

JOB DESCRIPTION

Benchmark Job #010

Ministry: Human Resources
Branch: Income Assistance
Location: Vancouver

Working Title:
Level:
NOC Code:

Client Service Worker
Range 9
1441

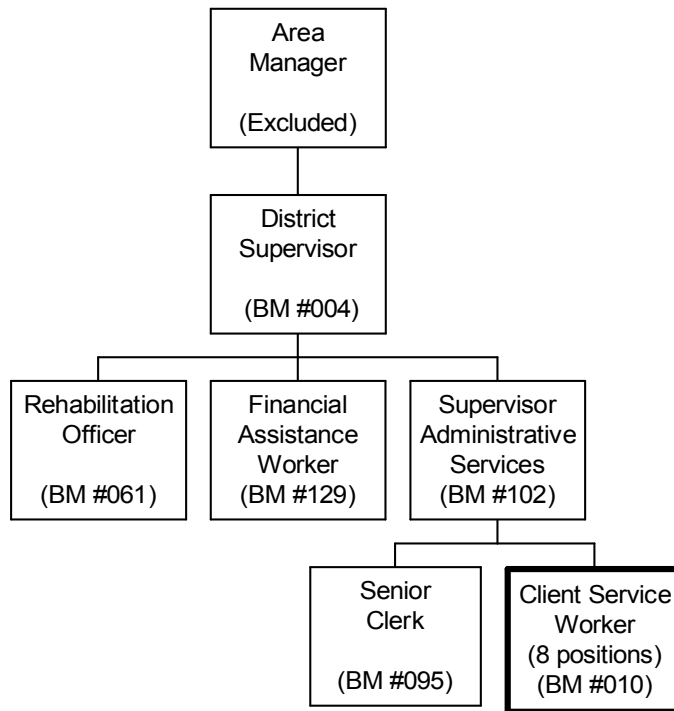
PRIMARY FUNCTION

To provide case specific information to income assistance clients and issue interim funds as administrative support to Financial Assistance Workers (FAW).

JOB DUTIES AND TASKS

1. Prepares client files and issues funds
 - a. receives documentation from client and assists in completion of application and forms
 - b. gathers pre-application information, checks information given by client and conducts a prior contact check noting any discrepancies between system and application; conducts initial check to confirm intent to rent information; enters client pre-application information into computer
 - c. processes drug, dental and optical requests; authorizes the issuing of interim funds to \$500 per transaction by referring to prescribed criteria
 - d. issues vouchers for transportation, groceries, accommodation or other basic necessities authorized by FAW
 - e. accepts and witnesses various financial documents such as UIC repayments and security deposits
 - f. processes MSP, Optical and T5 Tax forms
 - g. prepares files for transfer out, registers documents into computer system for transfer in and checks that documents have been received
 - h. opens, updates, combines and closes files as required; indexes files using ARCS/ORCS, conducts file searches and sends closed files to Records Management Unit
2. Receives enquiries from clients over the telephone or in person at the counter in an income assistance office
 - a. answers enquiries and provides information on services or directs to appropriate resource
 - b. identifies urgency of the request, informs clients of information required prior to their meeting with an FAW; arranges appointment and informs client of intake and appointment procedures
 - c. gathers information from client to identify specific client inquiry, searches the client's file to gather factual information regarding the client's circumstance; answers questions regarding client's file using screens, codes and records
 - d. explains to clients their rights and obligations under the 5 BC Benefits Acts and Regulations and ministry policy
 - e. informs clients of their regulatory and social requirements for program eligibility
3. Performs other related duties
 - a. prints imprest cheques
 - b. obtains signing authority signatures, distributes imprest cheques according to FAW's instructions and releases cheques for client pick-up
 - c. receives reimbursement cheques, issues receipts and ensures safe-keeping of negotiable documents
 - d. opens, date stamps and distributes incoming mail
 - e. types general correspondence for staff
 - f. monitors activity in the waiting room and alerts appropriate staff if any concerns arise
 - g. provides informal orientation to the workplace to new employees

ORGANIZATION CHART
Benchmark Job #010



REASON FOR CLASSIFICATION

Benchmark Job #010

Job Title: Client Service Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the income assistance office to explain to clients their rights and obligations under the 5 BC Benefits Acts and Regulations, authorize funds within prescribed criteria and limits, gather relevant information for pre-application files and respond to enquiries.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to identify client circumstances and authorize funds within prescribed criteria and limits.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of income assistance client's rights and obligations under the 5 BC Benefits Acts, their regulatory and social requirements for program eligibility, status of client's file and appointment criteria.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Some coordination and dexterity required to operate keyboard to update client information on computer with a minimal requirement for speed.</p>	B	10
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 respond to questions regarding client's files, provide funds following well-defined criteria, set up and maintain client files and print and distribute imprest cheques.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to determine eligibility and authorize funds to \$500 for drugs, dental, optical, transportation, food and accommodation using prescribed criteria.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide support to a multiple user filing system including opening, combining, and closing files.</p>	C	15

REASON FOR CLASSIFICATION

Benchmark Job #010

Job Title: Client Service Worker

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 workers.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to provide interim funds to meet the basic necessities of income assistance clients.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently balance interview schedules, walk in and telephone clients, front desk duties and interruptions.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently stand at front counter to service clients.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with angry clients.	C	6
13	HAZARDS Significant exposure to hazards from frequent possibility of physical violence from clients in an income assistance office.	D	9

Total Points: 286.5

Level: Range 9

JOB DESCRIPTION

Benchmark Job #184

Ministry: Skills, Training and Labour
Branch: Workers' Compensation Review Board
Location: Richmond

Working Title:
Level:
NOC Code:

Registration Clerk
Range 9
1441

PRIMARY FUNCTION

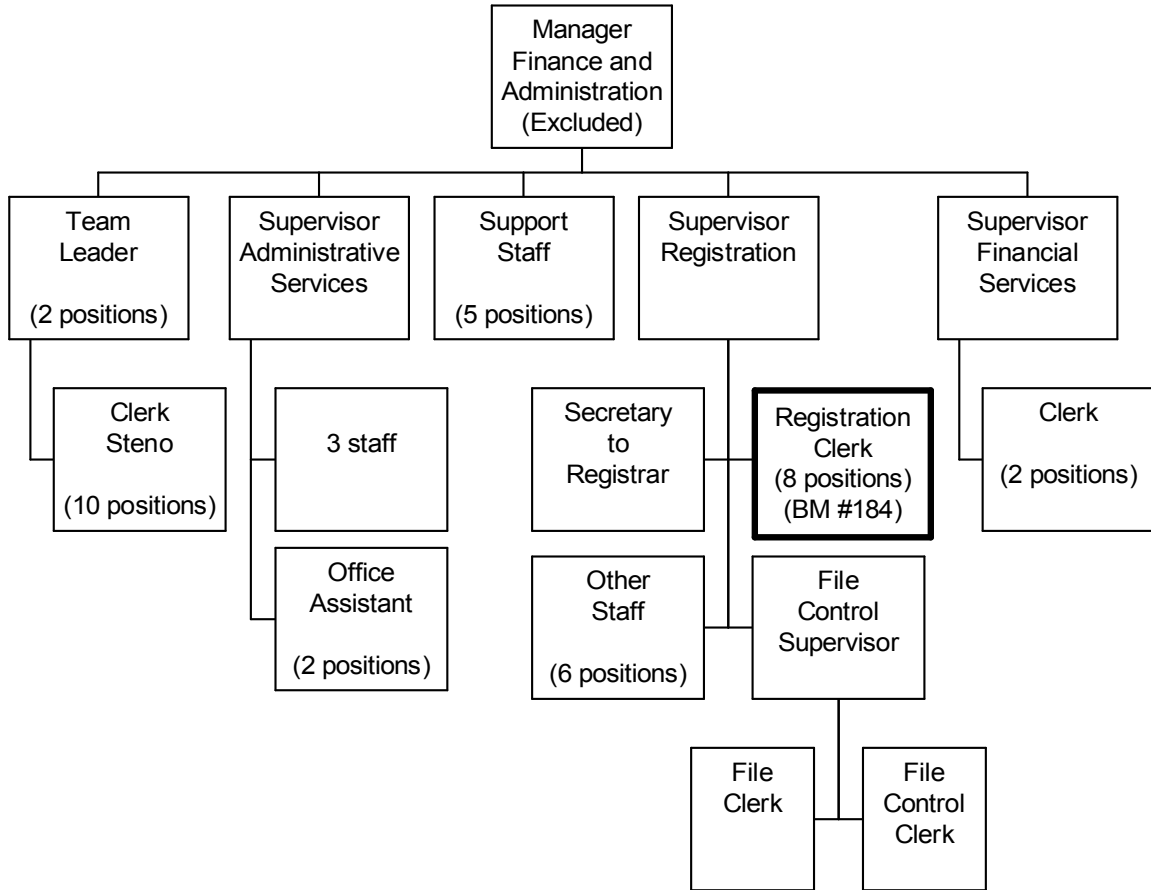
To track all stages of worker/employer appeals for the Workers' Compensation Review Board by ensuring the completeness, accuracy and processing of files within strict deadlines.

JOB DUTIES AND TASKS

1. Initiates check-in process of Workers' Compensation Review Board (WCRB) appeals
 - a. receives all in-coming appeal forms and letters of intent to appeal at the WCRB
 - b. enters basic information from appeal form onto computerized case management system
 - c. assigns an internal appeal number to register appeal
 - d. requests the claim file from the Workers' Compensation Board (WCB)
2. Organizes, tracks, and maintains appeal files for the WCB
 - a. sets up and maintains a bring-forward system to track outstanding claim files from the WCB
 - b. checks file for accuracy, timeliness and document completeness upon receipt of claim file from WCB
 - c. determines and extracts pertinent information from file, including the issue under appeal; codes material
 - d. enters information into the final check-in screen of the computerized case management system
 - e. modifies and/or drafts letters of receipt or letters asking for additional information as required
 - f. prepares two file folders for each appeal received, adds WCB decision letter and forwards the entire package to the Deputy Registrar for assignment
 - g. processes file data at each stage of appeal process within strict deadlines using bring forward system
3. Performs other related duties
 - a. provides support to Registrar including word processing correspondence and reports, data entry, and keyboarding from transcription equipment; transcribes dictation
 - b. responds to enquiries over the telephone from employers and workers to explain procedures and timelines regarding the status of appeals
 - c. receives cheques and money orders from appellant for disclosure fees and forwards to WCB with appropriate forms

ORGANIZATION CHART

Benchmark Job #184



ORGANIZATION CHART

Benchmark Job #184

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the Workers' Compensation Review Board appeals office to receive and register compensation appeals on database, open files, track and process file data at each level of appeal process.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to receive and register appeals, ensure required data is complete, process files using bring forward system and perform data entry and word processing.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of timelines related to the status of appeals with workers who are upset, to remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor and enter data to produce correspondence and to update compensation appeal 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 receive and register WCB appeals on database, track all stages of workers/employers appeals, ensure document completeness and process appeal file documents within deadlines.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to receive cheques and money orders from appellants for disclosure fee and forward to the Workers' Compensation Board with appropriate forms.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide support to a multiple user project information system by organizing, tracking and maintaining appeal files.</p>	C	15

ORGANIZATION CHART

Benchmark Job #184

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to explain procedures of the Workers' Compensation Board appeals file system to co-workers on an ad hoc basis.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to calm appellants who call regarding the status of their appeals.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always visually focus on source document and use word processor to produce correspondence and enter appeal file data.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost always focus visual attention to printed material to enter data.	D	18
12	SURROUNDINGS Exposure to regular dealings with appellants who are upset regarding the status of their appeals.	B	4
13	HAZARDS Moderate exposure to hazards from keyboarding and data entering almost always.	C	6

Total Points: 288.5

Level: Range 9

JOB DESCRIPTION

Benchmark Job #109

Ministry: Aboriginal Affairs
Branch: Communications
Location: Victoria

Working Title:
Level:
NOC Code:

Secretary to Director
Range 9
1241

PRIMARY FUNCTION

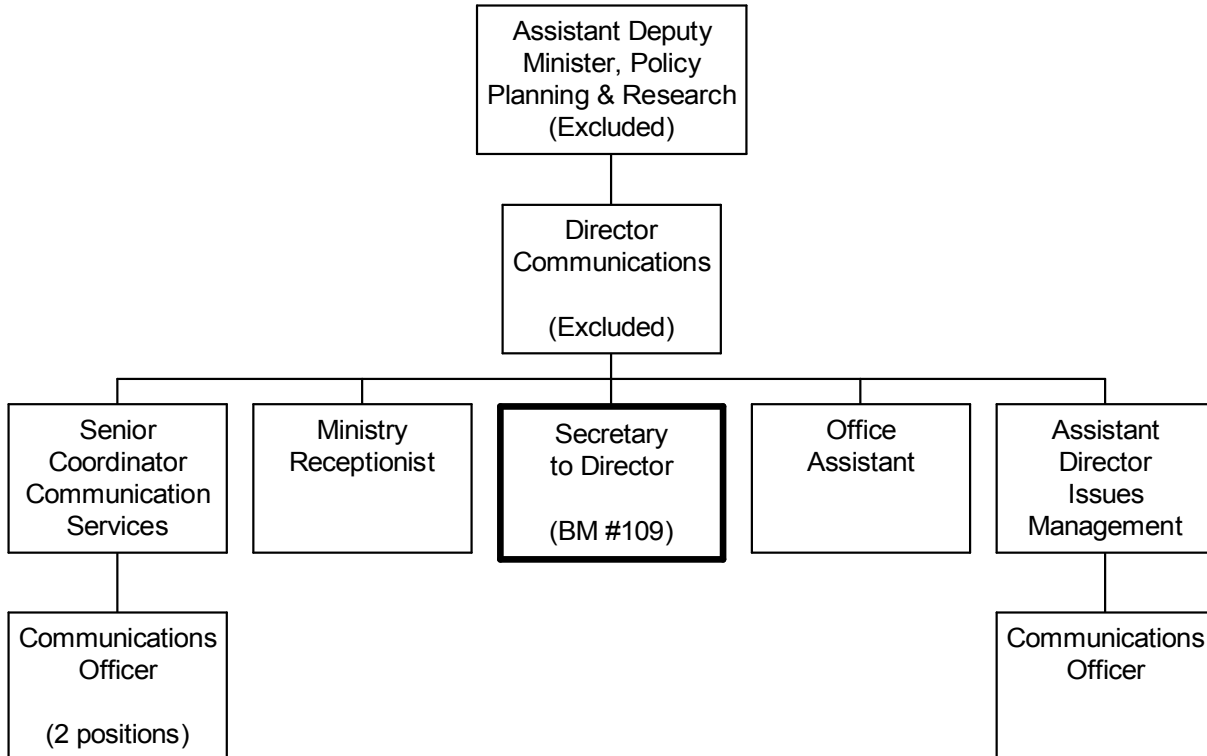
To provide secretarial and clerical support services to the Director of Communications and the branch.

JOB DUTIES AND TASKS

1. Provides secretarial support services
 - a. composes and keyboards routine correspondence for the branch
 - b. transcribes, keyboards and formats letters, memoranda, reports, briefing notes, Treasury Board and Cabinet Submissions on word processor from hand-written notes
 - c. compiles correspondence packages for the signature of the Director, Premier, Minister and Deputy Minister
 - d. distributes correspondence and assignments to branch staff as directed
 - e. organizes and maintains bring forward system, electronic mail system and assignment logs
 - f. sets up, maintains, classifies and updates branch ARCS/ORCS filing system of records, reports and correspondence
 - g. maintains log of staff leaves
 - h. prepares travel vouchers, business expense forms, local minor purchase orders and Queen's Printer requisitions
 - i. processes invoices including coding and checking for accuracy and completeness
 - j. opens, logs, prioritizes and distributes incoming mail for the branch and prepares outgoing mail
 - k. responds to general enquiries related to the Branch from the public, government staff and agencies; redirects calls as required; enters information onto Enquiry Tracking System and prepares reports as requested
2. Provides clerical support for meetings, open houses and public information sessions
 - a. arranges meetings and makes travel arrangements for branch staff
 - b. assembles information for packages to be used in open houses and public information sessions
 - c. keyboards and distributes agendas for meetings
 - d. arranges date, time and place for meetings and books meeting rooms
3. Performs other related duties
 - a. sends and receives courier packages and processes related paperwork
 - b. provides orientation to the workplace to new employees

ORGANIZATION CHART

Benchmark Job #109



ORGANIZATION CHART

Benchmark Job #109

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of secretarial and clerical functions and understand how they relate to the communications office to provide secretarial support, word process and prepare correspondence packages for signature, organize and maintain filing systems, process invoices, arrange meetings and travel for Director and open, prioritize and distribute mail.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide secretarial support, compose correspondence, maintain filing systems, arrange meetings and travel, word process documents and prepare correspondence packages.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to exchange information with staff and answer general enquiries related to the branch with the public and agencies.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce reports, correspondence and materials with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to coordinate office administrative functions, provide secretarial services, open, prioritize and distribute mail, prepare correspondence packages for signature, prepare correspondence, reports, forms and invoices, organize filing systems and arrange meetings and travel.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to process invoices, including coding and checking for accuracy and completeness.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by setting up, sorting, maintaining and retrieving branch files and classifying, updating and maintaining ARCS/ORCS filing system.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #109

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 documents to keyboard to produce materials, reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce materials, 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: 290

Level: Range 9

JOB DESCRIPTION

Benchmark Job #181

Ministry:		Working Title:	Continuing Care Clerk
Branch:	Various Health Units	Level:	Range 9
Location:	Various	NOC Code:	1412

PRIMARY FUNCTION

To provide data entry and clerical support services for the Continuing Care Division.

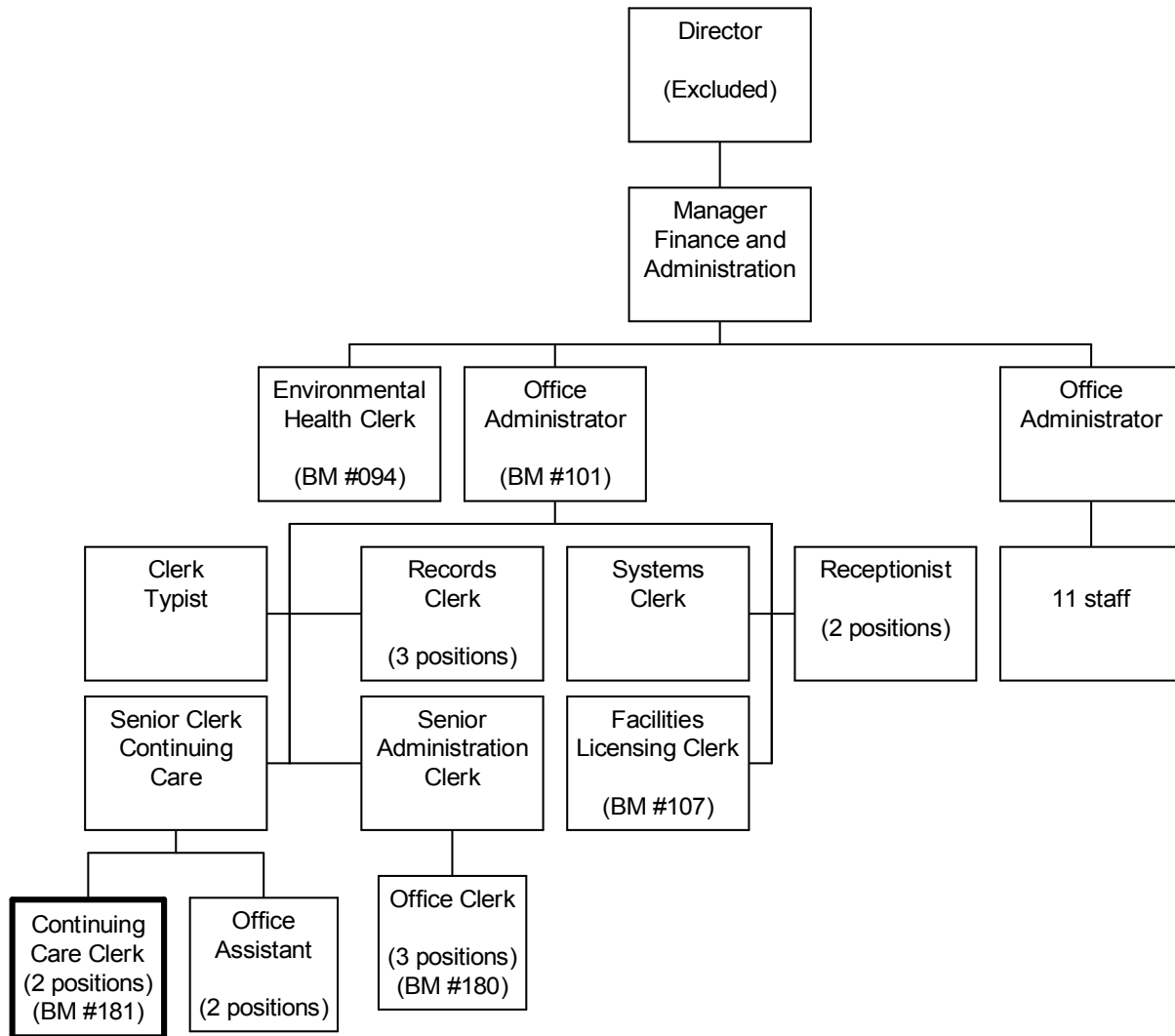
JOB DUTIES AND TASKS

1. Performs keyboarding and data entry
 - a. prepares correspondence, minutes, progress reports, summaries, referral and forms and other various documentation using word processor, spreadsheet or typewriter and forwards to appropriate staff
 - b. takes, transcribes and distributes minutes of meetings as required
 - c. drafts correspondence for signature
 - d. creates forms and presentation and handout materials using computer software
 - e. compiles and posts statistics for continuing care programs
 - f. updates and prints lists each week and distributes

2. Performs other related duties
 - a. answers telephone and in-person inquiries, takes messages and redirects calls to appropriate staff
 - b. explains procedures and practices of programs with clients; reassures upset clients who have family members in continuing care programs
 - c. sets up and maintains client files and charts, and arranges for disposal of files and charts
 - d. sorts and distributes incoming mail and prepares outgoing mail
 - e. checks calculations and accuracy of invoices
 - f. gives informal guidance to office staff on procedures

ORGANIZATION CHART

Benchmark Job #181



ORGANIZATION CHART

Benchmark Job #181

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the division to perform keyboarding and data entry, provide reception services, and maintain data client files and lists.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to word process documents, draft correspondence, screen calls and answer inquiries and maintain spreadsheets, client files and lists.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to explain procedures and practices of programs with clients who have family members in continuing care, to remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce reports and correspondence and to update data 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 perform word processing and data entry, provide reception, and maintain client files and lists.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to check calculations and accuracy of invoices.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user filing system by maintaining, updating, filing and retrieving files and arranging for disposal.</p>	C	15

ORGANIZATION CHART

Benchmark Job #181

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to give informal guidance to office staff on procedures.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to offer emotional comfort and reassure upset clients.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always visually focus on source documents and use word processor to produce correspondence and data.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost always (6 hours a day) use a keyboard to enter data and to produce reports and correspondence with speed and accuracy.	D	18
12	SURROUNDINGS Exposure to regular unpleasant dealing with upset clients.	B	4
13	HAZARDS Moderate exposure to hazards from keyboarding almost always.	C	6

Total Points: 293.5

Level: Range 9

JOB DESCRIPTION

Benchmark Job #007

Ministry: Attorney General
Branch: Mount Thurston Correction Centre
Location: Chilliwack

