

# JOB DESCRIPTION

## Benchmark Job #005

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Ministry: Health  
Branch: Management Operations, MSP  
Location: Victoria

Working Title:  
Level:  
NOC Code:

**File Clerk**  
Range 6  
1413

### PRIMARY FUNCTION

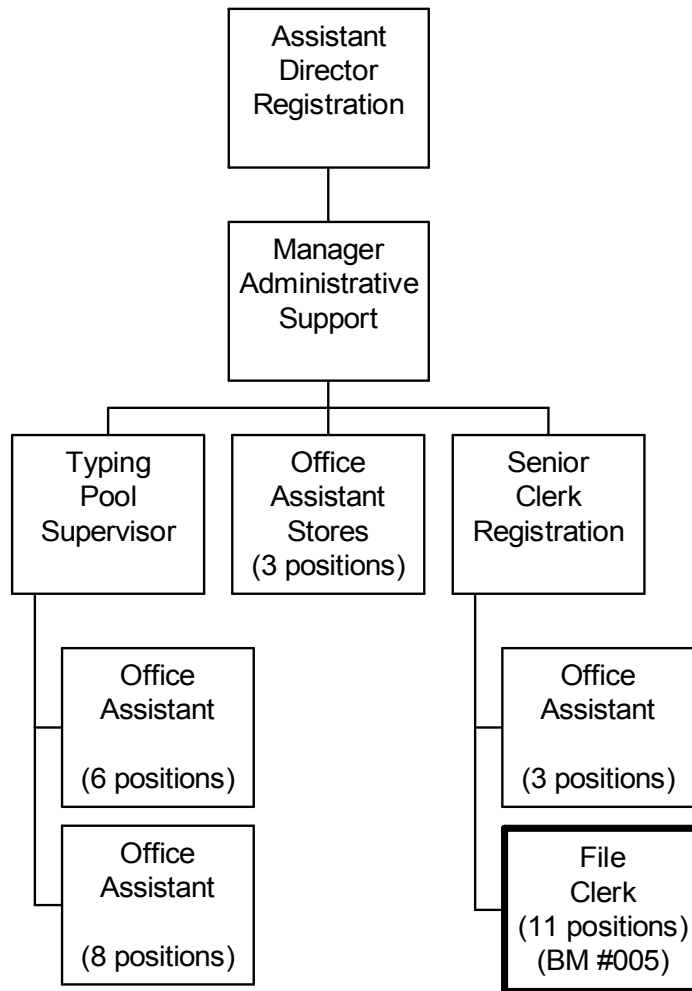
To maintain current and accurate files in the Medical Services Plan (MSP) subscriber filing system.

### JOB DUTIES AND TASKS

1. Keeps subscriber files up-to-date, accurate and orderly
  - a. opens, sorts and distributes incoming correspondence and mail
  - b. retrieves and delivers files and correspondence as required
  - c. maintains file system by assigning codes and filing correspondence and documents
  - d. processes outgoing mail and correspondence
  - e. updates personal file information on computer filing system
  - f. conducts searches for missing file information using computer databases and micro-fiche
  - g. purges files and arranges for off-site storage as directed
  
2. Performs other related duties
  - a. receives and redirects calls and responds to general enquiries in-person and over the telephone; exchanges information with doctors, public, government agents, etc.
  - b. photocopies and distributes interdepartmental communications, manuals, and amendments
  - c. orders office supplies as required
  - d. receives cash and cheques in the mail and issues receipt
  - e. gives informal guidance to staff on filing procedures

ORGANIZATION CHART  
Benchmark Job #005

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## REASON FOR CLASSIFICATION

Benchmark Job #005

Job Title: File Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>                      Know several work tasks and how to read and write to file and retrieve correspondence, sort and distribute mail and update computer files for the MSP subscriber filing systems.</p>	B	40
2	<p><b>MENTAL DEMANDS</b>                      Judgement to select a known action in completing specific tasks to file, sort and retrieve correspondence on files and perform computer searches for information.</p>	B	40
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>                      Tact required to exchange information and answer general inquiries related to filing duties and work unit and exchange information with public, doctors and government agents.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>                      Some coordination and dexterity required to update computer file using keyboard with a minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>                      Guided by set routines, makes minor changes in known job tasks to file and retrieve correspondence, update database records and sort and deliver in-house mail.</p>	A	15
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>                      Limited financial responsibility to receive cash and cheques in the mail and issue receipts.</p>	B	10
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>                      Moderate responsibility to provide maintenance for a large multi-user Medical Services Plan filing system by assigning codes and filing correspondence and delivering files.</p>	C	15

## REASON FOR CLASSIFICATION

Benchmark Job #005

Job Title: File Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give informal guidance to staff on filing procedures.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility to process information for medical claim payments to assist doctors and care card holders.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Close sensory concentration to regularly visually sort and distribute mail and files.	B	6
11	<b>PHYSICAL EFFORT</b> Light physical effort to regularly focus on computer screens to update on-line files.	B	6
12	<b>SURROUNDINGS</b> Exposure to crowded office setting with background noise almost always.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent repetitive motion in opening and stamping mail.	B	4

**Total Points: 180**

**Level: Range 6**

# JOB DESCRIPTION

## Benchmark Job #022

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Ministry: Health  
Branch: Pharmacare  
Location: Victoria

Working Title:  
Level:  
NOC Code:

