

**Job Class Profile: Clerk Typist II****Pay Level: CG-23 Point Band: 388-421**

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	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

**JOB SUMMARY**

Performs general clerical or secretarial work which may include skilled typing, taking and transcribing notes of oral dictation and/or formatting and revising documents. Reads incoming mail, records and controls its distribution. Composes and types a variety of correspondence including letters, memos, minutes of meetings and reports. Enters data into electronic databases and prepares summaries and reports. Schedules appointments, arranges meetings and orders office supplies.

**Key and Periodic Activities**

- Takes and transcribes oral dictation on correspondence, articles, reports, or other materials often requiring specific technical terminology.
- Takes shorthand notes of proceedings, conferences, and verbatim statements; transcribes notes for review by supervisor/manager or prepares summaries or minutes.
- Reads incoming mail and controls its distribution according to established office assignments. Prepares outgoing mail and affixes correct postage.
- Composes and types answers to routine requests for information; types a variety of reports and specifications, tabulations, and similar material.
- Interviews visitors and independently answers complaints or questions relating to departmental operations; assists in filling out forms and applications; gives out information on departmental services and functions; arranges appointments.
- Compiles reports, forms, and summaries, frequently checking against a variety of records in order to secure complete and accurate information.
- Registers all patients arriving at clinics including updating all patient demographics and medical information.
- Retrieves and prepares patient charts/records and files reports. Performs general file and record maintenance.
- Schedules and records all appointments in an electronic booking system
- Operates main switchboard by answering all incoming calls, paging personnel, placing calls and receiving and relaying telephone messages.
- Arranges for the transport of all laboratory samples to the appropriate laboratory.
- Provides secretariat support for staff of the unit including preparing correspondence and arranging outside appointments.
- Enters attendance information for payroll purposes.

<b>Key and Periodic Activities</b>
<ul style="list-style-type: none"> <li>— Orders/maintains office/medical supplies.</li> <li>— Arranges meetings.</li> </ul>

**SKILL**

<b>Knowledge</b>
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Knowledge of methods, policies and procedures of the program area.</li> <li>— Knowledge of typical business application software and office equipment.</li> <li>— Knowledge of shorthand.</li> <li>— Knowledge of medical terminology.</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: 1-2 Year post-secondary Diploma in Office Administration.</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: One year or less of related experience.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Ability to operate office equipment and maintain records.</li> <li>— Ability to type and format correspondence.</li> <li>— Ability to take and transcribe general and technical dictation using shorthand.</li> </ul>
<b>Interpersonal Skills</b>
<ul style="list-style-type: none"> <li>— Interpersonal skills used include listening attentively to receive instructions and/or dictation as well as requests from clients/patients/general public/staff and responding appropriately; asking questions to clarify requests; and providing routine information.</li> <li>— May provide counter service and experience dealing with upset individuals.</li> <li>— Interactions are typically with a variety of people both internal and external to the organization including physicians/clients/general public/service providers and suppliers.</li> <li>— 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.</li> </ul>










**EFFORT**

<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>— Work demands occasionally results in fatigue, requiring periods of rest.</li> <li>— 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.</li> <li>— Work provides the opportunity to occasionally stand and walk within the office environment.</li> <li>— Occasionally required to bend and stretch to retrieve and return files.</li> </ul>
<b>Concentration</b>

- **Visual** concentration is required to transcribe shorthand into appropriate correspondence; enter information into an electronic document control system; and to type and format text and schedule appointments.
- **Auditory** concentration a requirement when taking dictation; responding to telephone inquiries; and listening to individuals to ensure correct information is exchanged.
- **Repetitive** tasks requiring **alertness** include patient registration, filing and records maintenance.
- **Time pressures and interruptions** are typical, especially in a clinic environment.
- **Exact results and precision and eye/hand co-ordination** is required while performing transcription duties and entering data.

### Complexity

- Work involves a series of tasks that are similar/related 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 reception services.
- A typical challenge is obtaining information from individuals in order to prioritize appointments. This is of particular importance when arranging for specialist appointments.
- 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 and proceed with obtaining quotes for services.
- Daily tasks are performed as assigned and any decisions are made in accordance with established policies and procedures.
- Discretion is exercised when dealing with confidential information and in scheduling appointments and clinics.

### Impact

- Tasks and activities can impact the immediate work areas, department and customer/clients/general public.
- Work also impacts resources such as information, finances and processes.
- Errors could have a negative impact on correspondence, documents produced and scheduled appointments.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor.
- 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 office environment where there may be occasional exposure to distracting noise, computer glare, lack of privacy, etc.