Working Title: **Secretary – Correction Centre**
Level: Range 9
NOC Code: 1241

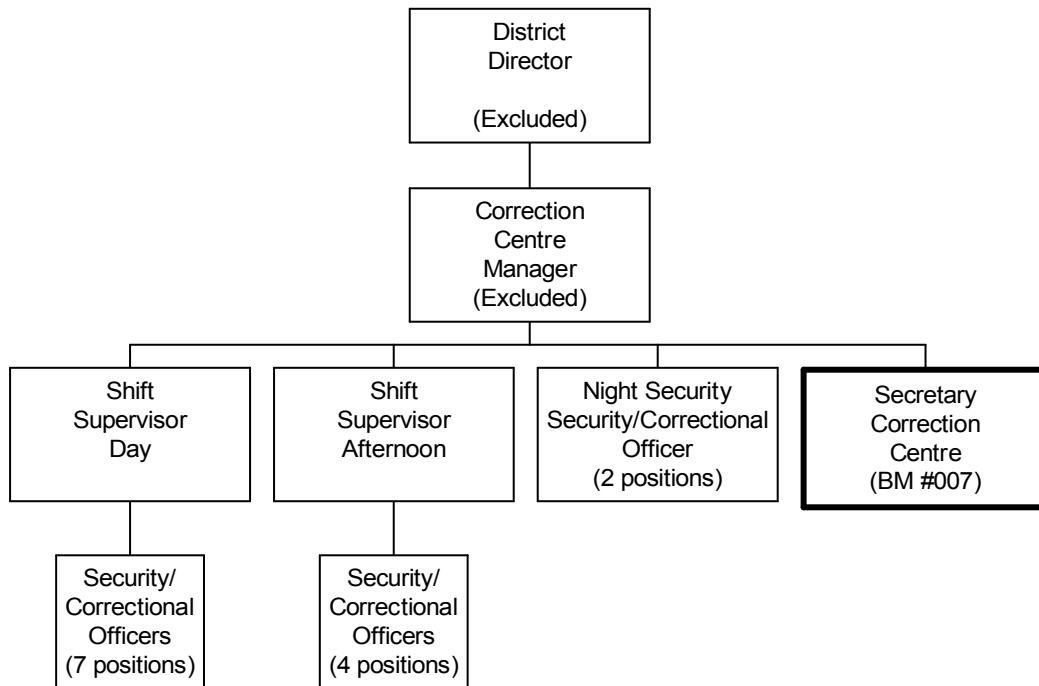
PRIMARY FUNCTION

To provide secretarial and clerical support services to the Manager and staff in an open adult Correction Centre.

JOB DUTIES AND TASKS

1. Performs stenographic functions for Manager and staff
 - a. operates word processor to produce a variety of materials such as Performance Planning and Review assessments, Boards of Inquiry submissions, correspondence, forms and reports
 - b. drafts routine correspondence
 - c. uses spreadsheet programs to produce a variety of documents such as mill inventory and camp supplies inventory
 - d. responds to general telephone enquiries and redirects calls to appropriate personnel; verifies information with courts
 - e. receives and distributes mail
 - f. arranges meetings
2. Performs clerical support functions
 - a. initiates and sets up inmate files with supporting documentation
 - b. updates case management board entries on computer and keeps up-to-date lists of case management assignments
 - c. enters data to compile reports such as Inmate Month End Report
 - d. updates records of inmate discharges and transfers
 - e. processes Temporary Absence and Parole applications and distributes information to appropriate offices and agencies
 - f. compiles and submits vehicle management reports for vouchering including gas consumption and repair reports, and maintains and updates inventory records of centre assets
 - g. prepares invoices for Centre Prison Industry
 - h. requisitions office supplies and maintains adequate supply of required forms in the Centre
3. Maintains records and files
 - a. maintains records of expenditures and compiles monthly for processing through the business office
 - b. updates records on staff leaves, CTO, overtime and auxiliary hours for payroll purposes
 - c. compiles expenditures and prepares reports for Manager
 - d. sets up, maintains, classifies and updates centre ARCS/ORCS filing system of records, reports and correspondence; files purchase requisitions and journal vouchers
 - e. maintains log of facility repairs needed or maintenance problems and informs BCBC as required
4. Performs other related duties
 - a. trains camp staff in computer use

ORGANIZATION CHART
Benchmark Job #007



ORGANIZATION CHART

Benchmark Job #007

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of secretarial and clerical functions and understand how they relate to the correctional camp office to provide secretarial support, draft routine correspondence, compile reports, organize file system and perform word processing.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide secretarial support, compile monthly expenditure reports and record payroll and leave information.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to exchange information and answer general inquiries related to work unit correction camp matters with public and the court system.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce a variety of materials such as correspondence and reports with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to coordinate office administrative procedures, provide secretarial services, compile financial, inmate and personnel reports, maintain equipment inventory and filing system, arrange meetings and word process documents.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to monitor expenditures and complete monthly report for Director.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to organize a multiple user office information system by setting up, maintaining, classifying and storing files.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #007

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to camp staff on computer use.	B	9
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 while using word processor to prepare reports and correspondence from source documents.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy using word processor.	C	12
12	SURROUNDINGS Exposure to occasional unpleasant dealings with upset people at a correctional centre.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 294

Level: Range 9

JOB DESCRIPTION

Benchmark Job #089

Ministry: Transportation and Highways
Branch: Motor Vehicle Branch
Location: Various

Working Title:
Level:
NOC Code:

Client Service Representative
Range 9
1441

PRIMARY FUNCTION

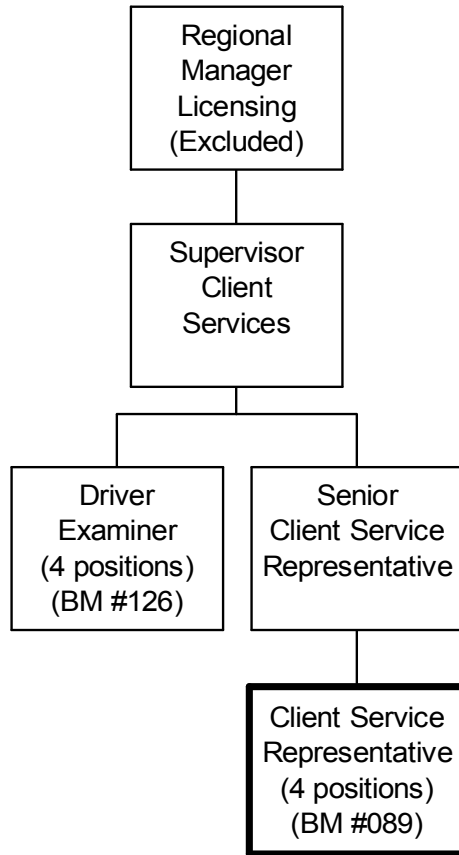
To process applications for various classes of drivers licences.

JOB DUTIES AND TASKS

1. Updates client/driver/BC Identification (BCID) files regarding drivers' examinations and licences and identifies driving restrictions
 - a. enters information on databases for original driver's licences, BCID cards and client information
 - b. renews driver's licences and issues duplicate driver's licences; photographs applicants
 - c. explains licence requirements to applicants
 - d. explains the ICBC point premium billing system procedures to applicants
 - e. processes upgrades and downgrades in licence classes
 - f. obtains information from visual function and medical fitness questions for all driver's licences and identifies driving restrictions
 - g. distributes written knowledge tests and conducts optical examinations for various driver's licences, each with their own set of requirements, and determines pass or fail and explains results to applicants
 - h. answers and responds to public enquiries and requests for information from general public, business community, government agencies and community agencies
 - i. schedules road test appointments by telephone or in person
 - j. checks for liens and encumbrances on motor vehicles
 - k. issues driver's licences dependant on road test results received from Driver Examiner
2. Receives and processes outstanding debts in accordance with statutory requirements and revenue collection rules of various ministries
 - a. checks every licence and permit applicant against outstanding accounts list of fines owed
 - b. informs applicants on the amount and reason of the debt including referring applicant to the appropriate area for further information or adjustment to debt
 - c. processes client disputes by notifying Provincial Court of disputes and requesting court date
 - d. receives payments of debts for fines owed to ministries by cash, certified cheque or money order and issues a receipt, updates driver's licence record and delivers payment and receipt to cashier
3. Issues temporary permits for restricted use within the province
 - a. determines which temporary operating permit is required by applicant by referring to appropriate procedures
 - b. calculates and collects appropriate licence and insurance fees and issues valid permit
 - c. checks outstanding account listings
 - d. forwards funds collected and receipts to cashier
4. Performs other related duties
 - a. assumes the duties of cashier on a rotational basis including receiving and reconciling office accounts, money from license fees, ICBC debts and ticket fines
 - b. signs for goods received and maintains records of office inventory
 - c. maintains Motor Vehicle Licence statistics
 - d. provides informal orientation to new employees to the workplace

ORGANIZATION CHART

Benchmark Job #089



ORGANIZATION CHART

Benchmark Job #089

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of clerical functions and understand how they relate to the driver licencing program to test applicants, issue driver's licences authorized by the Driver Examiner and receive and process outstanding debts owed in accordance with statutory requirements and the ministries' revenue collection rules.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to check licence information for accuracy and completeness and determine driving restrictions based on customer responses for six classes of driver's licences.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of driver and vehicle licencing regulations with clients and public and of reason for failure of written and optical tests.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer to enter client information with some speed to quickly process clients.</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 to issue licences authorized by the Driver Examiner, answer enquiries and receive and process outstanding debts.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to collect and record money from licence fees, ICBC debts and ticket fines and to reconcile intake for office.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Some responsibility to access and update information relating to motor vehicle licences.</p>	B	10

ORGANIZATION CHART

Benchmark Job #089

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 occasionally calm clients of the motor vehicle driver licensing office.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently balance telephone calls, clients at reception, keyboarding and questions.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently stand at counter to provide service to clients.	C	12
12	SURROUNDINGS Exposure to crowded office setting with background noise almost always.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 307

Level: Range 9

JOB DESCRIPTION

Benchmark Job #110

Ministry:	Environment, Lands and Parks	Working Title:	Administrative Secretary - Water Management
Branch:	Regional Water Management	Level:	Range 9
Location:	Kamloops	NOC Code:	1241