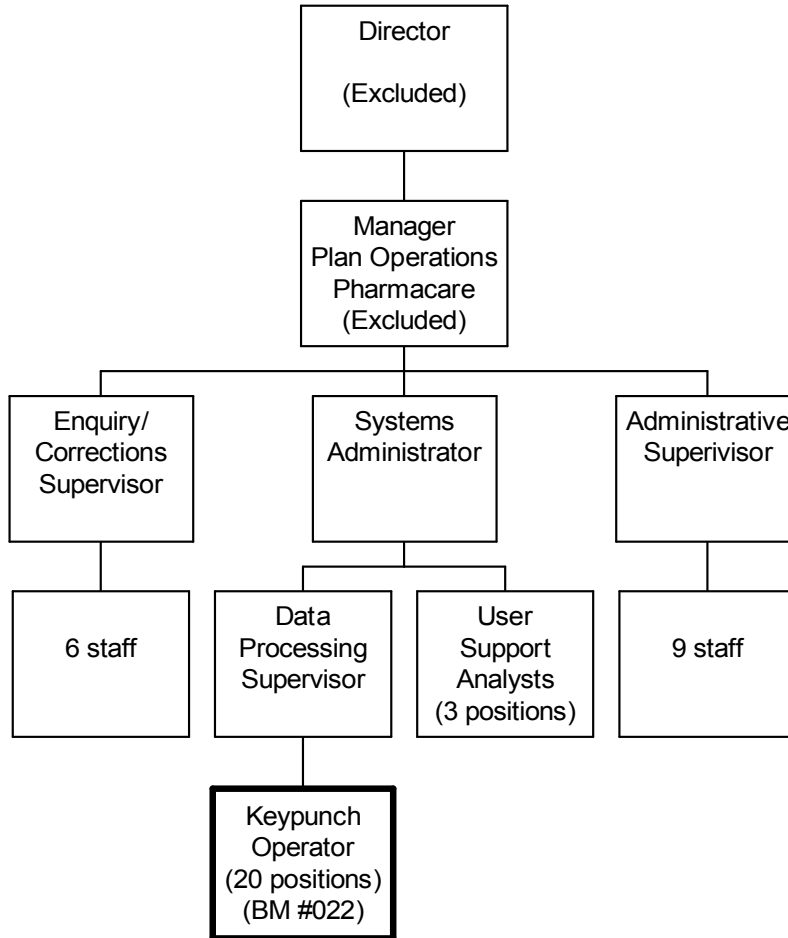
**Keypunch Operator**  
Range 7  
1422

### PRIMARY FUNCTION

To key and sight verify numeric data for Pharmacare plans submitted to data entry unit.

### JOB DUTIES AND TASKS

1. Keys data for Pharmacare plans
  - a. accesses and updates data for Pharmacare plans
  - b. keys data from Pharmacare plan forms using data entry machine
  - c. identifies wrong codes and legibility problems and refers to supervisor
  - d. completes and adds production sheets
  - e. checks number of prescription receipt on submissions
2. Sight verifies data
  - a. ensures that data entered is accurate and complete
  - b. checks data entry to find typographical errors
  - c. enters changes to incorrectly entered data
  - d. completes data and correction slips
3. Performs other related duties
  - a. gives informal guidance on policies and procedures to co-workers
  - b. identifies and refers terminal function problems to computer staff
  - c. files bundles of data by Pharmacy code number and invoice number
  - d. requests office supplies
  - e. performs telephone reception duties such as taking messages



## REASON FOR CLASSIFICATION

Benchmark Job #022

Job Title: Key punch Operator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<b>JOB KNOWLEDGE</b> Know several work tasks and how to read and write to input and verify data and operate data entry equipment.	B	40
2	<b>MENTAL DEMANDS</b> Judgement to select a known action in completing specific tasks to enter data and identify wrong codes or legibility problems, resolve minor machine malfunctions and report discrepancies to supervisor.	B	40
3	<b>INTERPERSONAL COMMUNICATIONS SKILL</b> Courtesy required to exchange information related to data entry duties with co-workers and supervisors.	A	10
4	<b>PHYSICAL COORDINATION AND DEXTERITY</b> Significant coordination and dexterity required to input numerical data on computer with speed and accuracy.	D	22.5
5	<b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by set routines, makes minor changes in known job tasks to enter data in computer terminal, identify discrepancies and legibility problems and report these to the supervisor.	A	15
6	<b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Financial responsibility to request office supplies.	A	5
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Some responsibility to access and update numeric data for Pharmacare plans on computer system.	B	10

# REASON FOR CLASSIFICATION

Benchmark Job #022

Job Title: Key punch Operator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give informal guidance to co-workers on policies and procedures.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense sensory concentration to almost always visually focus on source documents or screen to enter data using keyboard and sight verify.	D	18
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost always keyboard with speed and accuracy to enter numeric data.	D	18
12	<b>SURROUNDINGS</b> Exposure to crowded office setting with background noise almost always.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from production keyboarding almost always.	C	6

**Total Points: 198.5**

**Level: Range 7**

# JOB DESCRIPTION

## Benchmark Job #196

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Ministry: Health  
Branch: Accounting Operations  
Location: Victoria

Working Title:  
Level:  
NOC Code:

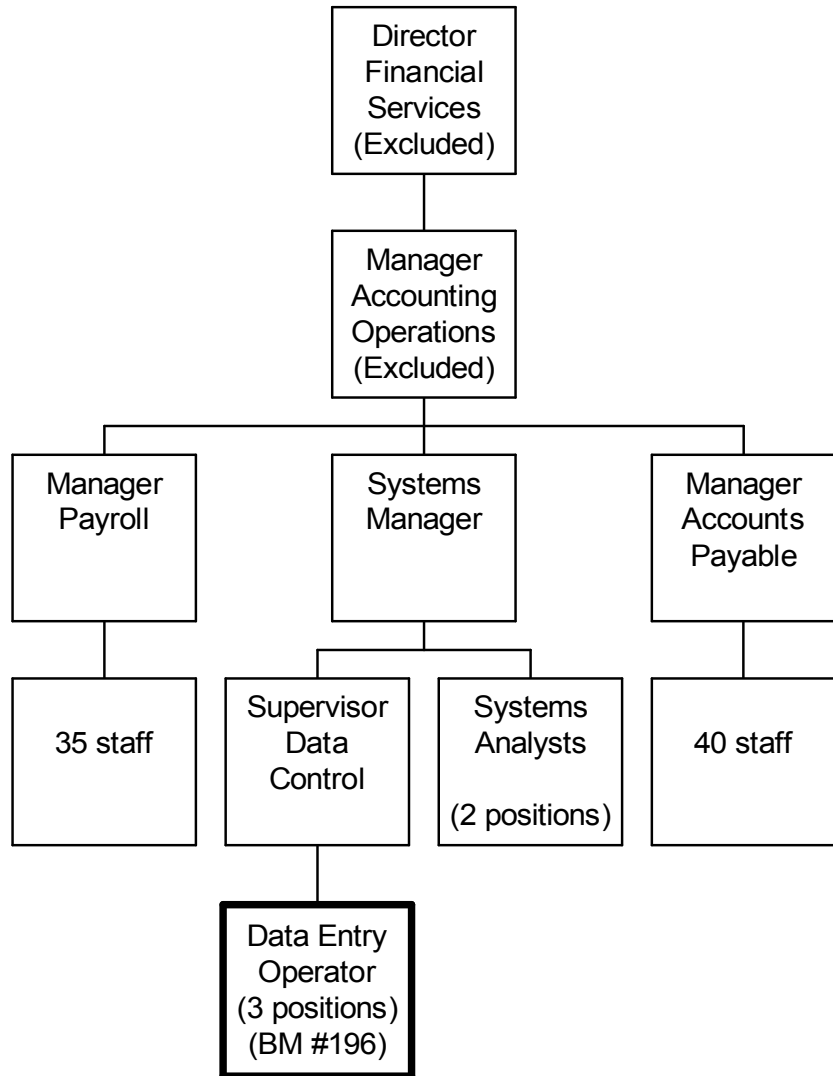
**Data Entry Operator**  
Range 7  
1422

