to disburse and reconcile petty cash float fund.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user filing system by setting up, opening, classifying, closing, consolidating and updating files for regional office.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #193

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce correspondence and reports.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 265

Level: Range 7

JOB DESCRIPTION

Benchmark Job #190

Ministry: Forests
Branch: Finance and Administration
Location: Vernon Forest District

Working Title:
Level:
NOC Code:

Office Services Assistant
Range 7
1411

PRIMARY FUNCTION

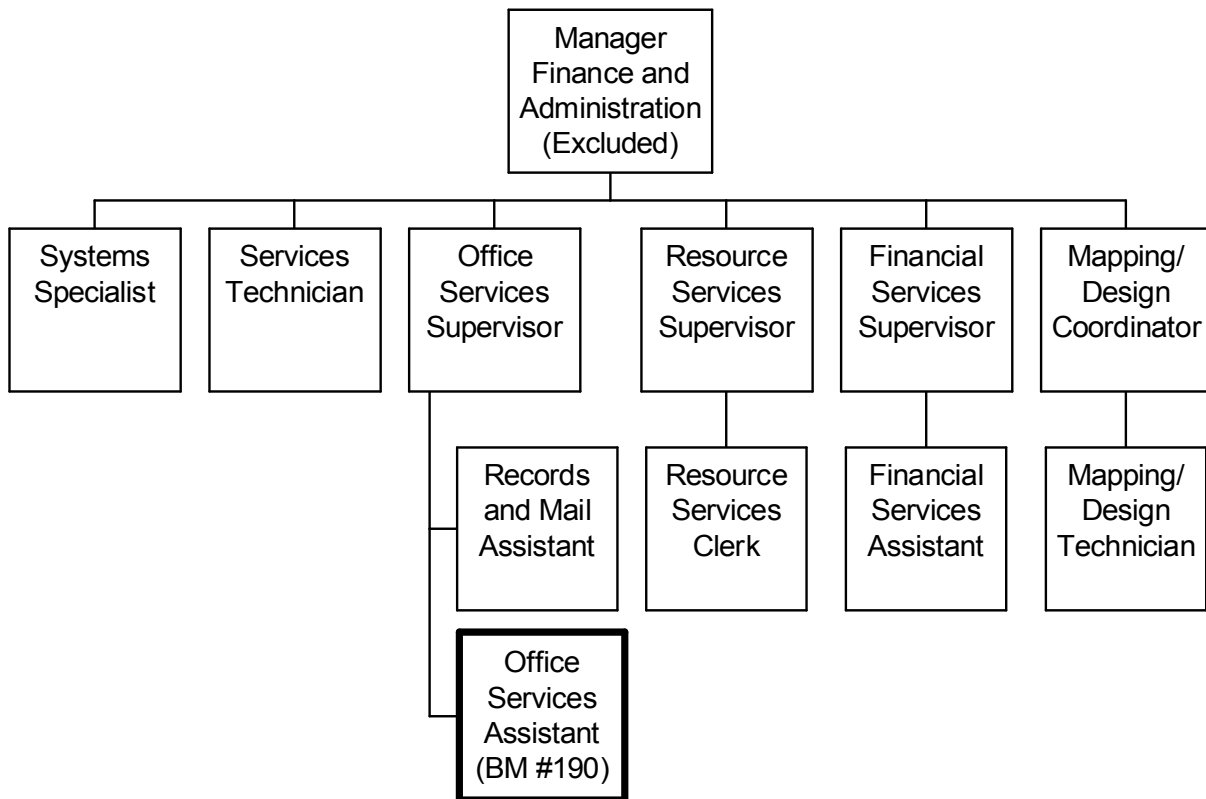
To provide receptionist, clerical support and data entry services for District staff.