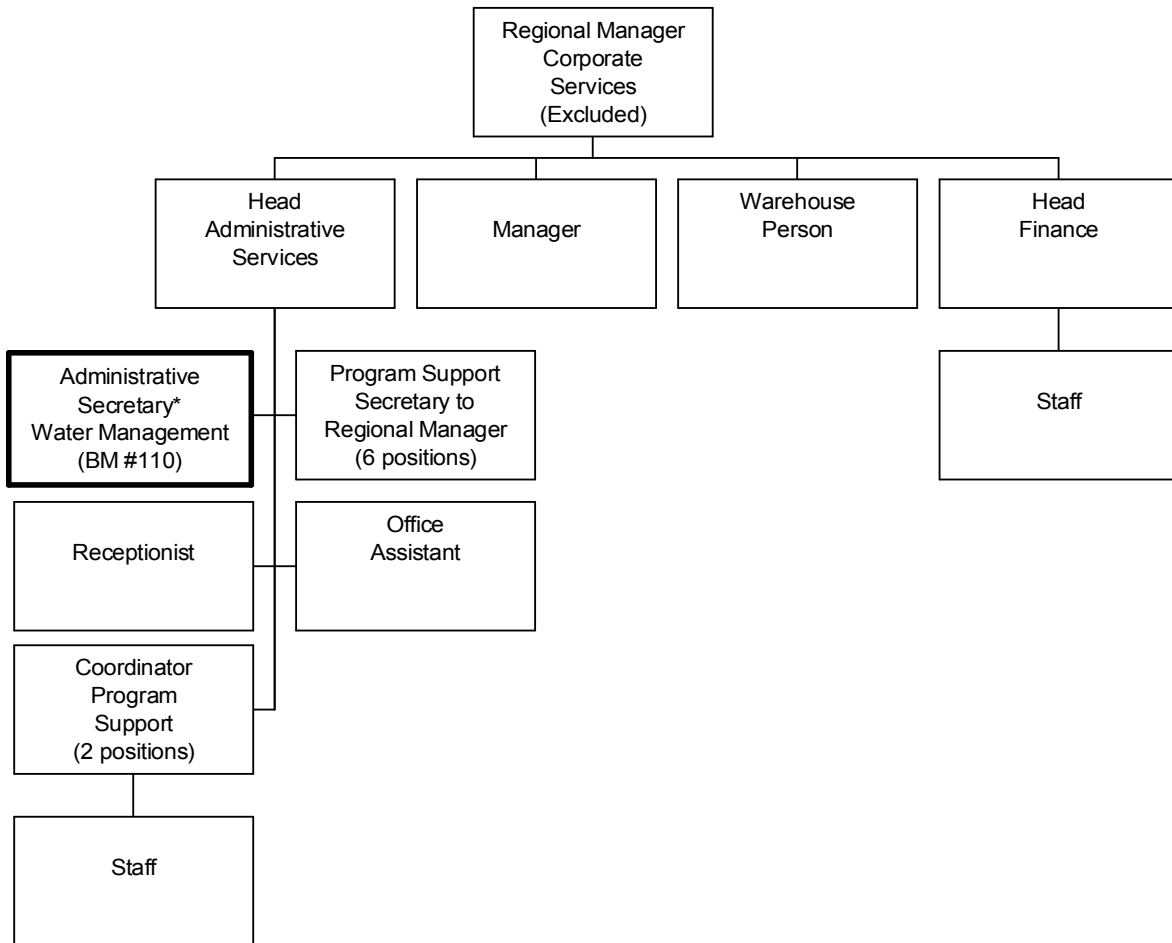
PRIMARY FUNCTION

To provide administrative and secretarial support services to the Regional Manager and program staff of the Water Management and Forest Renewal BC units.

JOB DUTIES AND TASKS

1. Provides program support duties
 - a. reviews incoming mail; assigns priority to mail and distributes; prepares outgoing mail; sends and receives courier packages and processes related paper work
 - b. receives incoming calls on matters such as flooding, snow surveys, covenants, licences, licence and permit approvals, explains delays and provides general information or refers to a staff member or the supervisor
 - c. forwards inquiries on Water Management matters from the public to appropriate staff; pulls requested information from files or newspaper clippings
 - d. establishes and updates Bring Forward System for completion dates and response deadlines
2. Provides secretarial support services to manager and program staff following office standards set by the supervisor
 - a. keyboards correspondence and reports using word processor, spreadsheets and databases
 - b. drafts routine correspondence for management or program staff signature in response to enquiries
 - c. transcribes letters, file notes and minutes of meetings; takes meeting minutes and distributes
 - d. performs data entry on the Flood Data Index
 - e. sets up, maintains, retrieves, stores and classifies program files using ARCS/ORCS system; updates computerized system
 - f. assigns file numbers to reports, correspondence and email messages
 - g. arranges travel plans and meetings for manager and program staff; arranges meeting rooms and equipment; distributes agendas and related material
 - h. receives and forwards Freedom of Information requests to appropriate program staff in the region; conveys information between program staff and the requestor and forwards completed files to headquarters
3. Performs other related duties
 - a. completes requisition forms for supplies needed such as photocopy supplies
 - b. signs receipt for office supplies received
 - c. provides informal orientation to the workplace to new employees
 - d. maintains sign-out log for shared equipment, including keys to shared vehicles
 - e. initiates photocopier and printer maintenance, as key operator
 - f. maintains staff check-in/check-out system and records daily staff attendance
 - g. maintains water program library database

ORGANIZATION CHART
Benchmark Job #110



* supports program staff

ORGANIZATION CHART

Benchmark Job #110

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative and secretarial functions and understand how they relate to the water management and Forest Renewal BC programs to provide program support, word process correspondence, reports, letter and tables, organize and maintain filing systems, assemble reports and provide secretarial support.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide administrative and secretarial support, draft routine correspondence, compile reports, organize and maintain filing systems, arrange meetings and travel for the manager and program staff and word process documents.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to explain approvals and delays of licences to clients.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce reports, correspondence and materials 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 prepare correspondence, reports and tables on word processor, maintain filing system, transcribe notes and minutes from meetings, direct inquiries to appropriate staff and arrange meetings and travel for manager and program staff.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to send and receive courier packages and process related paperwork.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by setting up, maintaining, retrieving, storing and classifying program files for the water management program.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #110

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility 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 reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to produce reports and correspondence.	C	12
12	SURROUNDINGS Exposure to occasional unpleasant dealings with upset public regarding licence delays.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 315

Level: Range 9

JOB DESCRIPTION

Benchmark Job #105

Ministry: Finance and Corporate Relations
Branch: Postal Services
Location: Prince George

Working Title:
Level:
NOC Code:

Postal Clerk
Range 9
1461

PRIMARY FUNCTION

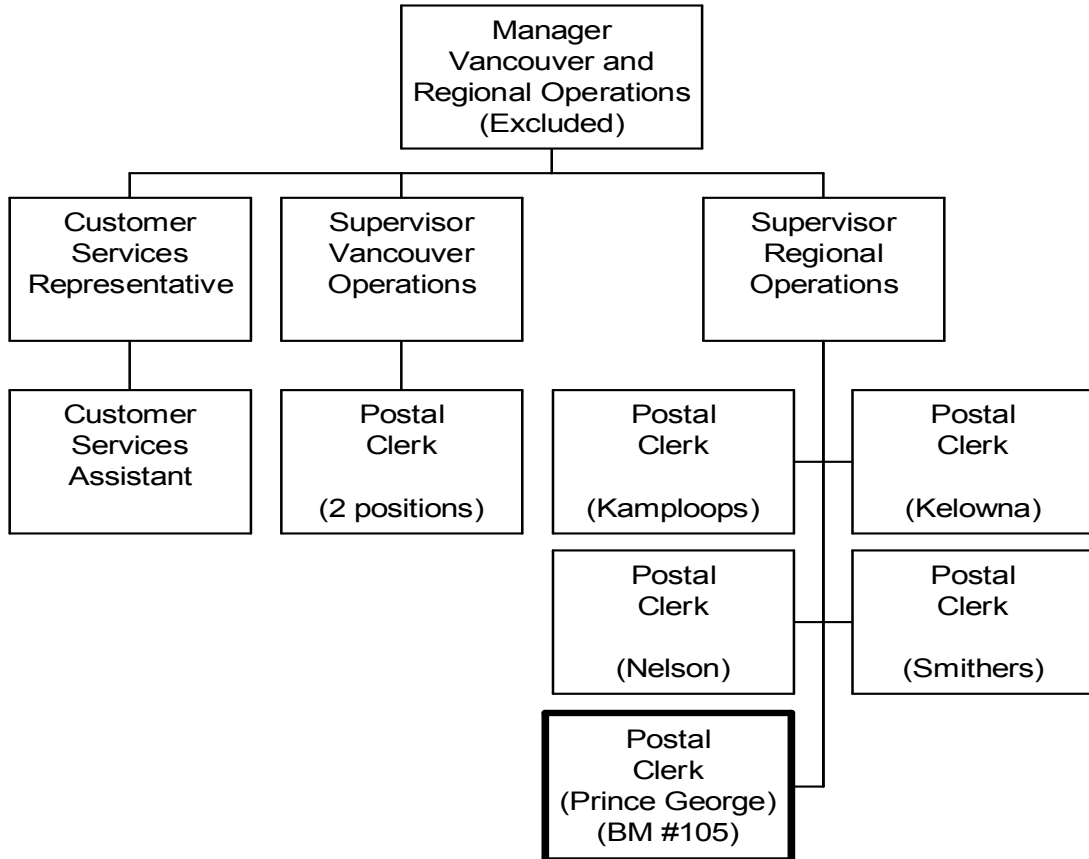
To process mail in a regional postal office destined to and from the Postal Services Branch for delivery to provincial offices throughout BC and delivery through Canada Post Office.

JOB DUTIES AND TASKS

1. Receives, sorts, classifies, and delivers mail
 - a. sorts incoming and outgoing mail by Ministry, division, branch and street address
 - b. classifies mail by category according to priority, cost factors, destination
 - c. classifies mail for special services such as special delivery, registered mail, priority mail, rush delivery, and courier services
 - d. selects courier service according to cost effectiveness and efficiency; instructs courier company regarding requests
 - e. breaks down outgoing mail according to destination
 - f. delivers and picks up provincial government mail using a postal vehicle
 - g. operates various postal machines such as postal meters and scales
 - h. answers enquiries from customers on services available, postal routes, rates, and couriered mail; explains delays, mailing procedures and practices, and best mailing methods to customers
 - i. reschedules route as customers are added or deleted
2. Performs other related duties
 - a. verifies mail docket
 - b. maintains logs of postage meter use, registered mail, and priority mail
 - c. requisitions postal metre cheques from program funds to purchase postage from Post Office
 - d. completes waybills
 - e. arranges maintenance of postal truck and rental replacement
 - f. provides formal training to auxiliary employees on postal operations
 - g. lifts and carries mail bags

ORGANIZATION CHART

Benchmark Job #105



ORGANIZATION CHART

Benchmark Job #105

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and operations and how they relate to postal services to sort, classify, and deliver incoming/outgoing mail, schedule and reschedule mail routes and determine best mailing methods.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to classify mail by category and for special services, select best and most cost effective courier service and reschedule route as customers are added or deleted.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation when dealing with customers on best mailing methods and rescheduling of routes.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive vehicle to transport mail.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to provide a government postal service, sort and classify mail by category and for special services, select best courier service and most cost effective mailing method, and transport mail in assigned area.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to requisition metre cheques to purchase postage from Post Office from program funds.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate light vehicle to deliver and pick up mail.</p>	C	15

ORGANIZATION CHART

Benchmark Job #105

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to auxiliary employees on postal operations.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to drive a postal truck as a designated driver to deliver government mail.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually sort incoming and outgoing mail.	C	12
11	PHYSICAL EFFORT Heavy physical effort to regularly lift and carry heavy mail bags.	E	24
12	SURROUNDINGS Exposure to all weather conditions with shelter available, frequently, while delivering mail.	C	6
13	HAZARDS Moderate exposure to hazards from frequently driving to deliver mail.	C	6

Total Points: 317

Level: Range 9

JOB DESCRIPTION

Benchmark Job #090

Ministry:	Transportation and Highways	Working Title:	Hired Equipment/Contracts Clerk
Branch:	District Office	Level:	Range 9
Location:	Various	NOC Code:	1441