### PRIMARY FUNCTION

To enter and verify alpha numeric data required to process subscriber and adjustment expenditure transactions for Medical Services Plan claims.

### JOB DUTIES AND TASKS

1. Performs data entry and verification to process transactions for Medical Services Plan claims
  - a. accesses and updates subscriber information onto computer disk
  - b. segregates documents by transaction type such as bulk payments, bill cancellations, adjustments, transfers, etc.
  - c. performs data entry of various subscriber and adjustment expenditure transactions including doctor's claims, patient claims, out-of-province claims, medical forms, group adjustments, cheques, requisitions, debit and credit adjustments, etc.
  - d. operates keypunch machine to high volume production standards
  - e. uses alpha and numeric entries according to pre-formatted data fields
  - f. verifies data characters entered to ensure accuracy and completeness
  - g. balances subscriber order bundles against teller cash tapes
2. Performs other related duties
  - a. provides orientation to new employees to the workplace



# ORGANIZATION CHART

Benchmark Job #196

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know several work tasks and how to read and do arithmetic to input and verify alpha numeric data for MSP subscriber.</p>	B	40
2	<p><b>MENTAL DEMANDS</b>            Judgement to select a known action in completing specific tasks to enter financial coding and verify data characters entered for accuracy and completeness.</p>	B	40
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Courtesy required to exchange information related to data entry duties with co-workers.</p>	A	10
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Significant coordination and dexterity required to operate a data entry machine to process claim and subscriber information with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by set routines, makes minor changes in known job tasks to enter subscriber data in computer terminal, verify accuracy and completeness of data and report discrepancies to supervisor.</p>	A	15
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Limited financial responsibility to balance subscriber order bundles to tellers cash tapes.</p>	B	10
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Some responsibility to access and update alpha numeric data for Medical Services Plan claims onto computer disk.</p>	B	10

ORGANIZATION CHART  
Benchmark Job #196

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense sensory concentration to almost always visually focus on source documents and use data entry machine to enter data and verify accuracy and completeness.	D	18
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost always use data entry machine to enter alpha and numeric data.	D	18
12	<b>SURROUNDINGS</b> Exposure to crowded office setting with background noise almost always.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from production keyboarding almost always.	C	6

**Total Points:                    203.5**

**Level:                                Range 7**

# JOB DESCRIPTION

## Benchmark Job #179

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Ministry: Government Services  
Branch: Office Products Centre  
Location: Victoria

Working Title:  
Level:  
NOC Code:

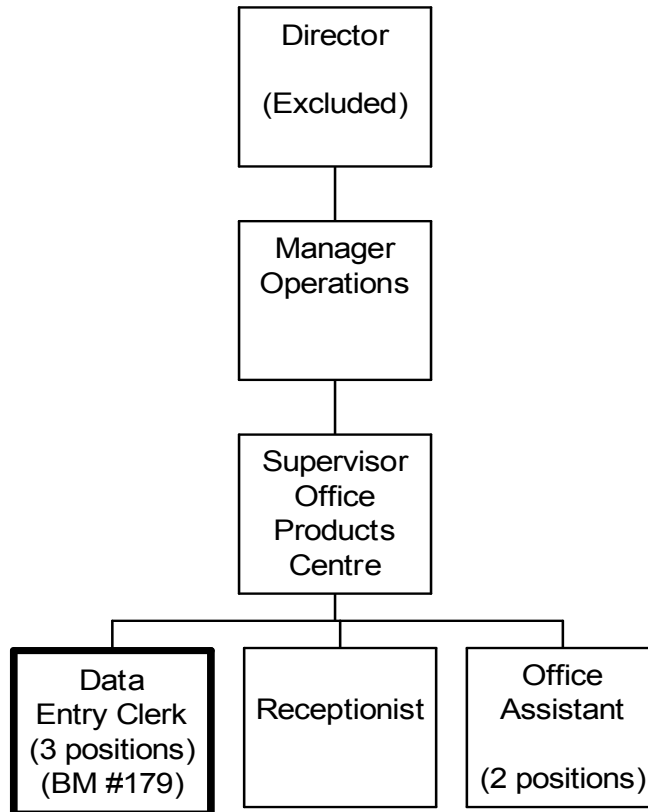
**Data Entry Clerk**  
Range 7  
1422

### PRIMARY FUNCTION

To perform computer data entry for the Office Products Centre.

### JOB DUTIES AND TASKS

1. Performs computer data entry
  - a. accesses and updates customer order information on database
  - b. prioritizes work flow to meet operational demands, volume of orders and customer requirements
  - c. inputs and updates customer order information to a standard using financial coding
  - d. ensures that orders are complete and accurate
  - e. ensures that orders contain the correct financial coding
  - f. exchanges information with other departments and customers to verify stock numbers and to correct errors in coding and discrepancies between part numbers, descriptions and units of issue
  - g. contacts customers to verify abnormally high quantities to avoid added expenses
  - h. verifies signatures of customers ordering restricted purchasing instruments such as Local Minor Purchase Orders and Emergency Purchase Orders etc.
  
