

Job Class Profile: Clerk Typist III

Pay Level: CG-26 **Point Band:** 490-533

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	3	3	1	2	
Points	187	50	13	14	90	65	62	21	21	523

JOB SUMMARY

The Clerk Typist III performs clerical, secretarial and administrative work in support of the organizational unit to which the employee is assigned. Work involves co-ordinating meetings, composing and/or preparing correspondence, providing counter services and assist clients with completion of applications, permits, licenses, etc., and making travel arrangements on behalf of staff.

Key and Periodic Activities

- Performs secretarial, clerical and administrative tasks in support of the organizational unit such as responding to inquiries, assisting other staff members, maintaining inventories of supplies, file maintenance, arranging and co-ordinating meetings, composing and/or preparing correspondence and making travel arrangements.
- Provides front line/counter service in support of a program area and assistance in the completion and processing of applications, licenses, permits, certificates, etc. Ensures all required information is provided and where necessary, collects applicable fees.
- Collects, verifies and maintains data to be used internally or by other organizational units.
- Prepares correspondence, letters, memos, statistical reports and/or complex spreadsheets utilizing a variety of information technology applications.
- Receives, records and disseminates all correspondence ensuring all necessary information is provided. If appropriate, may respond or prepare a response for staff signature.
- Relieves supervisor of operating details by assuming the responsibility for co-ordinating and completing clerical work requiring independent judgement related to the program area.
- May co-ordinate the work of a group of employees performing the more routine clerical/data entry type work.

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: 2 Year post-secondary Diploma in Office Administration.

Years of Experience:

- Minimum: 1-2 years of related experience.

Competencies:

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

Interpersonal Skills

- Interpersonal skills used include listening to receive instructions, arrange and co-ordinate meetings and provide information to clients.
- Often provides an exchange of information regarding business processes, services and status of requests/applications.
- Interactions are typically with a variety of people both internal and external to the organization including clients/general public and suppliers.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally required to lift files, supplies, etc., weighing less than 10 lbs.
- Work provides the opportunity to occasionally stand and walk within the office environment and requires bending, stretching, etc., to retrieve and return files.
- Constantly required to perform fine finger/precision work while sitting and using a computer mouse.

Concentration

- **Visual** concentration is constant in maintaining electronic files and spreadsheets and during data capture/entry.
- **Auditory** concentration is constant and typically involves listening to clients/general public, co-workers and suppliers to provide information and receive directions in a general office environment.
- **Interruptions** occur constantly and may regularly have **multiple time pressures/deadlines** with occasional **lack of control over work pace**.
- **Exact results and precision** and **hand/eye co-ordination** is required in completing applications/permits, maintaining files, entering information, compiling statistical reports and filing information.

Complexity

- Work typically involves tasks that are different but related in terms of the skills and knowledge used and where tasks are usually well-defined.
- Typical challenges include addressing errors in leave entitlements and making corrections and performing registration procedures where the required information is not readily available.
- 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 moderately prescribed and controlled.
- Has authority to process applications, issue permits, licences, etc., and order small scale office supplies within a delegated authority without prior approval.
- The release of certain information, commitments on behalf of the organization or expenditures of funds over the delegated authority amount would require prior approval.
- While there are policies and procedures in place, the employees may exercise some discretion in determining the appropriateness of requests, the completeness of applications and maintaining necessary confidentiality.
- Functions with considerable independence within established policies and procedures subject to general evaluations of results.

Impact

- Tasks and activities impact immediate work areas, department and customer/clients/general public.
- Additionally, work impacts corporate image, information, equipment, human resources and may impact health & safety.
- Client /student accounts and records, patient medical clinic appointments, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes are all examples of impacts of work performed.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor when required.

Development and Leadership of Others

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

WORKING CONDITIONS

Environmental Working Conditions

- Do not require any special precautions or safety equipment.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Work is performed in an office or open environment where there may be occasional exposure to unusual/distracting noise, glare from computer monitors and lack of privacy.