

Job Class Profile: Clerk Stenographer III**Pay Level: CG-25 Point Band: 456-489**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	3	3	2	2	1	2	
Points	187	50	13	14	90	43	41	21	21	480

JOB SUMMARY

Performs administrative, secretarial and clerical work in support of an organizational unit or division. Takes and transcribes dictation; types letters, memos, agendas, minutes of meetings and other correspondence. Co-ordinates meetings including arranging the location, necessary equipment, and conference calls. Acts as secretary for various committees.

Key and Periodic Activities

- Transcribes dictation from shorthand and types, edits and formats various documents such as medical reports, correspondence, minutes, annual reports, memos, forms, schedules, etc.
- Acts as Registrar responsible for developing and maintaining a diversified filing system used by a region or in a clinic environment for filing charts, patient/client reports. Work also includes arranging for storage of all inactive files in a manner in which they are easily accessible.
- Schedules and co-ordinates appointments by registering patients, preparing daily clinic lists, confirming appointments and facilitating urgent requests.
- Provides daily reception duties – greets clients, informs clinicians of client's arrival and instructs new clients in registration process. Responds to inquiries or re-directs to the appropriate person.
- Co-ordinates meetings including arranging the location, necessary equipment, conference calls and catering service.
- Co-ordinates and makes travel arrangements.
- Tracks leave, attendance and overtime and submits to payroll.
- Performs secretarial duties for various committees.
- Opens and distributes mail.
- Orders and maintains office supplies.

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. — Knowledge of shorthand. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 2 Year post-secondary Diploma in Office Administration with possible focus on Medical Office Administration. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 2 years of related work experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Ability to operate office equipment and maintain records — The ability to take and transcribe general and technical dictation using shorthand and compose and type correspondence.
Interpersonal Skills
<ul style="list-style-type: none"> — Interpersonal skills are used to listen to and provide routine information, ask questions to obtain information, provide advice on confidential matters and direction to others, gain the co-operation from employees and clients, and deal with upset or angry people on the phone and face-to-face regarding divisional or clinic operations/schedules. — Communications occur with employees in immediate work area, department and organization, supervisors/managers/directors, students/trainees and internal department executive. Interactions may occur with other government employees, professional advisors, suppliers/contractors, other municipal/provincial/federal government representatives, customers/clients/general public, external department executives, and professional associations.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands occasionally result in considerable fatigue, requiring periods of rest. — Lifting and moving office supplies, files and mail weighing up to 10 lbs. occurs occasionally. — Physical effort may include constant sitting and fine finger/precision work to perform computer related work in the performance of daily activities. — Occasionally required to bend and stretch to retrieve/return files.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required to transcribe shorthand into appropriate correspondence and enter into an electronic document control system, as well as working on a computer for extended period of time typing documents and entering information into databases. — Auditory concentration is required for taking dictation and when responding to telephone inquiries. — Alertness and concentration is required when creating documents, entering data, co-ordinating

- meetings or schedules, and/or handling confidential and sensitive data/information.
- There may be multiple **deadlines and time pressures** when responding to executive/staff requests.
- **Exact results and precision** is also required when performing these activities.

Complexity

- Work involves a series of tasks that are similar/related in terms of the skills and knowledge used and where the tasks are repetitive in nature and well-defined.
- The most typical challenge relates to the taking of shorthand and transcribing, finding available meeting space, meeting multiple concurrent deadlines, and conducting audits on database entries.
- Challenges are addressed by referring to appropriate policies and procedures, acts or regulations, following past practice or precedents as well as discussions with other employees and managers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled by a supervisor/manager as well as policies and procedures.
- Decisions may typically include ordering office supplies, ensuring confidentiality of documents, determining the priority of message delivery, and co-ordinating schedules and appointments.
- May require approval for outside organization purchases, schedule changes, requests for professional development, leave request and travel and changes to program forms, policies and procedures.
- Work is performed independently with discretion exercised when handling confidential information.

Impact

- Work tasks and activities generally impact the immediate work area, department, within the organization, clients/patients, and general public.
- Additionally, work may impact resources such as information, processes and systems, finance and material resources, and corporate image.
- Errors in transcription or data entry could effectively change or impact the intent of correspondence.
- Problems/errors are identified and resolved quickly (i.e. scheduling, mail). Work is guided by policies and procedures.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May occasionally provide orientation and/or guidance to staff.

WORKING CONDITIONS**Environmental Working Conditions**

- Do not require any special precautions or safety equipment.
- Works in a combination of typical open office and/or clinic environments where there may be exposure to unusual/distracting noise, computer glare, and lack of privacy.