2. Performs other related duties
  - a. provides receptionist and administrative support relief as required including screening incoming calls and performing word processing services
  - b. receives, balances and remits cash and cheques to accounts payable
  - c. provides orientation to the workplace to new employees



# ORGANIZATION CHART

Benchmark Job #179

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and understand how they relate to the Office Products Centre to process customer orders and verify order requirements with customers and other departments.</p>	C	60
2	<p><b>MENTAL DEMANDS</b>            Judgement to select a known action in completing specific tasks to enter financial coding, identify coding errors and verify order information with customers.</p>	B	40
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Tact required to exchange, obtain and verify information related to customer orders and accounts and work unit activities with internal/external customers.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Significant coordination and dexterity required to use a word processor and data entry machine to produce correspondence and documents and to update records with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to perform data entry of financial codes, verify information with internal/external customers, prioritize large volumes of orders and provide receptionist relief.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Some financial responsibility to verify correct financial coding or orders for data entry and to receive, balance and remit cash and cheques to accounts payable.</p>	C	15
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to provide support to the Office Products Centre database by identifying and correcting coding errors and discrepancies between part numbers, descriptions and units of issue.</p>	C	15

ORGANIZATION CHART  
Benchmark Job #179

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense sensory concentration to almost always visually focus on source documents or screen while using data entry machine to enter data and verify information.	D	18
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost always enter coded information using data entry machine with speed and accuracy.	D	18
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Moderate exposure to hazards from production keyboarding almost always.	C	6

**Total Points: 256.5**

**Level: Range 7**

# JOB DESCRIPTION

## Benchmark Job #186

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Ministry: Transportation and Highways  
Branch: Maintenance Section  
Location: Victoria

Working Title: **Junior Records Clerk**  
Level: Range 7  
NOC Code: 1413

### PRIMARY FUNCTION

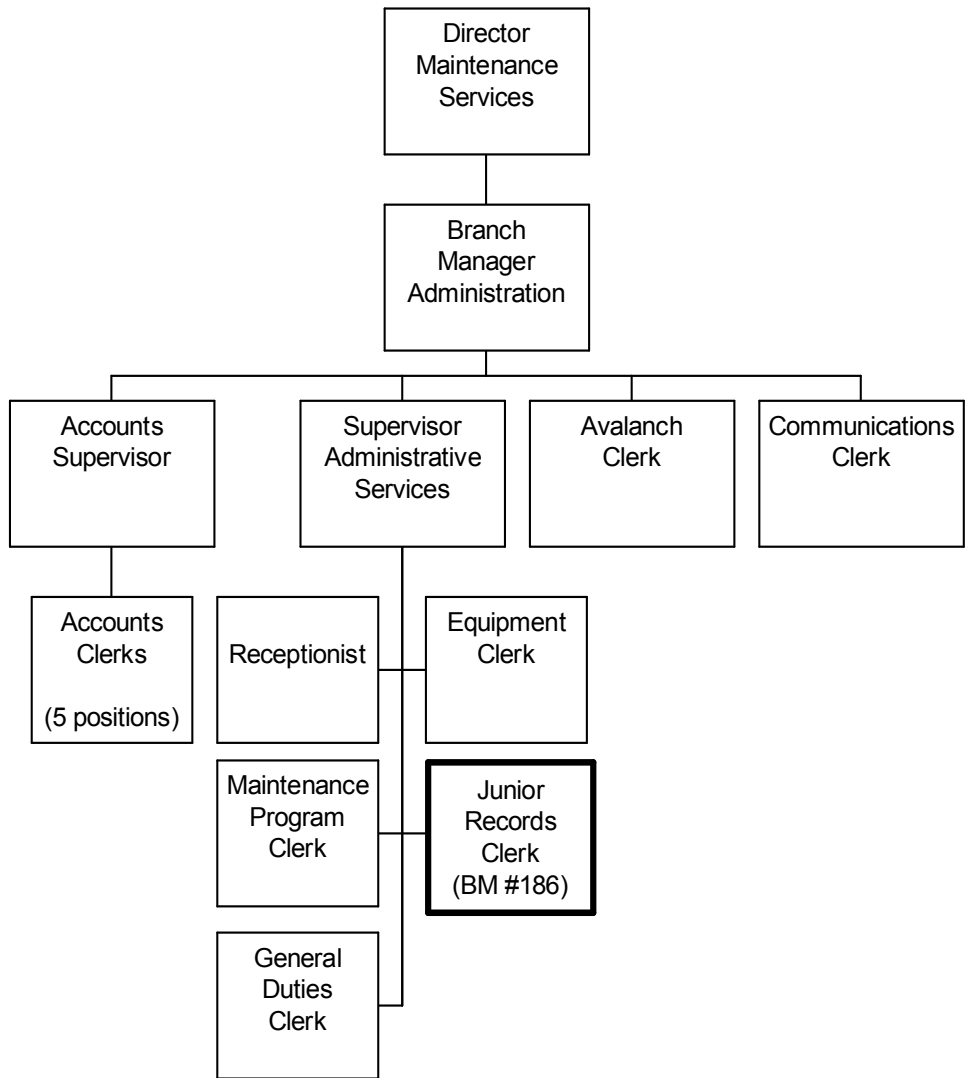
To provide records management support and secretarial services for the Maintenance Branch.

