

Job Class Profile: Clerk II

Pay Level: CG-23 **Point Band:** 388-421

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	2	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

JOB SUMMARY

The Clerk II performs clerical and administrative work in support of the operations for the assigned department, school board, library, or other organization.

Key and Periodic Activities

- Provides registry support including scanning, cataloguing, locating, organizing, and filing documents such as correspondence and applications; retaining and disposing files; researching and retrieval of materials upon request; ensuring the accuracy of all files; etc.
- Provides reception duties such as switchboard or front desk functions, answers telephone inquiries, forwards calls, provides general information, accepts applications, and booking meeting rooms.
- Performs registration functions for diagnostic services (i.e. verifies personal information is valid, all necessary forms completed, ensures accurate billing of services, makes arrangements for transportation, arranges medical appointments and others).
- Performs mail related functions such as preparing courier packages; accepting mail; time stamping letters and parcels; delivering papers and correspondence to the Executive; and distributing letters, memos, mail, newspapers, and invoices.
- Performs scheduling functions (i.e. road tests, room bookings, laboratory tests, discharge orders, unit schedules, equipment transfers, and referrals).
- Types a variety of correspondence such as letters, agendas, schedules, memos, tables, minutes of meetings, labels, court forms, discharge orders, and transcription of doctor's orders.
- Prepares electronic documents for distribution to various agencies such as purchases for distribution to licensees and breweries; accounts payable documents for short term assistance and supplements; statistical reports on wait times, date and time of triage, and dealer payments.
- Provides other clerical duties such as purchasing supplies according to delegated authority, preparing invoices for payment, delivering batched invoices to be processed, preparation of library resources for circulation, processing patron ticket requests, updating information board, reconciling theatre finances daily, providing building security (i.e. escorting general public, locking doors, etc.).
- Performs duties associated with the shredding of confidential documents (i.e. collects materials and accompanies driver for disposal).

Key and Periodic Activities

- Manages an electronic calendar system.
- Trains new staff as required.
- Covers staff work absences (i.e. breaks, holidays, sickness, etc).
- Photocopies a variety of reports, charts and records.
- Books travel for staff as required.
- Updates emergency call back lists and policy manuals as required.
- Completes Occupational Health and Safety inspection sheets (i.e. floor inspections, equipment, etc).

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of typical business application software and office administration.

Formal Education and/or Certification(s):

- Minimum: 1 Year Diploma in Office Administration.

Years of Experience:

- Minimum: 1-2 years.

Competencies:

- Follows basic instructions and work processes.
- Applies established techniques to completion of activities.
- Writes simple letters, memos and other documentation.
- Proofreads, edits and formats a variety of documents.
- Uses various computer software programs such as spreadsheets, word processors, databases, and other specialized programs and systems (i.e. Horizon, AS 400, FMS, CAPS, etc).

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, providing routine direction, and gaining the co-operation of others to complete work assignments. May deal with upset or angry people (on the phone or face-to-face).
- Communication occurs with employees in the immediate work area, department/group, in other departments and with supervisors, managers, and general public.
- Most significant contacts are employees in the immediate work area, employees within the department, and general public (i.e. provisioning services on behalf of Arts and Culture Centre, Government Services, Human Resources Labour and Employment, etc).

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Occasionally required to lift files and supplies weighing less than 10 lbs. May be required to

<p>maneuver carts to transfer books or batched invoice payments to Department of Finance; and use a ladder to retrieve boxes and/or files that are out of reach.</p> <ul style="list-style-type: none"> — Work provides the opportunity to stand and walk within the office environment but this may be restricted at times (i.e. serving box office window during a performance or ticket sales, counter service at Government Services, etc). Regularly required to stand while retrieving files in the registry, answering customer enquiries, etc. — Constantly required to perform fine finger/precision work while sitting and using a computer mouse, scheduling appointments, and other general clerical duties.
<p>Concentration</p> <ul style="list-style-type: none"> — Visual concentration is constant while researching requests from the general public, processing cash register receipts, manipulating data in spreadsheets, and using organized filing systems. — Auditory concentration is required while answering phone enquiries from the general public or face-to-face interactions. — Regularly impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace. Examples include: issuing liquor orders (licensee) monthly, immediate requests from executive staff, or large volumes of books that need to be entered into circulation. — Exact results and precision are required when performing scheduling functions (i.e. booking road tests, performance dates, and meeting times), handling money, issuing receipts, and filing.
<p>Complexity</p> <ul style="list-style-type: none"> — Work typically involves a series of tasks and activities that are similar and related in terms of skills and knowledge used. — Problems tend to be regularly simple with obvious solutions and can be addressed by following procedures and/or guidelines. — The most typical challenges or problems are: errors made processing sales (i.e. box offices ticket sales), giving correct advice over the phone regarding services provided (i.e. motor vehicle renewals, driver licenses, etc.), searching for documentation with limited information provided, and addressing customer complaints (i.e. wrong seats assigned to patrons during sold out performances). — Policies, procedures, work schedules, and guidelines exist to assist and address most issues and challenges.

RESPONSIBILITY

<p>Accountability and Decision-Making</p> <ul style="list-style-type: none"> — Work tasks and activities are highly monitored and controlled. — Decisions can be made when sending out mail by courier, checking inventory, and ordering general office supplies within delegated authority. — Requires supervisor's approval for decisions such as ticket refunds, batch processing of invoices, decisions regarding acceptable documentation (i.e. proper identification required for a photo ID), and changes to the codes in the filing system. — Work tasks involving the collection or the releasing of confidential information are completed exercising discretion and independent judgement (i.e. credit card information, maintaining
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confidential storage of files, etc). Policies and procedures are in place governing the handling of confidential information.
Impact
<ul style="list-style-type: none"> — Impacts generally affect immediate work area, department, organization, and public. — Work activities impact equipment; processes and systems; information; finances; and material resources. — Inaccurate reporting may be the result of incorrectly scanned or indexed documents, inaccurate information given to customers, improper indexing of library resources, etc. — In the event of a mistake or error the consequence is directly felt on immediate work area, departmental image, or customer/general public. — Legislation, policies, and procedures are in place to minimize the impact of errors in a timely fashion (i.e. monthly statistics sent to the breweries regarding shipments, invoices not paid in a reasonable amount of time, etc).
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May be required to provide orientation and/or on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Not required to take any special precautions or wear safety equipment. — No unusual adverse environmental conditions exist. — Occasionally may be exposed to unusual distracting noise, glare, limited lighting and a lack of privacy.