PRIMARY FUNCTION

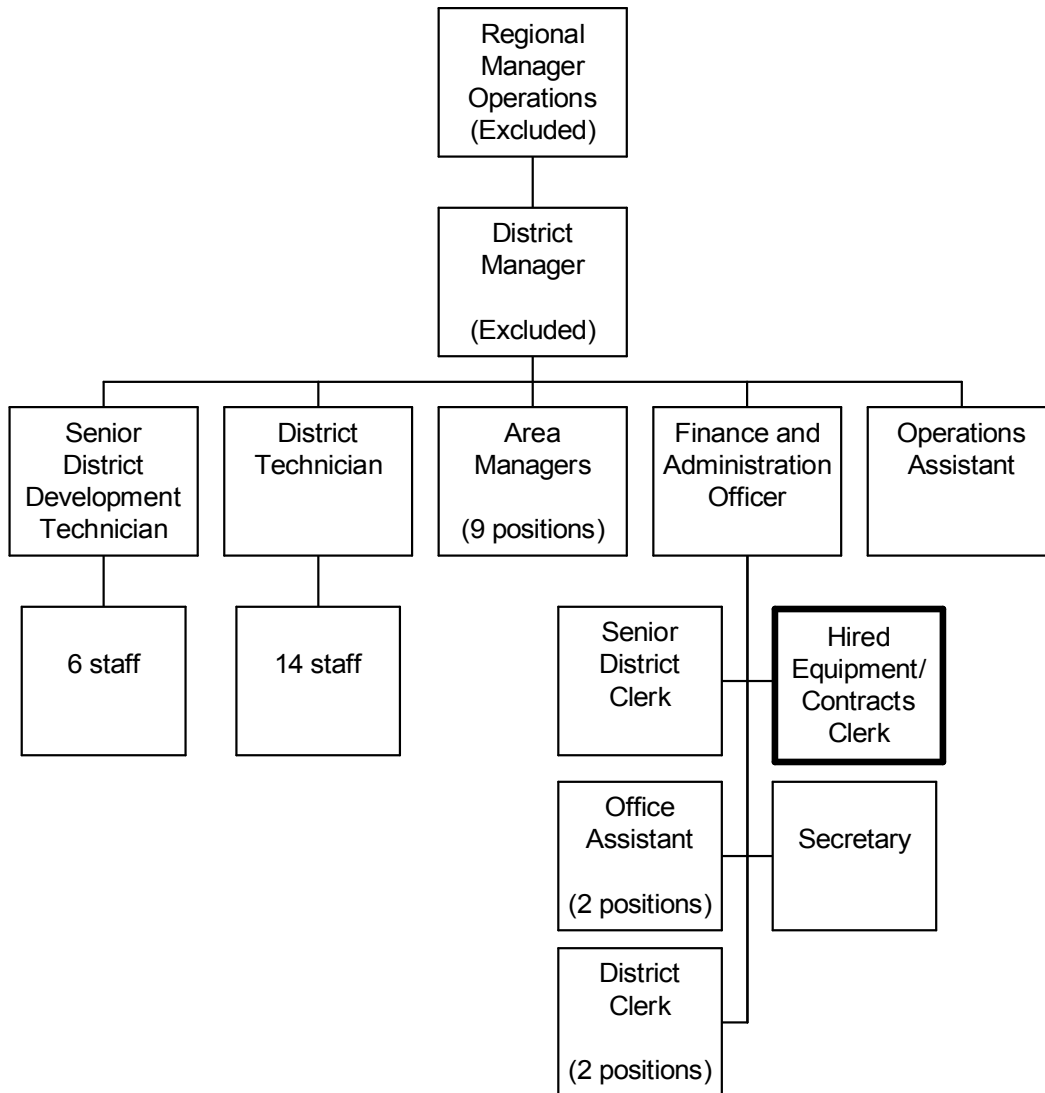
To provide administrative support services relating to hired equipment and contracts in the highways district.

JOB DUTIES AND TASKS

1. Maintains tracking system for hired equipment
 - a. maintains and updates seniority list and registrations for owner/operators of equipment for call-in purposes; responds to enquiries by owner/operators on call-in process
 - b. enters, checks, totals and reconciles daily work cards and invoices
 - c. enters data into computer tracking system to keep track of expenditures for hired equipment against projected costs of contracts
 - d. files documents and related information
 - e. sets up and maintains hired equipment filing systems and bring forward systems for multiple users
 - f. enters daily time and activity sheets of employees, work cards of hired equipment, into project cost tracking system
 - g. enters local minor purchase orders, and works service contracts, contracts and invoices onto computer
 - h. reconciles weekly reports to be used in month-end report
2. Provides tender package administrative support services
 - a. prepares tender packages and keyboards contract documents
 - b. arranges for the advertising of tenders within the district
 - c. attends tender openings and records bids
 - d. checks bids in conjunction with project technician to ensure that they are correct and complete
 - e. prepares and submits documents to signing authority for awarding of contract
 - f. notifies bidders of outcome of tender and if additional paperwork is required
 - g. responds to enquiries about tenders and confirms results
3. Performs other related duties
 - a. responds to enquiries, records requests for services, payments and reports, and directs calls to staff
 - b. receives, records and balances monies for contract payments
 - c. receives applications and provides information regarding policy and practices to developers and the public
 - d. obtains estimates for purchasing office equipment and furniture and completes requisitions for approval
 - e. maintains and updates inventory for equipment and materials in offices and yards
 - f. keyboards various access documents, registrations, permits and letters
 - g. processes and completes invoices and travel vouchers for payment

ORGANIZATION CHART

Benchmark Job #090



ORGANIZATION CHART

Benchmark Job #090

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of purchasing and tendering functions and understand how they relate to equipment contractors and ministry financial and records administration to maintain equipment registration and inventories, prepare packages for tender, set up filing and records systems and maintain project cost tracking system.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to check bid information for accuracy and completeness, obtain information and respond to contract inquiries, prepare tender packages and monitor seniority lists for owners and operators.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of call-in decisions with owner/operators of hired equipment.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce documents, permits and letters 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 administrative support to hired equipment and contract activities, maintain equipment registrations and inventories, process contracts and invoices, prepare packages for tender and set up filing system of hired equipment.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to receive, record and balance money from the collection of contracts.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by establishing and maintaining filing system of hired equipment.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #090

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to explain hired equipment cost tracking to staff on an ad hoc basis.	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 reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy using word processor to produce a variety of documents, permits and letters.	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: 320

Level: Range 9

JOB DESCRIPTION

Benchmark Job #009

Ministry: Environment, Lands and Parks
Branch: Various
Location: Various

Working Title:
Level:
NOC Code:

District Clerk
Range 9
1411

PRIMARY FUNCTION

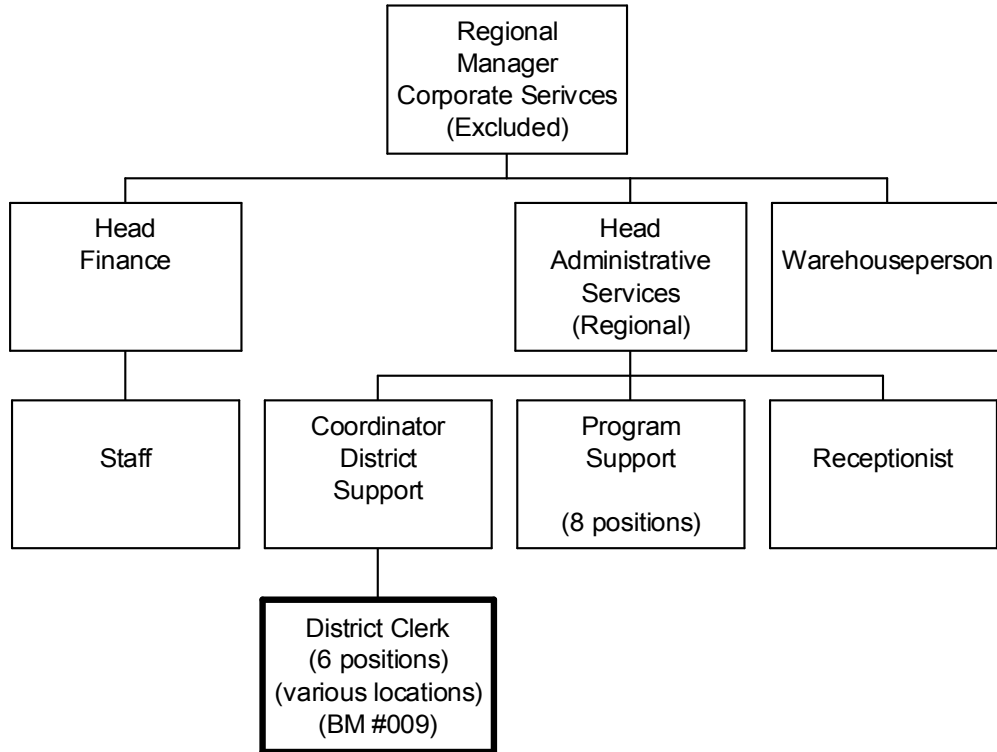
To provide office support services for professional and technical staff working in the Conservation Services, Water Management and Environmental Protection Programs in a district office.

JOB DUTIES AND TASKS

1. Performs office support services
 - a. organizes, sets up and maintains, classifies and updates investigation case files, ledgers of expenditures, card index system and files of reports and correspondence for multiple program areas; stores files
 - b. operates word processor to prepare correspondence for signature, various reports including Crown Counsel Reports and various legal documents such as summons or search warrants
 - c. drafts routine correspondence
 - d. compiles month end statistics on number of reports, warrants etc.
 - e. maintains and updates bring forward system
 - f. performs client criminal record checks on computer system (COSIC) and vehicle licence searches with Motor Vehicle Branch in Victoria
 - g. completes requisitions for office supplies
 - h. updates manuals as required
 - i. maintains updated list of field and office equipment and of seized items as part of investigation case files
2. Performs financial duties
 - a. determines and collects fees for permits and licences from a schedule and issues approved permits and licences; maintains and reconciles ledger of fees received
 - b. disburses and monitors petty cash including producing monthly reconciliations
 - c. checks accuracy and completeness of invoices, travel vouchers, time sheets and overtime sheets and submits for processing
3. Performs receptionist duties
 - a. responds to general complaints, reported violations and enquiries over the counter or telephone from other government agencies and the general public regarding acts, policies and procedures of multiple programs and redirects calls to appropriate resource if necessary
 - b. completes occurrence reports on violations and complaints for Enforcement Officers
 - c. operates two-way radio system to contact field staff and calls for emergency assistance, if necessary
 - d. assists public with the completion of forms and applications for permits such as game export, wildlife possession, trapping, etc.
 - e. makes travel arrangements and books appointments for staff
4. Performs other related duties
 - a. receives and distributes incoming mail and prepares outgoing mail
 - b. provides informal orientation to the workplace to new employees
 - c. assists district staff with basic problems regarding computer software

ORGANIZATION CHART

Benchmark Job #009



* Supports District Conservation Officers

ORGANIZATION CHART

Benchmark Job #009

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of office support functions and understand how they relate to multiple program areas to organize files, draft routine letters, perform word processing, respond to enquiries, sell permits and licences and gather information for statistical reports for each program.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide office services, perform reception services, word process correspondence, compile reports, draft routine correspondence and operate base radio.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to explain to government agencies and the public, acts, regulations and policies in response to general complaints, reported violations and inquiries.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce letters, legal documents 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, compile investigation information, perform vehicle licence and criminal record searches and prepare correspondence.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to determine and collect fees for permits from a schedule.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user office information filing system of files for multiple program areas, and maintain, classify and store files.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #009

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to assist district staff with computer software problems.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to maintain radio contact with field staff and call for emergency assistance.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce reports and correspondence.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy using word processor.	C	12
12	SURROUNDINGS Exposure to occasional unpleasant dealings with people upset about conservation matters.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 325

Level: Range 9

JOB DESCRIPTION

Benchmark Job #094

Ministry:		Working Title:	Environmental Health Clerk
Branch:	Various Health Units	Level:	Range 9
Location:	Various	NOC Code:	1441