### JOB DUTIES AND TASKS

1. Provides records management support services for the Maintenance Branch
  - a. sets up and maintains ARCS/ORCS filing system for the Branch
  - b. checks, verifies and classifies coding on correspondence and reports in accordance with ARCS/ORCS
  - c. selects key information from documents for entry onto databases
  - d. enters files approved by BC Archival Services (BCARS) onto Avalanche section of the data management system
  - e. enters files approved by BCARS onto Maintenance section and communications and equipment section of word processing system
  - f. checks records classified by other staff in accordance with ARCS/ORCS for completeness and accuracy
  - g. checks files that require off-site storage and arranges for retention or disposal and determines whether files are operational or administrative
  - h. maintains an inventory of current files and updates files as required
  - i. exchanges information with Ministry Records Officer regarding appropriate classification of files that do not fall under ARCS/ORCS coding system
  - j. conducts file searches for staff upon request
2. Provides secretarial services to the Manager of Equipment and Bridge Resurfacing
  - a. transcribes letters, memos, reports, and various other correspondence
  - b. keyboards contracts and other related documentation
  - c. receives and sends electronic mail and faxes
  - d. maintains and updates Region and District mailing lists
  - e. arranges meetings and reserves boardrooms
  - f. makes travel arrangements as required
3. Performs other related duties
  - a. maintains library and reference section for the Branch and conducts reference searches for staff on request
  - b. updates procedure manuals as required
  - c. provides formal instruction on ARCS/ORCS filing systems

ORGANIZATION CHART  
Benchmark Job #186

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# ORGANIZATION CHART

Benchmark Job #186

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and how they relate to the Maintenance Branch office to maintain and organize records management services for branch, classify records, update files, and arrange for off-site storage, retrieval, and disposal of files.</p>	C	60
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to provide clerical services, code files in ARCS and ORCS system, screen and check coding and classify files for off-site storage, retrieval and disposal.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Tact required to obtain and verify information related to the branch office and records classification, retention and disposal with Ministry Records Officer and to answer telephone.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Significant coordination and dexterity required to use a word processor to produce memos, contracts, and correspondence and to update branch records with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several assigned functions to provide records management services by classifying files, verifying records coding, arranging for off-site storage, retrieval, and disposal of files, and perform data entry.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            No financial responsibility.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Significant responsibility to set up and maintain a multiple user filing system for the Maintenance Branch.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #186

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal instruction to staff on ARCS/ORCS filing systems.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently visually focus on source documents to code records, and enter data onto computer databases.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently keyboard with speed and accuracy to enter data and produce correspondence.	C	12
12	<b>SURROUNDINGS</b> Exposure to dust from files regularly.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 264**

**Level: Range 7**

# JOB DESCRIPTION

## Benchmark Job #197

Ministry: Transportation and Highways  
Branch: Regional Office  
Location: Kamloops

Working Title:  
Level:  
NOC Code:

**Radio Operator**  
Range 9  
1475

### PRIMARY FUNCTION

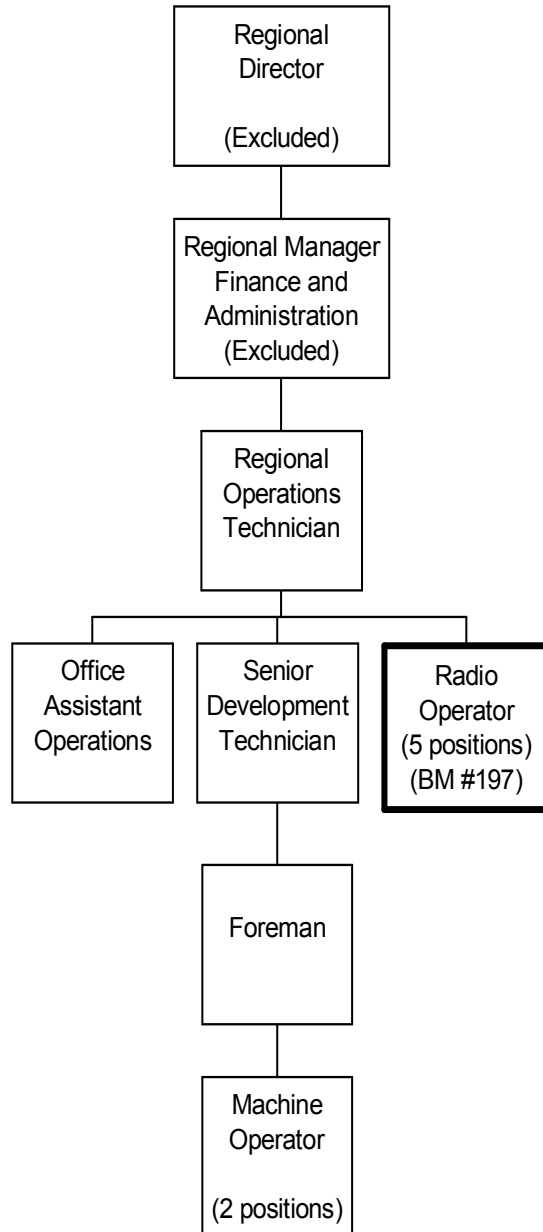
To maintain a flow of communication between radio room, field personnel, and the general public and to gather and distribute information on items such as weather conditions, road conditions, avalanches, accidents, and spills.

### JOB DUTIES AND TASKS

1. Maintains a flow of communication between radio room, field personnel, and the general public using five radio channels and four telephone lines
  - a. connects two or more field personnel through the use of radio repeaters
  - b. connects telephone users to field personnel
  - c. coordinates communications between rescue personnel during emergencies, accidents, and spills
  - d. responds to enquiries from the general public including providing road, ferry, hazard, and closure information by recording complaints and notifying appropriate staff for response
  - e. notifies appropriate personnel, radio stations, tourist information centres, bus and truck lines, the police and ambulance services regarding road closures
  - f. notifies electricians of traffic light, street light and flasher problems
  - g. notifies contractors of accidents, rock or mud slides, dead animals and other hazards
  - h. responds to radio requests for road and ferry information from field personnel and contractors
  - i. contacts other radio rooms as required to maintain accurate and up-to-date information
2. Gathers and distributes information on items such as weather, road conditions, avalanches, accidents, and chemical spills
  - a. receives road and weather information from contractors, codes and enters onto computer, and compiles into reports
  - b. relays weather reports and updates three times each day to Ministry staff and contractors
  - c. receives, codes, and enters data onto computer for the Avalanche section and distributes hazard forms for avalanche areas
  - d. provides road reports for radio stations and the news media
  - e. faxes reports to other Ministries, local weather offices, Atmospheric Environment Services, and various other agencies upon request
3. Performs other related duties
  - a. updates and distributes Ministry manuals and Ministry load restriction information
  - b. organizes and maintains accurate records of road and weather conditions and changes to overhead message signs, and operates and updates overhead message signs
  - c. requisitions supplies for office
  - d. completes travel voucher forms and time sheets
  - e. provides orientation to new employees

