

Job Class Profile: Clerk IVB**Pay Level: CG-29 Point Band: 622-675**

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	4	2	
Points	187	67	13	14	90	87	62	86	21	627

JOB SUMMARY

The Clerk IVB 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

- Responsible for the supervision of a small work group (1-4 employees).

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.