

**Benchmark Title****ACCOUNTANT****Job Summary**

Oversees the accounting function of the organization. Ensures accurate recording and reporting of financial information. Produces financial statements, analyzes financial information and provides advice on financial matters.

**Key Duties and Responsibilities**

1. Ensures financial recording accuracy and compliance with Generally Accepted Accounting Principles (GAAP) and established internal controls and procedures. Investigates and follows up to discuss, correct or report unusual or questionable entries or account balances.
2. Codes, records and posts transactions in journals and the general ledger, including complex transactions such as lease, amortization and major asset acquisition.
3. Analyzes, produces trial balances of, and reconciles balance sheet accounts; makes adjustments as necessary.
4. Monitors and analyzes cash flow, expenditures, journal and ledger entries, bank statements, account activity and other accounting and financial records. Makes recommendation to management with respect to financial matters.
5. Produces annual and/or monthly budgets and cash flow projections, financial statements and other financial reports required by senior management, board of directors, regulatory bodies and funders.
6. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed.
7. Prepares documentation for audit purposes; produces audit working papers as required.
8. Makes recommendations with respect to the organization's accounting practices and systems.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Professional accounting designation such as CGA or CMA.

***Training and Experience***

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE: Accountant**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge - Requires professional accounting designation such as CGA or CMA	6	113
2	Training and Experience - Requires up to and including 3 years recent related experience	5	125
3	Physical Demands – Often confined to a sitting position at the desk/computer to perform a variety of accounting operations and produce documents	5	35
4	Concentration - Often focuses on financial statements and monitors budgets which requires a high degree of precision; often takes on a variety of related accounting/financial processes, procedures and tasks	5	42
5	Independence - Guided by accounting standards; applies accepted work methods to maintain the general ledger, resolve accounting problems and ensure compliance with GAAP requirements	5	71
6	Judgement - Apply structured study and analysis of accounting records to ensure accurate financial reporting and make recommendations to management regarding financial matters	5	71
7	Leadership/Supervision – Provides work direction to clerks/bookkeeper	3	60
8	Accountability - May result in significant effect on agency by making financial recommendations to management. Production of financial statements and budgets and provision of recommendation on financial matters have significant impact on the agency.	6	86
9	Communication - Communicates accounting and financial information to management to assist with decision making; makes recommendations with respect to accounting practices and systems	4	57
10	Care of Individuals - Little or no responsibility	1	10
11	Environment/Working Conditions – Often required to complete reports by target dates, according to accounting cycle sometimes prepares documents by critical deadlines with little advance notice	4	33
<b>Total Points</b>			<b>703</b>

**Benchmark Title****ACCOUNTING CLERK****Job Summary**

Performs a variety of clerical duties in support of the organization's accounting function. Checks source documents, enters data into computerized accounting systems and maintains a variety of records.

**Key Duties and Responsibilities**

1. Checks source documents such as timesheets, invoices and expense claim forms for accuracy and completeness.
2. Performs basic calculations from source documents such as the total number of hours worked from employees' timesheets and the total amount owed to vendors from invoices.
3. Inputs data from source documents into computerized accounting systems or spreadsheets.
4. Files documents such as invoices, cheque requisitions and bills; maintains the filing system in accordance with established guidelines.
5. Prints or types cheques for signing. Compares cheques to source documents to ensure accuracy. Distributes cheques to staff and vendors.
6. Prints pre-defined reports from computerized accounting systems or spreadsheets.
7. Processes petty cash transactions.
8. Prepares and deposits cash receipts; maintains records.
9. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Grade 12, plus related post-secondary courses.

*Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Accounting Clerk**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge - Requires Grade 12 plus related post secondary courses – ability to understand basic mathematics	3	56
2	Training and Experience - Requires 1 year recent related experience	3	75
3	Physical Demands – Often performs production keyboarding to input data	5	35
4	Concentration - Often focuses on source documents for data entry and checking/verifying; tasks are straight forward and repetitive	4	33
5	Independence - Guided by specific procedures and instructions; changes the order of tasks in order to meet deadlines such as month-end or year-end reports	2	29
6	Judgement - Recognises anomalies in source documents and determine the priority of tasks to meet deadlines	3	43
7	Leadership/Supervision - Little or no responsibility	1	20
8	Accountability - Errors are detected and reported by others – minor costs to correct errors – may cause impact beyond own work area. Work, such as data entry and checking of source documents are controlled by monitoring accuracy and adherence to instructions; errors are quickly discernible and result in minor delay and expense to correct	2	29
9	Communication - Clarifies factual information regarding source documents with the appropriate persons; resolve discrepancies	2	29
10	Care of Individuals - Little or no responsibility	1	10
11	Environment/Working Conditions - Pace of work is not always controlled by the employee; sometimes faced with multiple demands/tasks with time pressure to complete job tasks such as data entry, printing and distributing cheques	4	33
Total Points			392

**Benchmark Title****ADMINISTRATIVE ASSISTANT****Job Summary**

Provides a variety of administrative and secretarial assistance in an office. Produces reports from a variety of information sources and databases. Tracks office or program expenditures.