ORGANIZATION CHART  
Benchmark Job #197

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# ORGANIZATION CHART

Benchmark Job #197

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and how they relate to radio communications to operate a radio system to provide road condition and weather reports to general public, agencies, tourist information centres, and media; gather and distribute information relating to avalanches, emergency response, and road closure and notify appropriate personnel as to hazards.</p>	C	60
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to provide road condition and weather reports to various groups, compile accurate road, weather and avalanche reports, and maintain communications during emergencies.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Tact required to exchange information of avalanche services, emergencies, and road and weather conditions with field staff and the public.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Some coordination and dexterity required to operate radio phone to provide road condition and weather information.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, select a course of action to complete assignments using previous instructions to operate radio system to provide road conditions and weather reports to the public, connect office and field personnel by way of radio repeaters, gather and distribute information relating to avalanches, accidents, chemical spills and road closures, and respond to emergency situations by notifying appropriate personnel.</p>	C	50
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Financial responsibility to requisition supplies for office.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to support a large multiple-user information system by coding, inputting, storing, retrieving and maintaining highway and weather records and information.</p>	C	15

ORGANIZATION CHART  
Benchmark Job #197

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide informal orientation to the workplace for new employees.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Significant care and attention to provide a regional service intended to ensure the safety of others by receiving, assessing, and directing incoming information on road closures, avalanches, and weather conditions to appropriate personnel.	D	25
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen to monitor and link calls from five radio channels and four telephone lines.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently visually focus attention to computer screens to code and enter data.	C	12
12	<b>SURROUNDINGS</b> Exposure to crowded office setting in radio room with background noise from communications equipment, almost always.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding to enter road and weather information into computer.	B	4

**Total Points: 282**

**Level: Range 9**

# JOB DESCRIPTION

## Benchmark Job #257

Ministry: Transportation and Highways  
Branch: Office of the Superintendent  
Location: Motor Vehicle Branch

Working Title:  
Level:  
NOC Code:

**Records Management Clerk**  
Range 9  
1413

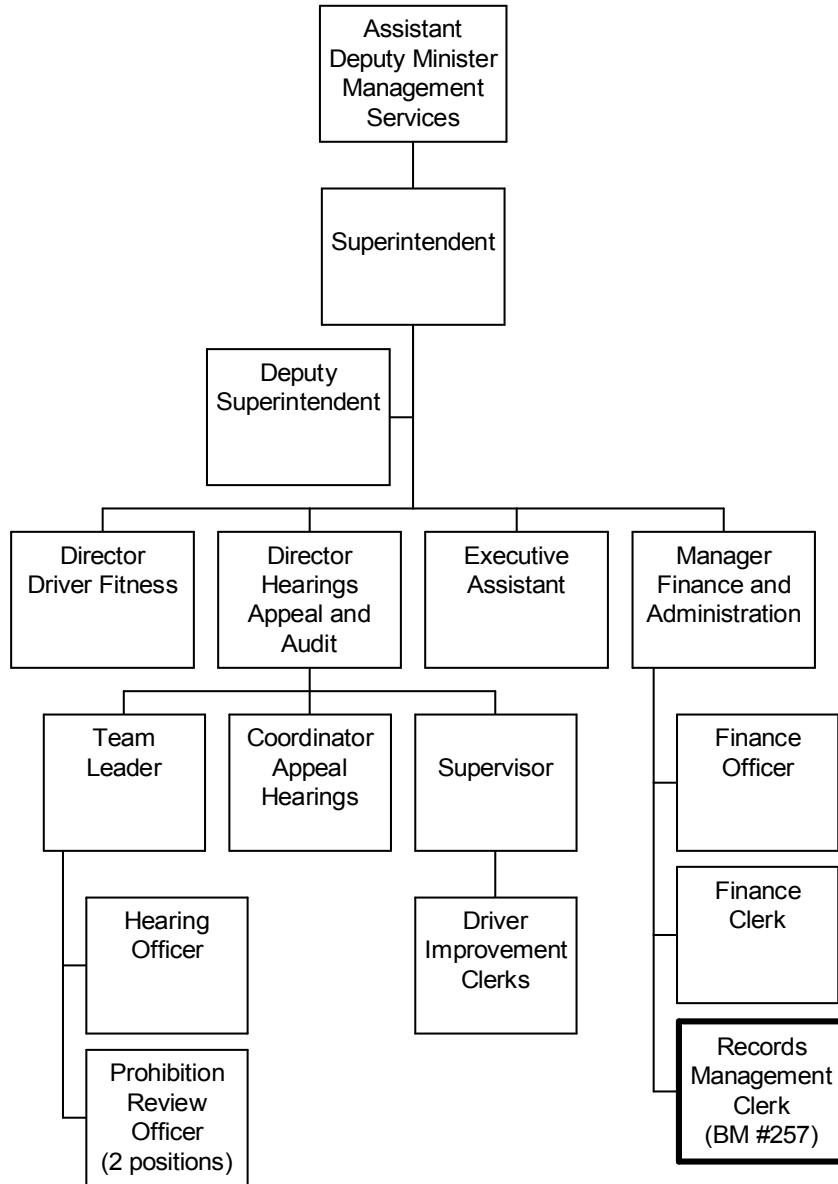
### PRIMARY FUNCTION

To provide records management, support services and other general clerical duties.

