

Job Class Profile: Clerk III

Pay Level: CG-24 **Point Band:** 422-455

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	3	3	1	2	
Points	140	50	13	14	60	65	62	21	21	446

JOB SUMMARY

Performs clerical and administrative work in support of the organizational unit to which the employee is assigned. Work includes preparing a variety of correspondence and reports; reading and distributing incoming mail; preparing requisitions for services; assisting with payroll clerical functions; assisting with the completion of applications, licenses, permits, etc., providing front-line counter service and processing travel claims.

Key and Periodic Activities

- Performs clerical and administrative tasks in support of the organizational unit such as responding to inquiries, assisting other staff members and maintaining supplies.
- Records the work of the unit on a daily basis and invoices and/or records materials/stock items used while maintaining inventory levels of a stockroom.
- Prepares a variety of correspondence such as letters, memos, notices of job termination and related documentation; and posts job vacancies.
- Prepares various financial reports.
- Provides front line/counter service in support of a program area and assistance in the completion and processing of applications, licenses, permits, certificates, etc. Ensures all required information is provided and, where necessary, collects the applicable fees.
- Maintains cost records and allocates to a variety of accounts.
- Reads incoming mail and controls its distribution according to established office assignments.
- Prepares requisitions for service required for vehicle maintenance and repair and enters necessary information.
- Assists the payroll function by maintaining and submitting accurate accounts of attendance, leave taken, shift differentials, temporary/seasonal assignments, hiring/termination records on a bi-weekly basis.
- Sorts and distributes payroll cheques.
- Enters payables into the financial management system and matches payables to vouchers for payment processing.
- Processes travel claims ensuring information is accurate and complete in accordance with current policy & procedures.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of methods, policies and procedures of the program area. — Knowledge of typical business application software and office equipment. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 1-2 Year post secondary Diploma in Office Administration. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 1-2 years related experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Ability to operate office equipment and maintain electronic and physical filing systems. — Ability to follow basic instructions and work processes. — Ability to apply established techniques to the completion of tasks. — Ability to use a variety of computer software (word processing, spreadsheets and databases).
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used such as listening, asking questions, providing information and direction and gaining the co-operation of others to complete work assignments. — Interactions are typically with a variety of people both internal and external to the organization including clients/general public and suppliers. — Provides an exchange of information regarding business processes, services and status of requests/applications. — Most significant contacts are with the general public, co-workers/staff and supervisor/manager.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue, requiring periods of rest. — Occasionally is required to lift files, supplies, etc. weighing less than 10 lbs. — Constantly required to perform fine finger/precision work while sitting and using a computer mouse to type and enter data. — Work provides the opportunity to occasionally stand and walk within the office environment. — Occasionally required to bend, stretch, etc to retrieve and return files.
Concentration
<ul style="list-style-type: none"> — Visual concentration is constant and includes recording and inputting data, i.e. requisitions), ensuring databases are correct and checking for accuracy on reports. — Auditory concentration may include listening to information provided by customers/clients and employees, and listening to requests via the telephone/radio and receiving direction from supervisor/manager. — May be subject to deadlines and time pressures when producing reports and supplying information. May be subject to daily interruptions for inquiries. — Exact results and precision are required when keying activity cards, entering requisitions, etc.

Complexity

- Work involves tasks that are different, but allow for similar skills and knowledge.
- Problems tend to be simple, well-defined and involve standard work processes with obvious solutions and can be solved by following procedures and guidelines.
- Typical complexities include ensuring information is accurate and entered on a timely basis, ensuring the availability of materials and service and assisting internal and external stakeholders with inquiries.
- Challenges can be addressed through advice from colleagues and supervisors, policies, procedures, and manuals.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Processes mail, applications, checks and verifies invoices, issue permits, licences, etc., orders small scale office supplies, maintains a stockroom within a delegated authority without prior approval.
- Commitments on behalf of the organization or expenditures of funds over the delegated authority would require prior approval.
- While there are policies and procedures in place, may exercise some discretion in determining the appropriateness of requests, the completeness of applications and maintaining necessary confidentiality.
- Functions with considerable independence while completing work assignments but within established policies and procedures and are subject to general evaluation of results by supervisor/manager.

Impact

- Works tasks and activities impact immediate work areas, department and customer/clients/general public.
- Additionally, work impacts corporate image, information, equipment, human resources and may impact health & safety.
- Customer accounts and records, patient medical clinic appointments, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes are all areas where impacts can occur.
- Incorrect reporting may result in incorrect leave control and over-spending on budget allocations.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor when required.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide orientation to new employees and feedback to colleagues.

WORKING CONDITIONS**Environmental Working Conditions**

- Not required to take any special precautions or wear safety equipment.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Work is performed in an office or open environment where there may be occasional exposure to unusual/distracting noise, glare from computer monitors and lack of privacy.