PRIMARY FUNCTION

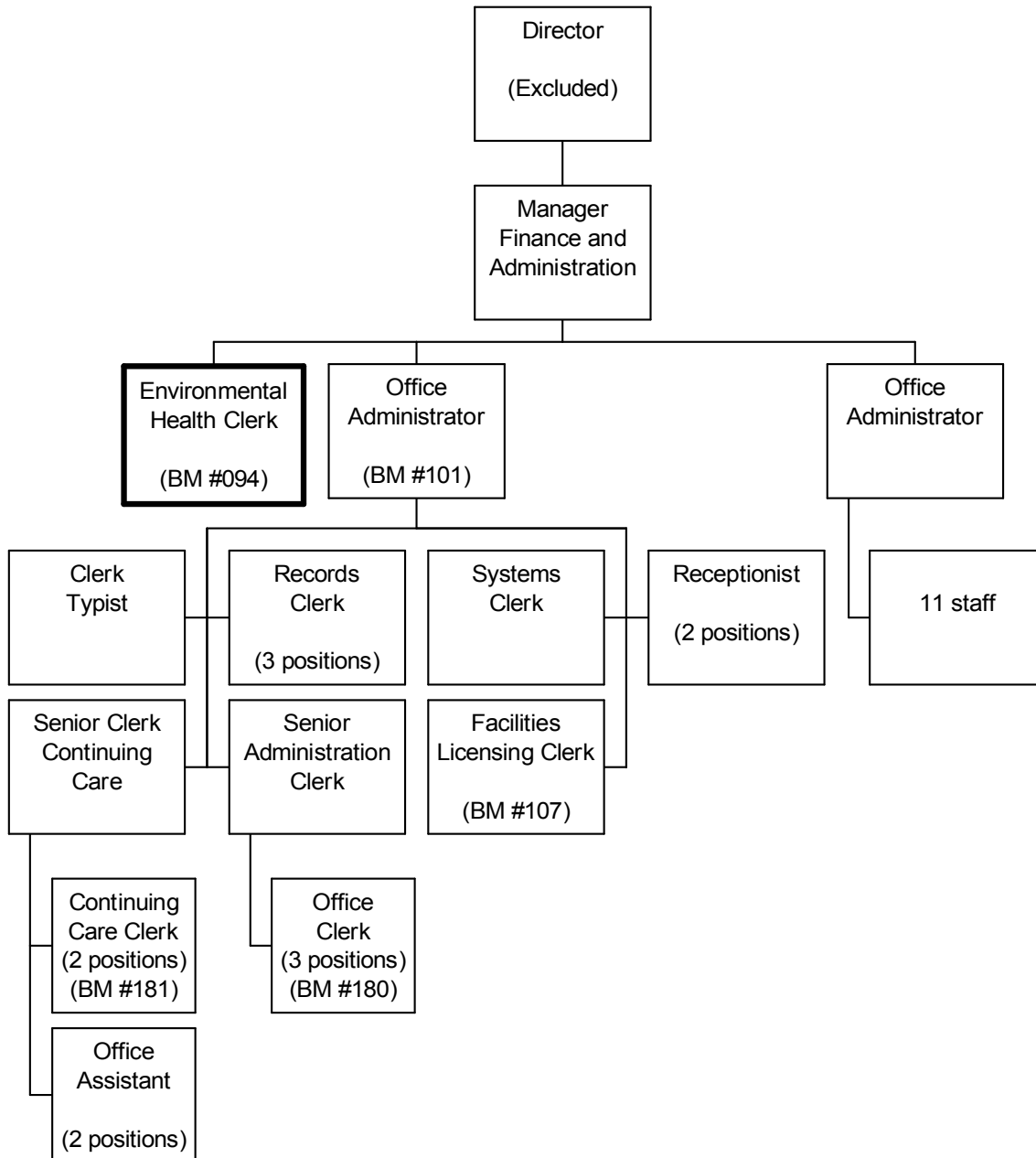
To provide administrative and clerical support to the Environmental Health Inspection Programs for the Public Health Unit.

JOB DUTIES AND TASKS

1. Maintains records for public health inspection and water quality programs and services
 - a. compiles fee information and verifies with owners/operators; informs the public of test collection procedures
 - b. files information and transmits data to Victoria for invoicing
 - c. reconciles monthly and quarterly reports from printouts
 - d. enters water quality test results on computer and distributes results and related information to purveyors
 - e. maintains, updates and distributes monthly record of fluoride test results
 - f. organizes, collates, inputs and updates information from inspection reports onto Environmental Health Officer computerized information system
 - g. prints permits for swimming pools, whirlpools, food service establishments and water systems
 - h. formats and prints statistical reports for inspection planning, and workload assessments
 - i. compiles statistics on EHO's workload
2. Provides administrative support to Environmental Health Officers (EHO)
 - a. compiles information for Annual Union Board of Health Report
 - b. records subdivision proposals, attaches correspondence and distributes to appropriate EHO
 - c. records and files Waste Management applications, permits and amendments
 - d. responds to confidential enquiries on non-controversial environmental policies and procedures and redirects calls from consultants, media, staff and public
 - e. establishes, organizes, maintains and updates office filing system for use by EHOs
 - f. maintains and updates policy manuals, product catalogues and equipment inventory
 - g. retrieves and enters files using B.C. Assessment folio numbers of clients
 - h. collects, secures, balances and deposits money from sewage applications and issues refunds and receipts
 - i. records bi-weekly deposits to Government Agent and prints revenue reports for deposits
 - j. compiles information for clients/general public on sewage disposal applications and related Acts
3. Maintains Foodsafe Training Records
 - a. enters student name, personal data and test results into computer system
 - b. keyboards certificates and letters informing student of results and drafts routine correspondence
 - c. compiles materials for instructors, maintains exams and updates BC Foodsafe Registry
 - d. keyboards agendas and correspondence for Foodsafe Regional Council and Program Inspector
4. Performs other related duties
 - a. makes travel arrangements for Chief and Deputy Chief Environmental Health Officers
 - b. distributes incoming mail and prepares outgoing mail
 - c. packages food samples, stool samples and insects to be sent to labs for analysis
 - d. provides formal training on using computer programs to EHOs

ORGANIZATION CHART

Benchmark Job #094



ORGANIZATION CHART

Benchmark Job #094

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative functions and understand how they relate to the Environmental Health Inspection Program to compile reports of public health inspection statistics, record financial information, process applications, inform the public on test collection procedures, organize the office filing system and maintain information for Foodsafe Training and Board of Health.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide administrative support, verify accuracy of fee compilations and reconcile balances, maintain computerized information system, compile statistical reports and provide information in response to inquiries.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to answer general inquiries related to non-controversial environmental policies and procedures</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to keyboard to enter and update inspection records and produce reports and correspondence with some requirement for speed to meet deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to organize, collate and input data in public health inspection information system, collect, record, deposit and issue receipts for inspection fees and organize office filing system.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to collect, secure, balance and deposit money from sewage applications and to issue refunds.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by establishing and maintaining filing system for the Environmental Health Inspection Program.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #094

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to Environmental Health Officers on using computer programs.	B	9
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 computer screen to enter and sight verify data.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screen and printed material to enter data and generate reports.	C	12
12	SURROUNDINGS Exposure to body fluids and odours occasionally while packaging stool samples and insects to be sent to labs for analysis.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 326.5

Level: Range 9

JOB DESCRIPTION

Benchmark Job #107

Ministry:
Branch: Various Health Units
Location: Various

Working Title:
Level:
NOC Code:

Facilities Licensing Clerk
Range 9
1441

PRIMARY FUNCTION

To provide administrative support for the Chief Licensing Officer, Licensing Officers and other staff of the Community Care Facilities Program.

JOB DUTIES AND TASKS

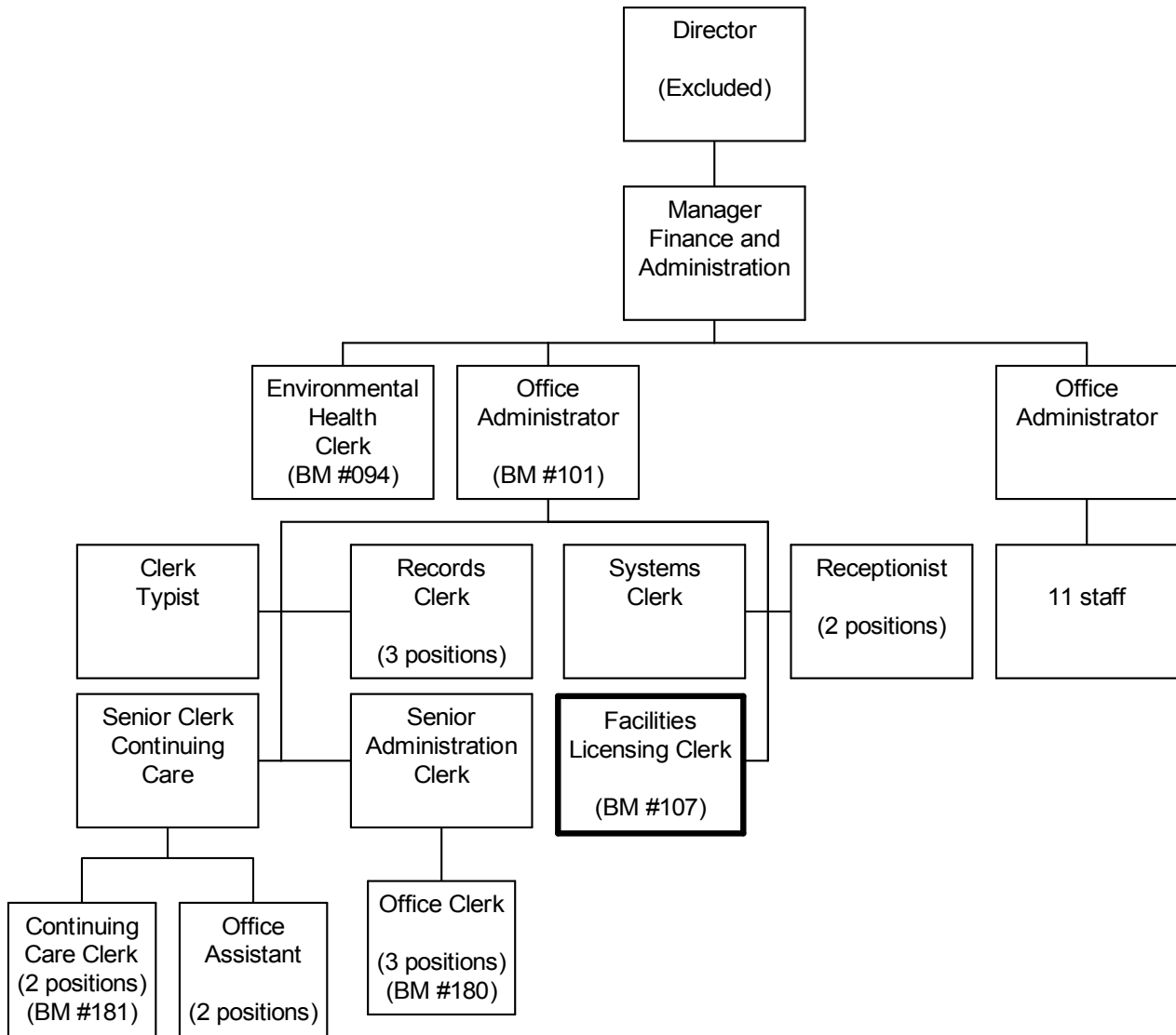
1. Maintains Community Care Facility Licensing (CCFL) computer program
 - a. organizes, processes and inputs data for updating of information on inspections
 - b. prints interim permits and licenses to be issued to facilities and attaches relevant information, booklets and bulletins
 - c. formats and prints CCFL program reports for staff on a monthly basis or on request
 - d. compiles month end data for Community Care Facility, Public Health Nurse, Dental and Nutrition Programs
 - e. compiles statistical information from computer system database for reports and meetings
 - f. maintains accreditation program database to track Child Care and Adult Care Facilities
 - g. maintains spreadsheet to track pending facilities and to assist staff prioritize facility inspections
 - h. exchanges information with Information Systems Branch staff regarding system problems; recommends and implements changes to CCFL databases, such as various tracking applications

2. Provides clerical support services
 - a. produces letters, memorandums, reports, notes, statistical reports, handouts, forms, labels, envelopes, overheads and charts
 - b. creates and revises forms using spreadsheet, word processor and graphics programs
 - c. composes routine correspondence as required and distributes/prepares mail
 - d. photocopies correspondence and transmits and receives facsimiles and electronic mail
 - e. receives and files confidential Criminal Records Search documents, incident reports and other correspondence
 - f. responds to inquiries from agencies, care operators, community groups and other levels of government requiring information on related Acts, regulations, licensing requirements and forms
 - g. identifies purpose of calls or visits, refers clients to appropriate staff and arranges appointments for Licensing staff
 - h. prepares and distributes Child Care and Adult Care licensing information/application kits
 - i. sets up, maintains and updates ARCS filing system for documents, correspondence, and criminal record search results; classifies incoming material
 - j. conducts file searches and gathers information upon request
 - k. orders office supplies, forms, signs and pamphlets/handouts etc., for use in the program
 - l. receives and records applications, permits and fees