### JOB DUTIES AND TASKS

1. Provides records management support
  - a. classifies and files all centralized documents
  - b. ensures the unit's filing system meets the needs of ICBC
  - c. maintains the Branch records management database and distributes file lists (ARCS, indexes and cross-references, etc.)
  - d. examines file contents systematically, extracts duplicate material, creates volumes, ensures the contents are available to the public, meets Freedom of Information Act requirements, and consolidates files where appropriate
  - e. prepares files for semi-active or final disposition by identifying contents, completing forms and removing fasteners
  - f. culls files for off-site storage, organizes transport to off-site storage and recovers files from off-site storage as requested by Branch staff or as required to assist with Freedom of Information requests
  - g. recommends to Section Managers and staff whether files should be retained in central or decentralized storage when there is a shortage of filing space
  - h. conducts file searches for staff upon request
  - i. assists in the search and compilation of reference materials to meet user needs
  - j. informs Branch and Ministry staff regarding location and content of Branch recorded information
  - k. communicates records management procedures to Branch staff
  - l. logs Freedom of Information requests for reporting purposes
  - m. provides records management statistical reports
  - n. provides training to Branch staff on ARCS and ORCS
  - o. checks records classified by other staff
2. Provides incoming and outgoing mail services
  - a. opens, sorts, and distributes mail
  - b. arranges for dispatch of mail through couriers and signs for couriered mail received
  - c. prepares outgoing mail including addressing, stuffing envelopes, bulk shipments, wrapping parcels, etc.
  - d. sorts and packages outgoing regional and district correspondence
  - e. completes counted, itemized mail tickets for outgoing mail, and enters mail ticket information in a daily logbook
  - f. completes forms and prepares all Headquarters branch registered mail
  - g. answers enquiries from branch staff on services available, rates, couriered mail, mailing procedures and practices, and best mailing methods
  - h. files, retrieves and traces courier service receipts
  - i. monitors courier supplies in stock and orders as required
3. Provides reception services
  - a. receives visitors and directs to appropriate staff or department
  - b. screens incoming calls including responding to general inquiries regarding the branch, taking messages and directing calls
  - c. maintains current telephone and distribution lists.

ORGANIZATION CHART  
Benchmark Job #257



# ORGANIZATION CHART

Benchmark Job #257

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and understand how they relate to other branches and ICBC offices to maintain and organize records management services for the branch, classify records, update files, and arrange for off-site storage, retrieval, and disposal of files.</p>	D	100
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to provide clerical services, code files in ARCS and ORCS system, check coding and classify files for off-site storage retrieval and disposal with section managers and staff.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Tact required to exchange information and provide guidance to branch staff on filing procedures.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to using a word processor to produce memos and correspondence with some speed to meet deadlines, and to update branch records.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands of others in performing several assigned functions to provide records management services by classifying files, verifying records coding and arranging for off-site storage, retrieval and disposal of files.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            No financial responsibility.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Significant responsibility to set up and maintain a multiple user filing system for the office of the Superintendent.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #257

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal instruction to staff on the branch's record system.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsible for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read to identify material for classification.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to read documents to identify material for classification.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 296.5**

**Level: Range 9**

# JOB DESCRIPTION

## Benchmark Job #174

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Ministry: Attorney General  
Branch: Corrections  
Location: Victoria

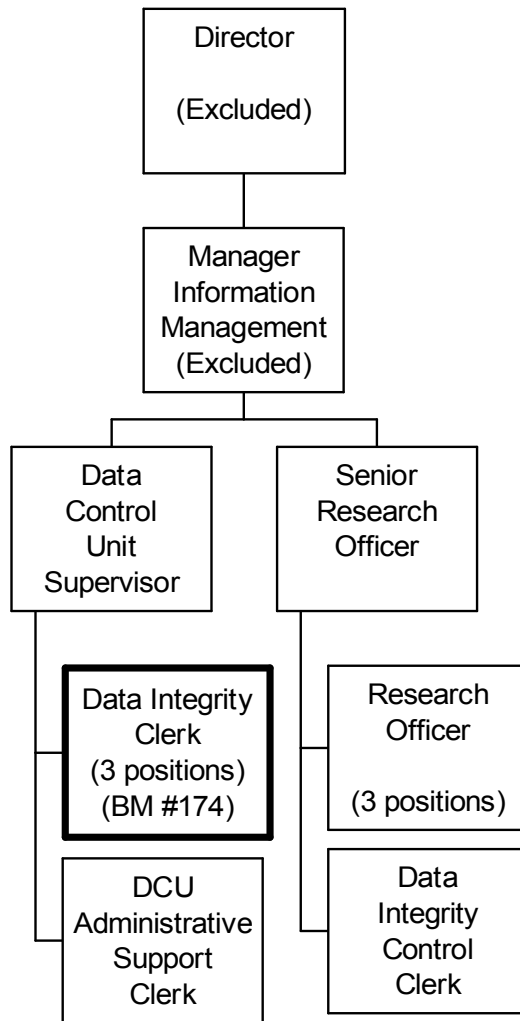
Working Title: **Data Integrity Clerk**  
Level: Range 9  
NOC Code: 1422

### PRIMARY FUNCTION

To monitor the quality, accuracy and consistency of data contained in Corrections Branch offender information systems and identify and correct data discrepancies.

### JOB DUTIES AND TASKS

1. Monitors and reviews the quality, accuracy and consistency of data contained in the Provincial Case File (PCF) and Probation Records System (PRS) including institution changes and client movements
  - a. searches and corrects errors and inconsistencies in client history data using Correction Administration Records Entry (CARE) system and PCF generated reports and input data and clarify entries
  - b. reviews data history, updates and deletes information (i.e. inmate history) after confirming integrity and accuracy of data
  - c. obtains missing information and clarifies entries made by contacting field offices
  - d. reviews information and reports from Correctional Centre and Probation Offices to be submitted to BC Medical for accuracy, completeness and consistency
  - e. submits BC medical information/data to ensure inmate medical coverage
  - f. searches existing data base records and accesses data on various systems such as PCF, RCMP and CPIC to determine if a client has an existing correctional service identification number and to ensure there is no duplication of offender history
  - g. assigns identification number to create individual record, if client is not on Provincial Case File
  - h. assigns case service numbers to clients
  - i. verifies systems generated data audit reports against PRS, PCF and CARE client records including editing any data discrepancies
  - j. provides user feedback in response to changes in the information systems
2. Performs systems support services
  - a. screens incoming calls and transfers to appropriate staff, or resolves problems
  - b. responds to enquiries from field offices on client history information and procedures and policies relating to data entry on the Probation Records System and advises on procedures and coding of data
  - c. reviews orders, policies and procedures for field offices regarding client history files
  - d. assists field offices to properly process and report on client data and history
  - e. provides explanation of court orders to field staff to ensure correct data and codes are entered into system
  - f. codes and enters data received from Correctional Centres onto Provincial Case File and Probation Records System
  - g. receives, processes, and distributes electronic data files for a multi-user system to and from the field offices
3. Performs other related duties
  - a. provides training to users and updates/maintains user manuals
  - b. files and updates daily Probation and Institutional reports
  - c. produces documents and correspondence on word processor as required
  - d. maintains and updates records in the section filing system; sorts and distributes mail



