

Job Class Profile: Clerk Typist I**Pay Level: CG-22 Point Band: 364-387**

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	1	2	2	1	2	
Points	140	50	13	14	30	43	41	21	21	373

JOB SUMMARY

The Clerk Typist I provides clerical and administrative support within the organization.

Key and Periodic Activities

- Operates a telephone switchboard or exchange. Directs calls to the appropriate department or employee. Provides information to the public concerning services or refers requests/calls to others.
- Sorts and files records, correspondence and documents alphabetically, numerically or by other classifications. Removes material from files upon request and records the movement of file materials.
- Completes patient and/or clinic registration ensuring all information is accurate.
- Transcribes and types correspondences/consults as dictated and recorded by physicians.
- Operates various office equipment such as computers, telephone switchboard, medical transcription equipment, photocopier, facsimile and answering machines.

SKILL**Knowledge****General and Specific Knowledge:**

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

Formal Education and/or Certification(s):

- Minimum: 1-2 year post-secondary Diploma in Office Administration.

Years of Experience:

- Minimum: One year or less of related work experience.

Competencies:

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

Interpersonal Skills

- Interpersonal skills used include listening attentively to information and requests from

clients/patients/general public/staff and responding appropriately.

- As front line staff, may have to deal with upset individuals in person or on the telephone.
- The most significant contacts are patients/general public, employees within the immediate work area while completing work of the unit and employees in other departments but within the organization.

EFFORT

Physical Effort

- Work demands occasionally results in considerable fatigue, requiring periods of rest.
- Regularly required to lift files, supplies, etc., weighing less than 10 lbs. and occasionally weighing 10 to 25 lbs. For multiple files, may use a trolley to transport.
- 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

- **Visual** concentration is constantly required while entering information and while maintaining files.
- **Auditory** concentration is constantly required when listening to the public, patients, staff and physicians/medical staff to ensure complete information is exchanged either in person or while on the telephone, and also during transcription work.
- **Repetitive** tasks requiring **alertness** include transcription, filing and records maintenance.
- **Time pressures and interruptions** are typical to these positions especially in a clinic environment.
- **Exact result and precision** is required when performing transcription, filing and entering data.

Complexity

- Work involves a series of tasks that are similar in terms of the skills and knowledge used and where the tasks are usually well-defined and repetitive in nature.
- There is some variety but all tasks are related to achieving the overall purpose of providing general clerical support including transcription services.
- Challenges are addressed by referring to appropriate policies and procedures or following past practice or precedents.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- May order office supplies within a delegated authority without prior approval.
- Daily tasks are performed as assigned and any decisions are made in accordance with established policies and procedures.
- Discretion is exercised when prioritizing activities.

Impact

- Work tasks and activities impact immediate work areas, department and

customer/clients/general public.

- Work is typically guided by policies, procedures and past practice and direction from a supervisor is available when required.
- Checks and balances typically minimize the impacts of errors.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- Do not require any special precautions or safety equipment.
- Work is performed in a clinic or open environment where there may occasional exposure to distracting noise, computer glare, lack of privacy, etc.