**Key Duties and Responsibilities**

1. Screens and prioritizes incoming correspondence and other materials for staff members.
2. Tracks office or program expenditures by recording expenses and alerting the supervisor to budget overruns and unusual expenses. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
3. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
4. Maintains client and program information using spreadsheet and/or database software.
5. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Orients, monitors, and provides work direction to volunteers and/or practicum students.
8. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
9. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
10. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

***Training and Experience***

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Administrative Assistant**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 3 years recent related experience	5	125
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry; tasks are straightforward and repetitive	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as tracking office expenses, researching and producing reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection, research and database techniques to produce ad hoc reports	4	57
7	Leadership/Supervision – Provides indirect supervision of volunteers and practicum students by providing work direction and monitoring	2	40
8	Accountability – Errors in tracking office expenses, producing reports require some examination to reveal errors which result in rework involving loss of one's or others time and limited financial loss	3	43
9	Communication – May be required to explain and interpret information contained in reports and responds to outside inquiries about services offered by the organization	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressure to complete reports and other job tasks	4	33
<b>Total Points</b>			<b>532</b>

**Benchmark Title****ADMINISTRATIVE SUPERVISOR****Job Summary**

Supervises clerical staff and participates in their recruitment and selection. Participates in the coordination of administrative and clerical work in an office. Performs a variety of administrative and secretarial duties as required.

**Key Duties and Responsibilities**

1. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed. Ensures effective and appropriate clerical staff coverage.
2. Orients and trains clerical staff.
3. Monitors the performance of staff. Provides feedback on their performance and conducts performance evaluation.
4. Participates in the recruitment and selection of clerical staff by performing duties such as advertising vacancies, screening resumes, interviewing applicants and providing input on selection.
5. Evaluates, develops and recommends office procedures and practices to senior management. Ensures that approved office policies, practices and procedures are understood and followed.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
8. Tracks office or program expenditures by recording expenses, alerting the supervisor to budget overruns and unusual expenses and authorizing purchases. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions. Provides input into budget formulation.
9. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
10. Maintains client and program information using spreadsheet and/or database software.
11. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
12. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

***Training and Experience***

Four (4) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Administrative Supervisor**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 4 years recent related experience including 1 year of supervisory experience	6	150
3	Physical Demands – Once in a while performs production keyboarding and typing in drafting routine correspondence	3	21
4	Concentration – Sometimes focus on financial documents to track expenditures where the need for precision is high; required to adapt to a variety of related office processes	4	33
5	Independence – Guided by general procedures or instructions, selects alternative courses of action in supervising office operations and staff and developing and recommending office procedures	4	57
6	Judgement – Assesses administrative support requirements and chooses an approach using a combination of accepted techniques to develop and implement administrative procedures, and coordinate administrative work in the office	4	57
7	Leadership/Supervision – Direct supervision of other employees including input into hiring and performance appraisal organising work assignments and maintaining department standards and procedures	4	80
8	Accountability – Work has direct impact on administrative service productivity of other employees and may affect aspects of program delivery	5	71
9	Communication – Facilitates joint effort of other employees by providing work direction, organizing and communicating work assignments in administrative area	4	57
10	Care of Individuals - :Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with time pressures to complete job tasks	3	25
<b>Total Points</b>			<b>617</b>

**Benchmark Title****BOOKKEEPER****Job Summary**

Performs bookkeeping duties such as coding, recording, posting and processing day-to-day transactions. Processes one or more of accounts receivable, accounts payable and payroll. Maintains and updates accounting records.