# ORGANIZATION CHART

Benchmark Job #174

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and how they relate to other units to provide information systems support and maintain the quality, accuracy, consistency and integrity of data contained in Corrections Branch offender information systems.</p>	D	100
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to maintain accuracy of offender data contained in the information systems, identify and correct data discrepancies and advise field offices on procedures.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Discretion required to explain court orders to field staff to ensure correct data is entered into the system.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Significant coordination and dexterity required to use a data entry machine to enter coded statistical data with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, changes the order of completion to meet immediate requests in performing several functions to review data, identify discrepancies and correct client/inmate records and code client records data.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            No responsibility for financial resources.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Significant responsibility to organize and control the quality of data for daily systems reports, institution changes and client movements.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #174

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility for human resources to provide training to users.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense attention to detail to almost always view computer data of offenders' cases.	D	18
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost continuously enter coded statistical data with speed and accuracy.	D	18
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Moderate exposure to hazards from almost continuous production keyboarding.	C	6

**Total Points: 328**

**Level: Range 9**

# JOB DESCRIPTION

## Benchmark Job #008

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Ministry: Energy, Mines and Petroleum Resources  
Branch: Engineering and Inspection  
Location: Victoria

Working Title:  
Level:  
NOC Code:

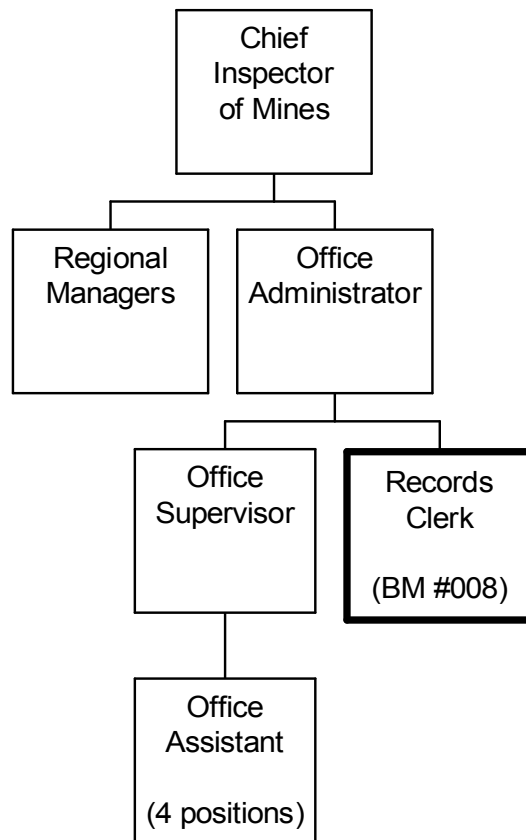
**Records Clerk**  
Range 9  
1413

### PRIMARY FUNCTION

To provide records management support services to branch and regional offices.

### JOB DUTIES AND TASKS

1. Provides support services to branch and regional offices on ARCS/ORCS filing systems
  - a. identifies and classifies material into files by function, subject and property and integrates into ORCS and ARCS filing systems
  - b. provides advice, assistance and training to Branch and Regional staff on setting up and maintaining ARCS/ORCS records management systems including explaining related policies and regulations
  - c. resolves ARCS/ORCS filing problems identified by Regional staff
  - d. consolidates batches of files and deletes and creates new files as required on computerized system
  - e. sight verifies completeness of files prior to storage
  - f. arranges for annual off-site disposal of records
2. Arranges for the transfer of records, plans, and reports onto microfilm
  - a. assembles and prepares materials for on-site transferring onto microfilm
  - b. maintains and updates records of microfilm data
  - c. disposes of microfilm according to procedures and guidelines
  - d. responds to enquiries and requests from mining operators and the general public regarding access to microfilm documents
3. Performs other related duties
  - a. gathers and compiles information on inspections and notice of work for quarterly reports
  - b. prepares statistics on accidents for annual report and other publications
  - c. compiles occupation, location, and cause of injury reports related to mining
  - d. drives to Regional offices to provide advice/training on records management
  - e. requests supplies to be ordered and signs for goods received



# ORGANIZATION CHART

Benchmark Job #008

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and understand how they relate to ministry, branch, and regional filing systems to advise and train staff in the branch and the regional offices regarding ORCS and ARCS filing systems.</p>	D	100
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to maintain, collect, classify, catalogue, retrieve, store and dispose of records and information using ARC and ORCS filing systems, train staff in use of records systems and resolve records filing problems.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Discretion required to exchange information needing an explanation with regional and branch staff on setting up and maintaining ARCS/ORCS including explaining related policies and procedures.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to drive vehicle to regional offices to provide assistance and training on filing systems.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, select a course of action to complete assignments using past practice to provide training, direction, advice and assistance to branch and regional staff in how to set up and maintain a computerized filing system.</p>	C	50
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Financial responsibility to request supplies to be ordered and sign for goods received.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Considerable responsibility to provide guidance by advising and training staff to implement and maintain branch and regional records management systems.</p>	E	33

ORGANIZATION CHART  
Benchmark Job #008

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training to ministry staff regarding records management.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to drive a light vehicle as the driver of convenience to train regional staff on how to set-up a filing system.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read material for classification.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to frequently read material for classification.	C	12
12	<b>SURROUNDINGS</b> Exposure to over night travel occasionally to train regional staff in filing systems.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 342**

**Level: Range 9**