

**Job Class Profile:** Clerk IV

**Pay Level:** CG-27 **Point Band:** 534-577

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	3	3	4	3	1	2	
Points	187	67	13	14	90	87	62	21	21	562

## JOB SUMMARY

The Clerk IV performs office administrative work in support of the organizational unit to which the employee is assigned, including areas such as purchasing, finance and human resources.

### Key and Periodic Activities

- Provides administrative support services to a senior manager(s) within an organizational unit and/or performs the clerical/administrative work associated with the business unit. The clerical/administrative work may focus on the corporate functions of the unit (i.e. financial, human resources, procurement, fleet management, etc.).
- Participates and/or oversees the processing of claims requiring a thorough understanding of the business unit. Independently reviews and processes applications for service, enrolment or licenses in accordance with program requirements.
- Maintains and ensures the accuracy of information and records of an operational database related to the organization's line of business.
- Liaises with appropriate providers of office/building accommodations such as security, contractors, snow clearing, telephones and copier service, information technology support, etc.
- May co-ordinate the work of a group of clerical/data entry positions.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of methods, policies and procedures of the program area.
- Knowledge of typical and specific business application software and office equipment.

#### Formal Education and/or Certification(s):

- Minimum: 2 year post secondary Diploma in Office Administration.

#### Years of Experience:

- Minimum: 4-5 years of related experience.

#### Competencies:

- Ability to operate office equipment and maintain accurate and comprehensive records.
- Ability to compose and type correspondence.

### Interpersonal Skills

- 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.
- May have considerable contact with outside providers and/or contractors regarding accommodation requirements and/or issues.

## EFFORT

### Physical Effort

- Work provides the opportunity to stand and walk within the office environment.
- Occasionally required to lift files, supplies, etc., weighing less than 10 lbs.
- Constantly required fine/finger precision work while entering/maintaining data.

### Concentration

- **Visual** concentration is required constantly while performing activities such as accessing and maintaining databases.
- **Auditory** concentration is a constant requirement when listening to directions and requests from staff and/or clients.
- Work is impacted by **interruptions and lack of control over work pace** and may regularly have multiple **time pressures/deadlines**.
- Concentration includes a constant requirement **for eye/hand coordination to ensure exact results and precision** in completing applications/permits/licenses and maintaining database files.

### Complexity

- Work typically involves tasks that are similar and require similar knowledge and skills.
- As a senior administrative/clerical resource, provides direction or resolves challenges within the unit. While many issues may be resolved by referring to appropriate policies and procedures often experience/past practice are used to address the situation.
- Exercises some discretion to independently make operational decisions within scope of responsibility.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- May process applications, issue permits, licences, etc., and order small scale office supplies within a delegated authority without prior approval.
- While there are policies and procedures in place, may exercise some discretion in determining the appropriateness of requests, the appropriate action to take regarding operational/accommodations issues, the completeness of applications and confidentiality issues.

- Functions with considerable independence within established policies and procedures subject to general evaluations of results.

### **Impact**

- Tasks and activities impact the immediate work areas, the department and customer/clients/general public.
- Additionally, work impacts corporate image, information, equipment, human and financial resources.
- Client/student accounts and records, program/service delivery, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes and operations are all examples of impacts of work performed.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor is available when required.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.

## **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 open office environment where there may be occasional exposure to unusual/distracting noise, glare from computer monitors and lack of privacy.