JOB DUTIES AND TASKS

1. Performs receptionist duties
 - a. receives incoming calls, identifies nature of calls, takes messages and directs calls to District staff using multiple line switchboard and two-way radio
 - b. responds to general enquiries on burning permits, small business tenders, timber mark procedures and forestry road closures and provides information brochures, packages, forms and applications
 - c. books meeting and conference rooms, and makes appointments and reservations for staff
 - d. notifies supervisors of any sick/absent employees each day
 - e. maintains staff sign-in/out records and logs (i.e. vehicles) and maintains key for vehicle cabinet
 - f. maintains radio calls log, contacts field personnel at day end if not signed in, and notifies answering service, and/or calls for emergency assistance, if necessary
 - g. notifies RCMP and ambulance of any emergencies received by radio
 - h. contacts in-house helicopter flights every half-hour and records time and location
2. Performs data entry and word processing
 - a. word processes, edits and creates correspondence, memos, forms, reports, etc.
 - b. photocopies and distributes correspondence and other documentation to staff
 - c. enters history records into computer and checks calculations
3. Provides clerical support services
 - a. ensures completeness of applications and prepares and distributes permits for firewood, Christmas Tree cutting and Class B Burning
 - b. receives remittances and prepares and distributes receipts for timber sale deposits, marking hammers, range and stumpage fees, etc.; stores receipts in safe
 - c. records incoming monies on Financial Mail List and forwards funds to financial clerk for deposit
 - d. tracks firefighting cheques to be picked up, obtains identification and signature upon pick-up, mails out cheques and maintains cheque record information
 - e. obtains client information forms and checks for completeness
 - f. maintains, purges and closes operational files
4. Performs other related duties
 - a. arranges for maintenance/repair of photocopier, and maintains stock of paper, forms and applications
 - b. opens, date stamps and distributes incoming mail/tender documents and prepares outgoing mail
 - c. receives and sends faxes, maintains and updates manuals

ORGANIZATION CHART

Benchmark Job #190



ORGANIZATION CHART

Benchmark Job #190

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the forest district office to provide reception and clerical services, perform word processing, prepare and distribute permits, maintain logs, receive fees and prepare receipts.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical services, identify nature of incoming calls and refer to appropriate person, perform word processing, maintain in/out list for safety checks and receive, record and forward fees for deposit.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to answer general public inquiries related to forest service work unit, timber mark procedures and permits.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce correspondence and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, prepare and distribute permits and receipts, perform word processing, maintain staff check-in log, receive remittances, record and forward money for deposits, record and distribute firefighting cheques.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to determine and to receive fees for timber sales, stumpage fees, record and forward to financial clerk for deposit.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to maintain, purge and close operational files.</p>	C	15

ORGANIZATION CHART

Benchmark Job #190

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation in office procedures to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to maintain radio contact and sign-in/out log to ensure safety of field staff, calling for emergency assistance, if necessary.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce correspondence and reports.	C	12
12	SURROUNDINGS Exposure to occasional unpleasant dealings with clients or public upset about fees or processes regarding permits.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 267.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #189

Ministry: Children and Families
Branch: Personnel Services
Location: Victoria

Working Title:
Level:
NOC Code:

Personnel Clerk
Range 7
1442

PRIMARY FUNCTION

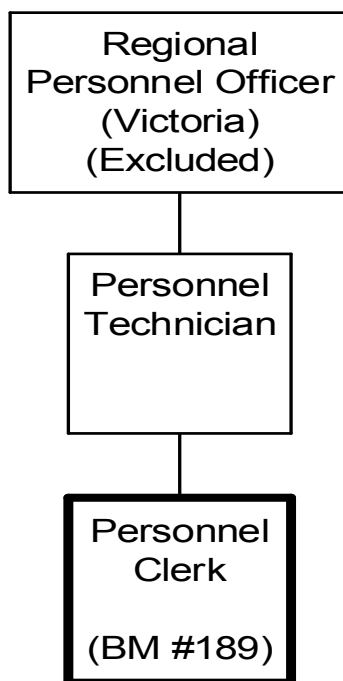
To provide a variety of clerical support services to the Regional Personnel Office.