3. Performs other related duties
 - a. attends meetings/training sessions for using computer systems
 - b. maintains and updates procedure manuals
 - c. provides formal training to Licensing Officers on computer programs

ORGANIZATION CHART

Benchmark Job #107



ORGANIZATION CHART

Benchmark Job #107

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative functions and how they relate to the Community Care Facility Licensing (CCFL) program to process interim permits and licenses, inform care operators, agencies and others on licensing requirements and relevant acts and regulations, organize the CCFL filing system, produce statistical reports and maintain the CCFL computer program.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide clerical support, draft routine letters for signature, compile month end statistical reports, maintain computer tracking programs and identify purpose of calls or visits and direct to appropriate person.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to exchange information with co-workers and answer inquiries related to the community care facilities program and licensing requirements with staff and the public.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce correspondence, reports and materials with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to prepare correspondence and statistical reports, maintain computer software tracking programs, recommend and implement changes to computer applications and set up filing system for the Community Care Facility Licensing program.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to receive fees for permits.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up a multiple user information system by setting up and maintaining facilities files and to maintain ARCS filing system by inputting, classifying and retrieving data for the Community Care Facilities Program.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #107

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to Licensing Officers on computer programs.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently handle inquiries, receive fees, compile license kits and prepare reports within deadlines.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus attention to computer screens or printed material when operating word processor equipment to produce correspondence, reports and materials.	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: 329

Level: Range 9

JOB DESCRIPTION

Benchmark Job #092

Ministry: Various
Branch: Human Resources
Location: Victoria

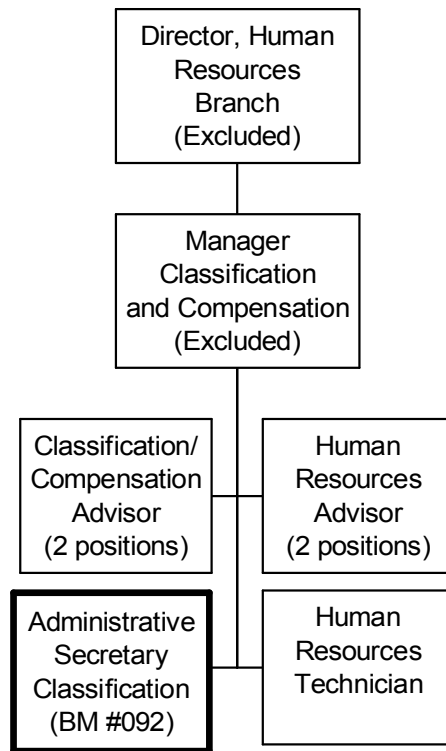
Working Title: **Administrative Secretary - Classification**
Level: Range 9
NOC Code: 1241

PRIMARY FUNCTION

To provide administrative and secretarial support services for Classification and Compensation Section of the Human Resources Branch.

JOB DUTIES AND TASKS

1. Provides program support duties
 - a. checks position classification requests, ensuring completeness and accuracy; attaches accompanying background material for staff action
 - b. distributes incoming mail; prepares outgoing mail
 - c. maintains guidelines and directions received from central agencies; alerts staff to ensure processes relating to central agencies are followed, such as sending positions under corporate review to the central agency for approval
 - d. responds to enquiries from staff and other Ministries for information on positions and classification reviews
 - e. designs or modifies forms and form letters regarding the production of job descriptions
 - f. pulls and distributes job description material as requested by advisors or other ministries
 - g. obtains requested documentation by searching files, reports and texts and contacting Human Resource personnel and other staff in central agencies and in other ministries
 - h. sets up, maintains, updates, utilizes and retrieves classification position files
 - i. maintains classification appeal file documentation and master-cross-reference files by case, classification, branch, region and personnel
 - j. tracks classification submissions using database computer program and monitors deadlines
 - k. maintains and updates bring forward system
 - l. responds to general enquiries and redirects calls to appropriate staff; explains office administrative procedures to other ministries, central agencies and clients to resolve administrative problems; modifies administrative procedures as necessary
2. Maintains position data on the Corporate Human Resource Information and Payroll System (CHIPS)
 - a. enters changes to positions on CHIPS using information from forms and classification decisions
 - b. gathers and compiles information from CHIPS upon request for inclusion into classification reports and for statistical purposes
 - c. creates and updates electronic position files on CHIPS
 - d. maintains and updates position history cards
 - e. maintains and distributes position number bank list
 - f. maintains, updates and reconciles organization charts using computer software and distributes to appropriate staff
3. Performs secretarial services for Classification and Compensation Section
 - a. produces correspondence, reports, job descriptions, job analyses, central agency submissions and tables from hand-written documents and transcription equipment on word processor
 - b. drafts or revises routine correspondence for section staff
 - c. sets up, coordinates and attends committee meetings; takes minutes; follows up on agreements and actions to be taken; transcribes and distributes minutes; prepares submission packages
 - d. makes travel arrangements and completes travel vouchers and business expense approval forms for section staff; books rooms and related facilities and services
 - e. maintains and updates manuals as required
4. Performs other related duties
 - a. provides formal training to users on how to use computer software to create and maintain organization charts and to access position information on CHIPS



ORGANIZATION CHART

Benchmark Job #092

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative and secretarial functions and understand how they relate to government compensation programs and central agency requirements to provide program support, word process a variety of documents, update position and classification databases, reconcile organizational charts, maintain filing systems and provide secretarial support.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide administrative and secretarial support, compile reports, draft or revise correspondence, reconcile organization charts and perform reception services.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to explain procedures and practices of Classification and Compensation section to other ministries, central agencies and clients to resolve administrative problems.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use word processor to produce correspondence, reports and tables with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to coordinate office administrative procedures, provide secretarial services, maintain databases, reconcile and maintain organizational charts and provide training to staff on computer software.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to check calculations to process travel vouchers and business expense forms for staff.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user information system by setting up, maintaining, utilizing and retrieving classification position files.</p>	C	15

ORGANIZATION CHART

Benchmark Job #092

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to users on how to use computer software to create and maintain organization charts.	B	9
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 and transcription equipment to produce correspondence, reports and tables.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy using word processor to produce a variety of correspondence, reports and tables.	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: 331.5

Level: Range 9

JOB DESCRIPTION

Benchmark Job #108

Ministry: Transportation and Highways
Branch: Construction Engineering
Location: Victoria

Working Title:
Level:
NOC Code:

Secretary to Director
Range 9
1241

PRIMARY FUNCTION

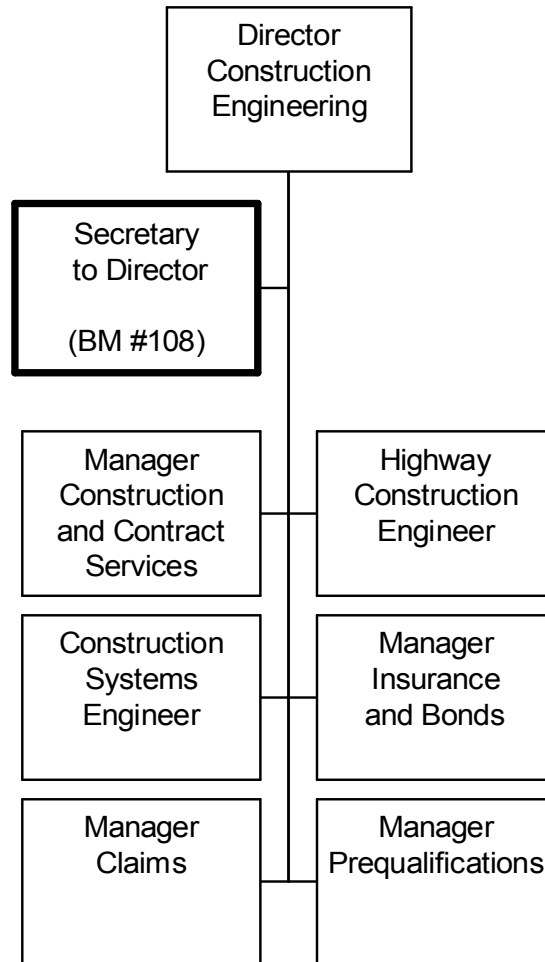
To provide secretarial and administrative support services to the Director, Construction Engineering.

JOB DUTIES AND TASKS

1. Provides secretarial support to the Director
 - a. opens, sorts, dates and records Director's daily mail
 - b. identifies priority mail items, attaches related files, forwards to the appropriate Managers for responses and follows-up to ensure timely responses are received in the Director's office
 - c. maintains a Bring Forward (BF) system to ensure deadlines are met on reports and correspondence
 - d. drafts routine correspondence and acknowledgements and signs on behalf of the Director
 - e. transcribes letters, memoranda, reports, budgets, briefing notes and Treasury Board submissions from hand-written notes, shorthand or dictaphone using a word processor
 - f. responds to routine enquiries by telephone or in person from the general public and ministry officials and redirects calls to appropriate staff, when necessary
 - g. sets up and maintains the branch ARCS/ORCS filing system, including arranging for off-site storage and retrieval
 - h. schedules meetings for the Director, including maintaining the Director's calendar
 - i. makes travel arrangements for the Director, arranges travel advances and completes expense claim forms
2. Provides administrative support for branch and committee meetings
 - a. types and distributes meeting agendas, compiles supporting documents and forwards to branch and committee members
 - b. arranges dates, time and places for meetings and books meeting rooms
 - c. contacts branch and committee members in advance of meetings to confirm meeting times, locations and agenda
 - d. takes and transcribes meeting minutes, solicits Director's approval and distributes to branch and committee members
3. Provides other related duties
 - a. orders and maintains stock of office supplies
 - b. processes travel vouchers and invoices including coding and checking for accuracy and completeness

ORGANIZATION CHART

Benchmark Job #108



ORGANIZATION CHART

Benchmark Job #108

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of secretarial and administrative support functions and understand how they relate to branch and ministry office standards to draft and transcribe routine correspondence and meeting minutes, arrange meetings, make travel arrangements, process invoices and set up and maintain a branch filing system.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide secretarial and administrative support, draft and transcribe routine correspondence and meeting minutes, arrange meetings, make travel arrangements, maintain office supplies, process invoices and set up and maintain a branch filing system.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of office procedures and practices to members of the public and ministry officials to resolve administrative problems.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor to produce reports, correspondence and materials with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, selects courses of action to complete assignments using past practice or previous instruction to provide secretarial and administrative support, draft and transcribe routine correspondence and meeting minutes, arrange meetings, make travel arrangements and set up a branch filing system.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to verify coding on travel and expense vouchers and check for accuracy and completeness.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up and maintain a multiple user ARCS/ORCS filing system for the Director.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #108

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide informal guidance to branch staff on administrative procedures.	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 a word processor to produce correspondence, memos 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: 340

Level: Range 9

JOB DESCRIPTION

Benchmark Job #093

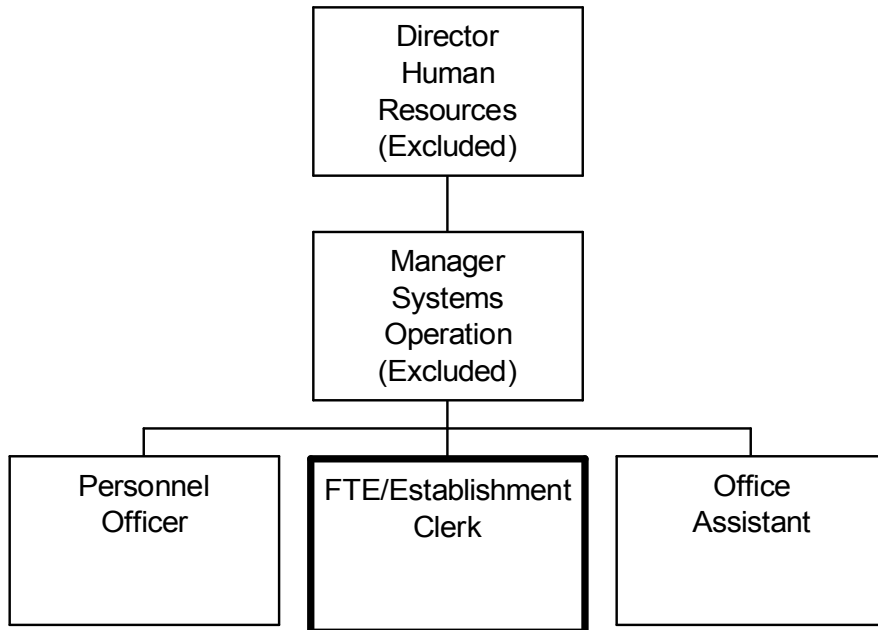
Ministry:	Various	Working Title:	FTE/Establishment Clerk
Branch:	Personnel Services	Level:	Range 9
Location:	Various	NOC Code:	1442

PRIMARY FUNCTION

To provide administrative services for maintaining, tracking and controlling FTE and related establishment information for a ministry of 5,500 FTEs.