**Key Duties and Responsibilities**

1. Codes source documents such as invoices and receipts to the appropriate accounts.
2. Maintains and updates accounting records by performing duties such as recording and posting transactions in journals and the general ledger for accounts payable, accounts receivable and payroll.
3. Prepares and issues invoices and follows up on late accounts in accordance with established procedures. Pays approved invoices.
4. Maintains bank account records; reconciles bank accounts and balances chequebooks.
5. Prepares various accounting summaries and reports. Compiles, maintains and produces statistics and reports of such records as seniority lists, vacation entitlement, and sick leave and overtime banks.
6. Submits forms to health and welfare benefit carriers to arrange for, change and terminate coverage for employees. Assists employees in submitting claim forms. Maintains records of benefit enrolment.
7. Responds to inquiries and requests regarding payroll, benefits and other bookkeeping duties. Follows up to resolve errors and discrepancies in accordance with established procedures.
8. Assists the accountant or financial manager in the preparation for audit and the production of financial statements, budgets and other financial reports by performing such duties as providing related documentation, preparing various accounting summaries and reports, and compiling statistics.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12, plus post secondary courses of up to two (2) years in areas such as bookkeeping, payroll or office procedures.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE: Bookkeeper**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 12, plus post secondary courses of up to 2 years in areas such as bookkeeping, payroll or office procedures	4	75
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Often performs production keyboarding to perform various bookkeeping operations, enter data and produce documents	5	35
4	Concentration – Often focus on financial summaries and reports which require a high degree of precision; often takes on a variety of related bookkeeping processes, procedures and tasks	5	42
5	Independence – Guided by general procedures stating the limits of the work to be performed requires the flexibility of choosing from alternative courses of action to complete assignments such as processing accounts payable and payroll	4	57
6	Judgement – Assess financial data and choose an approach using accepted accounting methods and internal procedures to reconcile bank accounts, determine budget codes and resolve invoice discrepancies	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Resolves errors and discrepancies and responds to inquiries. Work has impact on financial services of the agency; errors may interrupt work flow, timing of payment and compliance with accounting cycle deadlines and result in moderate loss of time and financial resources	4	57
9	Communication – Responds to inquiries and requests by explaining financial records, procedures and process	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressure to complete bookkeeping tasks	4	33
<b>Total Points</b>			<b>529</b>

**Benchmark Title****COMPUTER TECHNICAL SUPPORT SPECIALIST****Job Summary**

Provides computer technical support services to staff and client users. Ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

**Key Duties and Responsibilities**

1. Provides training and user support to staff and clients in the use of computer software and hardware programs by performing duties such as diagnosing and resolving problems, demonstrating and explaining program functions and providing suggestions on work methods.
2. Ensures that computer workstations are in proper operating condition by performing duties such as re-installing and un-installing computer software programs, removing unnecessary files and folders, and re-configuring hardware and software.
3. Investigates computer hardware problems reported by users; applies routine corrective measures such as restoring default hardware configurations and re-connecting system components such as external hard drives, printers and communication hubs.
4. Performs routine computer software maintenance tasks such as installing software and patches, updating anti-virus programs and scanning computers for viruses.
5. Conducts data backup and/or restoration as required in accordance with established procedures.
6. Monitors the LAN, network connections and other network services such as email and internet to ensure that they are operational.
7. Reports any major computer software and hardware problems to the supervisor and recommends repairs.
8. Maintains an inventory of computer hardware and software.
9. Maintains related records as required.
10. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

A diploma in a field related to information technology or computer science.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Computer Technical Support Specialist**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus a two year diploma program in areas such as Information Technology or Computer Science	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Sometimes uses keyboard to investigate computer problems, install software and re-configure computer workstations	3	21
4	Concentration – Often focuses on computer screen to check computer software and hardware conditions, work requires a high degree of mental demands to adapt to a variety of tasks	5	42
5	Independence – Work is guided by general procedures to complete assignments such as ensuring the proper operation of the Local Area Network (LAN)	4	57
6	Judgement – Assesses readily available information on software/hardware problems and resolves them using a combination of accepted techniques	4	57
7	Leadership/Supervision – Supports and trains staff in the use of computer software/hardware	2	40
8	Accountability – Errors in computer configurations are detected after the fact and may result in moderate loss of time to correct; may affect the operation of other programs	4	57
9	Communication – Provides computer hardware and software support and training to clients and staff	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often works to deadlines, under pressure to restore computers to operating condition	4	33
Total Points			549

**Benchmark Title****DATABASE CLERK****Job Summary**

Designs, creates, enters data into and produces reports from standardized databases using spreadsheet or database software programs. Files source documents and maintains filing systems.