JOB DUTIES AND TASKS

1. Provides clerical services to support the Personnel Office
 - a. keyboards letters, memorandums, reports, statistical summaries on word processor for Personnel Officer and Personnel Technician
 - b. makes travel arrangements for staff
 - c. receives, records and distributes incoming mail and prepares outgoing mail
 - d. updates material and closes personnel and competition files
 - e. updates manuals as required
 - f. files and retrieves records and correspondence, and photocopies and faxes documents
2. Provides clerical services to Personnel Technician to support the staffing process
 - a. receives, records, stamps, tracks and summarizes job competition applications
 - b. notes late applications and forwards file to Personnel Technician, determines in-service competition eligibility in routine cases and forwards remainder to Technician for determination
 - c. notifies applicants of interview dates and location and informs them of interview expense policies
 - d. distributes testing materials and monitors time limits for written or keyboarding tests
 - e. calculates pay entitlements including substitution pay entitlements
 - f. codes, processes and checks invoices and travel vouchers for completeness and accuracy including interview, travel, relocation and transfer expenses and forwards to accounting
 - g. updates the Corporate Human Resource Information and Payroll System (CHIPS) on a regular basis to ensure changes in employment status, position status and supervisor are correct
 - h. ensures the data integrity of CHIPS by regularly reviewing variance reports and correcting errors
3. Performs receptionist duties and assists general public seeking employment
 - a. greets visitors, staff members and the general public and directs to appropriate staff
 - b. answers general telephone calls, takes messages, identifies purpose of incoming calls and refers to appropriate staff or government office
 - c. releases information related to work unit procedures, job vacancies and qualifications following confidentiality policies and procedures; verifies information
4. Performs other related duties
 - a. completes requisitions for office supplies
 - b. ensures file cabinets and file room are kept locked
 - c. provides informal orientation to the workplace to new employees

ORGANIZATION CHART

Benchmark Job #189



ORGANIZATION CHART

Benchmark Job #189

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the personnel office to provide reception and clerical services, receive, track and summarize job competition applications, monitor time limits for written and keyboarding tests and maintain personnel information files.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical services, identify purpose of incoming calls and refer to appropriate person, word process letters, memos and reports, maintain personnel files and track job competition applications.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to verify information and answer general public inquiries related to work unit procedures, job vacancies and qualifications.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce letters, memos and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, receive, summarize and track job applications, prepare correspondence and monitor time lines of written and keyboarding tests.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to code, process and check invoices and travel vouchers for completeness and accuracy.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to ensure the data integrity of CHIPS by reviewing variance reports and correcting errors.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #189

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and statistical summaries.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce letters, memos and reports.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 270

Level: Range 7

JOB DESCRIPTION

Benchmark Job #187

Ministry: Various
Branch: Various
Location: Various

Working Title:
Level:
NOC Code:

Word/Data Processing Clerk
Range 7
1412

PRIMARY FUNCTION

To provide word processing and data entry services for the Branch.

JOB DUTIES AND TASKS

1. Performs keyboarding and data entry
 - a. keyboards general and ministerial correspondence as required using word processing software
 - b. prepares presentation packages for meetings and conferences including compiling and creating materials and overheads using word processor and graphics programs
 - c. performs data entry and retrieval and maintains databases of correspondence, leave management, furniture and equipment
2. Performs other related duties
 - a. screens incoming calls including responding to inquiries regarding the office, taking messages and redirecting calls
 - b. receives visitors and directs to appropriate staff or department
 - c. books vehicles and meeting rooms and arranges travel
 - d. opens, sorts and logs incoming mail, prepares outgoing mail and receives packages and signs delivery slips
 - e. maintains and updates ARCS/ORCS filing system including purging files and preparing and arranging for off-site storage and retrieval
 - f. provides orientation to new employees