JOB DUTIES AND TASKS

1. Reviews, controls and maintains ministry establishment database information
 - a. receives, reviews, identifies and corrects discrepancies and advises appropriate personnel
 - b. records and enters information on the database regarding employee and/or position changes for the ministry
 - c. maintains and updates records and compiles statistical information as required
 - d. transfers and tracks pay lists and FTEs to ensure that FTEs are not erased
2. Prepares and distributes reports relating to establishment and FTEs for the ministry and central agency using a variety of computer software applications
 - a. produces reports and graphs including ministry vacancy list, exit statistics and sick leave statistics
 - b. produces reports incorporating pay and salary information
 - c. transfers data from FTE system to produce a report for ministry tracking of FTE usage
 - d. tracks, updates and produces reports of supernumerary position numbers
 - e. prepares summaries reconciling vacancies for review and submission to central agency
 - f. produces standard and ad-hoc reports for statistical purposes and to ensure data control and integrity
3. Provides FTE budget monitoring functions
 - a. processes journal vouchers relating to call-outs, inter-ministry secondments, FTE allocations, rehab placements, pre-retirement leave, union leave, etc.
 - b. reviews and corrects FTE budget figures to pay lists to reflect FTE consumption
 - c. calculates manual adjustments for reimbursement of FTEs using Manpower Monitoring Report
 - d. calculates and updates management salaries on a monthly basis
4. Provides assistance and information on employee/position data and FTE tracking, including verifying and adjusting data
 - a. exchanges information on employee/position data with various ministry staff for the purpose of updating employee and position data, correcting errors on submitted forms and to resolve problems
 - b. ensures integrity and accuracy of personnel and establishment databases
 - c. provides information to staff on FTE establishment, the systems usage and related policy and procedures
 - d. instructs staff on how to submit data for personnel and FTE databases
 - e. assigns appropriate position numbers to field personnel offices and controls allocation of discretionary position numbers
5. Performs other related duties
 - a. maintains reference library of manuals
 - b. provides formal training on Human Resource Management Systems and on organization chart software to staff
 - c. backs up and restores data



ORGANIZATION CHART

Benchmark Job #093

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of manual and electronic records management functions and understand how they relate to ministry organizational practices to maintain, track, control and review FTE and related establishment information and instruct staff on how to resolve discrepancies on FTE system.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to prepare computerized FTE reports, instruct staff on how to resolve discrepancies on FTE system and to process journal vouchers related to FTEs.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing explanation with other ministry staff on FTE procedures and how to resolve FTE discrepancies.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to perform data entry to produce reports and FTE information with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to provide administrative services, maintain, track, control and review FTE and related establishment information, prepare and distribute FTE reports and instruct staff how to solve discrepancies in FTE system.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to process and calculate journal vouchers related to FTE allocations.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to control the accuracy and integrity of FTE and related establishment information on database.</p>	D	22.5

ORGANIZATION CHART

Benchmark Job #093

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to staff on how to use computer software programs for FTE/establishment and organization charts systems.	B	9
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 while performing data entry of FTE information.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently keyboard with speed and accuracy to enter data.	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: 344

Level: Range 9

JOB DESCRIPTION

Benchmark Job #095

Ministry: Children and Families
Branch: Regional Operations
Location: Various

Working Title:
Level:
NOC Code:

Senior Clerk
Range 9
1441

PRIMARY FUNCTION

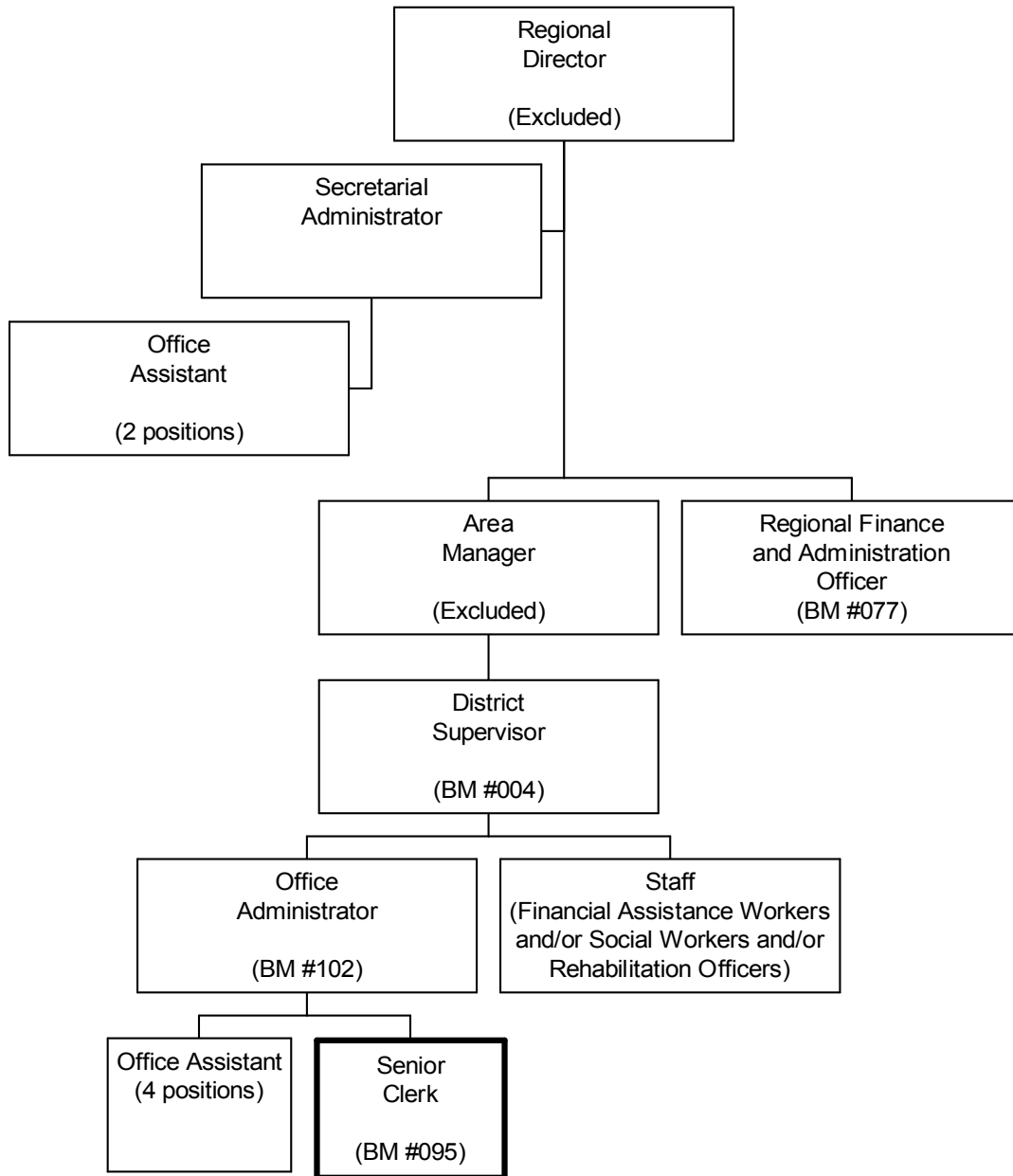
To provide administrative support services for a district office.

JOB DUTIES AND TASKS

1. Coordinates office functions of an administrative team performing reception, mail, word processing and records services
 - a. delegates, schedules, prioritizes and monitors the work of administrative support staff
 - b. assists with the hiring, training, appraisal, orientation and time sheets for administrative support staff
 - c. instructs administrative support staff in how to use administrative training and client procedural manuals
 - d. ensures district staff are familiar with administrative procedures and processes
2. Provides front line client services
 - a. answers enquiries from clients and explains branch services and procedures
 - b. deals with difficult/irate clients and, where possible, solves client's concerns
 - c. deals with client issues escalated by administrative support staff
 - d. screens calls and visitors, books appointments and collects client information; refers clients to other resources
 - e. requests documentation from other offices, such as client medical coverage or identification
 - f. opens, closes and transfers client files and performs initial file preparation for all file types
3. Performs financial administrative functions to produce imprest cheques
 - a. verifies cheque data and produces imprest cheques
 - b. exercises cheque signing authority as one of two signing authorities
 - c. confirms that the cheque number of the system matches the physical cheque
 - d. verifies spending and payment authorities
 - e. performs emergency manual cheque procedures, as requested
 - f. maintains log or sign-out sheet of cheques that are mailed or picked up
 - g. voids and cancels imprest cheques, as required and defined by policy
 - h. maintains and files supporting documentation such as receipts and reconciles imprest cheques
 - i. processes accounts payable invoices for services and checks that figures match proper documents
 - j. advises supervisor or District supervisor of problems or unusual situations with financial services (e.g. missing cheques, overpayments, insufficient funds)
4. Performs other related duties
 - a. keyboards various correspondence, reports, contracts, legal documents and notes and places on appropriate files
 - b. drafts routine responses to clients and others for signature by District Supervisor
 - c. books meetings and prepares agendas, and arranges travel and accommodation for district staff
 - d. orders and monitors office equipment and supplies
 - e. arranges for the approved maintenance and keeps repair records for four government cars
 - f. circulates newsletters, information bulletins and training brochures to district staff as directed

ORGANIZATION CHART

Benchmark Job #095



Note: in a Region, there typically are 6 Area Managers, 30 District Supervisors and 300 Staff in total

ORGANIZATION CHART

Benchmark Job #095

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative and clerical functions and understand how they relate to services for clients to process payments and invoices, instruct administrative support staff on procedures, produce imprest cheques and deal with client issues escalated by administrative support staff.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide financial administrative functions and authorize and distribute imprest cheques.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of policies and procedures to resolve client issues and remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a word processor and to enter data to produce correspondence, reports and legal documents with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, selects courses of action to complete assignments using previous instruction to coordinate administrative support functions, process payments and invoices and produce correspondence, reports and legal documents.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to exercise cheque signing authority as one of two signing authorities for imprest cheques.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user information system by maintaining client files.</p>	C	15

ORGANIZATION CHART

Benchmark Job #095

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to assign, monitor and review work of administrative support staff (4 FTEs).	CD	14
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to calm and reassure parents, guardians and children.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on screen and use word processor to produce correspondence, reports and legal documents.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view computer screens to enter data and produce a variety of correspondence, reports and documents.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with angry or difficult clients in a Children and Families office.	B	4
13	HAZARDS Moderate exposure to hazards from regular possibility of physical violence from clients in a Children and Families office.	C	6

Total Points: 350.5

Level: Range 9