**Key Duties and Responsibilities**

1. Designs and creates standardized databases using spreadsheet or database software programs such as Excel, Access, Dbase and FoxPro to store data such as client information, wait lists and program delivery data.
2. Enters data into databases from source documents such as client intake forms and class enrolment list. Updates data as required.
3. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
4. Designs and creates templates for documents such as memoranda, letters and presentation slides using computer software programs such as WordPerfect and PowerPoint.
5. Files source documents; maintains and updates the organization's files and filing systems.
6. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
7. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
8. Supports staff in the day-to-day use of computer software programs by performing duties such as demonstrating and explaining program functions and providing suggestions on work methods.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12 plus post-secondary courses in secretarial training or office administration of up to one (1) year.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

## **COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE**

**BENCHMARK TITLE:     Database Clerk**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 and post secondary courses in office administration	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often performs production keyboarding to enter data, create and modify database	5	35
4	Concentration – Often focuses source documents and computer software programs in creating database, developing forms and templates	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as creating class wait list database and producing attendance reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection and database techniques to produce as hoc reports	4	57
7	Leadership/Supervision – Supports other staff in the use of computer software programs	2	40
8	Accountability – Some examination is required to reveal errors in database design and report development. Errors may result in re-work involving loss of one's or others' time and limited financial loss	3	43
9	Communication – Provides limited hardware and software support and training	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressures to produce reports	4	33
<b>Total Points</b>			<b>507</b>

**Benchmark Title****RECEPTIONIST / GENERAL OFFICE CLERK****Job Summary**

Provides a variety of reception and general clerical assistance in an office. Maintains various records, files and related filing systems.

**Key Duties and Responsibilities**

1. Answers phone and/or in person inquiries and routes to appropriate staff members if required. Responds to routine queries with regard to the organization and services provided.
2. Assists with client intake by obtaining basic information, assisting in completing forms, and booking appointments with staff in accordance with established guidelines.
3. Sorts and distributes incoming mail and processes outgoing mail.
4. Maintains filing systems, registers or other records.
5. Performs general word processing and typing from rough draft or general instruction, including correspondence, reports, forms and documents.
6. Performs general data entry functions such as inputting client information into computerized systems.
7. Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, multi-line switchboard and postage meter.
8. Monitors, orders and receives office and janitorial supplies.
9. Handles simple cash transactions such as collecting payments, issuing receipts, and maintaining petty cash in accordance with established guidelines.
10. Maintains meeting room bookings within the office.
11. Ensures that office, meeting room, kitchen and other areas are maintained in a clean and tidy manner.
12. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12.

***Training and Experience***

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:** Receptionist/General Office Clerk

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires up to and including 6 months recent related experience	2	50
3	Physical Demands – Sometimes confined to a sitting position at the desk or computer to answer telephone, type correspondence, produce reports and enter data	4	28
4	Concentration – Often listens to and responds to enquiries	4	33
5	Independence – Performs several assigned functions and changes the order of completion to respond to immediate demands	2	29
6	Judgement – Judgement required to recognize differences in client or staff requests or inquiries and change the priority of tasks accordingly	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion such as wrong person contacted, data entry errors or errors in correspondence which are quickly discernible and result in minimal delay or expense to correct	2	29
9	Communication – Clarifies factual information with callers	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balance schedules, deal with interruptions, manage competing deadlines	4	33
Total Points			342

**Benchmark Title****SECRETARY****Job Summary**

Provides a variety of secretarial, reception and clerical assistance in an office; prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems.

**Key Duties and Responsibilities**

1. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms, client information; updates databases and sends reports as required; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
2. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
3. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
4. Answers telephone and in-person inquiries; routes to appropriate staff members if required. Sorts and distributes incoming mail and processes outgoing mail; operates a variety of office equipment such as computers, printers, copiers, facsimile equipment.
5. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
6. Performs other support duties related to program areas such as providing information to clients or visitors, assisting with intake and client tracking, checking program requirement documentation for accuracy and completeness; compiles data and produces reports and statistics as required.
7. Maintains and updates the organization's files and filing systems.
8. Orders office and janitorial supplies; negotiates purchase price as required.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12, plus related post secondary courses in secretarial training or office procedures.

***Training and Experience***

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

## COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE: Secretary**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary courses in secretarial training or office procedures	3	56
2	Training and Experience – Requires up to 1 year recent related experience	3	75
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry	4	33
5	Independence – Guided by specific procedures, selects amongst courses of action to complete assignments using previous instruction to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization's filing system	3	43
6	Judgement – Judgement required to recognize known differences in client or staff request or inquiries and determine the priority of tasks to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization's filing system	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion, which is quickly discernible and results in minimal delay or expense to correct such as contacting the wrong person or a wrong meeting time	2	29
9	Communication – Clarifies factual information and settles requests when booking meetings or making travel arrangements	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balancing schedules, dealing with interruptions and managing competing deadlines	4	33
<b>Total Points</b>			<b>406</b>