ORGANIZATION CHART

Benchmark Job #187

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the branch office to perform word processing and data entry, provide reception and clerical support and maintain filing system.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to prepare materials including graphics for meetings, conferences and presentations, to identify purpose of incoming calls and refer to appropriate person, and maintain ARCS/ORCS filing systems.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to answer general public inquiries related to job duties and the work unit.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce correspondence, enter data and update files with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to word process correspondence, perform data entry, create materials for presentation at meetings, provide reception services, and maintain filing system.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to receive packages and sign delivery slips.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user filing system by updating, maintaining, purging and storing files using ARCS and ORCS.</p>	C	15

ORGANIZATION CHART

Benchmark Job #187

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always visually focus on source documents and use word processor to produce correspondence and to enter data.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost always (5 hours a day) use word processor with speed and accuracy to produce correspondence and graphics and to enter data.	D	18
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Moderate exposure to hazards from keyboarding almost always.	C	6

Total Points: 271.5

Level: Range 7

JOB DESCRIPTION

Benchmark Job #177

Ministry:
Branch: Various Health Units
Location: Various

Working Title:
Level:
NOC Code:

Receptionist
Range 7
1414

PRIMARY FUNCTION

To provide receptionist services for the Health Unit.

JOB DUTIES AND TASKS

1. Performs receptionist and switchboard services in a health unit
 - a. receives and screens several hundred incoming calls daily and directs to appropriate departments and staff, takes telephone messages for staff
 - b. responds to general inquiries over the telephone or at the counter, informs clients, agencies and the public of health unit policy and procedures; responds to questions from clients with speech and hearing impairments
 - c. directs clients and visitors entering the facility to other departments, such as Mental Health Centre and Income Assistance
 - d. books appointments for immunizations
 - e. monitors staff in/out board and informs clients of availability; reports details to after hours service
 - f. assists with processing clients through Drop-in Clinics by retrieving records, completing forms, receiving fees and providing receipts
 - g. distributes resource material such as pamphlets to the general public upon request
 - h. receives fees and reconciles revenues received from Public Health Inspection and Speech and Hearing Clinic fees against records of up to \$250 per month
 - i. opens, sorts and distributes incoming mail and prepares outgoing mail
 - j. monitors use of lending keys to BC Tel personnel and elevator inspectors
 - k. calms upset or angry clients, warns others of violent clients and calls for emergency assistance
2. Performs other related duties
 - a. performs various word processing services including keyboarding letters, memoranda, reports, birth records, medical test requisitions and schedules and forwarding to appropriate staff
 - b. books meeting rooms, audio-visual equipment and videos for staff and outside agencies
 - c. requests persons to sign in/out for audio visual equipment and videos
 - d. updates health records and files
 - e. ensures building is secured at closing time
 - f. provides formal training to auxiliary workers on switchboard operation for two weeks per person to provide switchboard relief

ORGANIZATION CHART

Benchmark Job #177

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the health unit to provide reception services, book clinical appointments, reconcile fees and word process documents.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to screen calls and direct to appropriate person, book rooms and appointments, operate word processor, maintain files and reconcile fees.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information with clients with speech or hearing impairments.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use word processor to produce correspondence, requisitions, records and schedules with some speed to meet deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, book clinical appointments, rooms and audio visual equipment for clients and staff and perform word processing.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to receive various public health fees and reconcile revenue received with records of receipts.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Some responsibility to access and update Health Unit records and records of audio visual equipment use.</p>	B	10

ORGANIZATION CHART

Benchmark Job #177

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to auxiliary workers on switchboard operation at two week sessions to provide switchboard relief.</p>	B	9
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to report unsafe behaviour of clients and call emergency services when necessary of mental health and income assistance clients.</p>	B	10
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to and respond to inquiries from mental health and income assistance clients.</p>	C	12
11	<p>PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view computer screens and reports.</p>	C	12
12	<p>SURROUNDINGS Exposure to frequent unpleasant dealings with upset mental health and income assistance clients.</p>	C	6
13	<p>HAZARDS Significant exposure to hazards from frequent possibility of physical violence from mental health unit and income assistance clients at reception counter.</p>	D	9

Total Points: 278

Level: Range 7