

Job Class Profile: Clerk Typist (NLC)

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	2	1	2	1	2	
Points	140	50	13	14	60	22	41	21	21	382

JOB SUMMARY

Performs general clerical or secretarial work including taking and transcribing oral dictation and providing reception services. Operates a telephone switchboard or exchange; answers and directs calls to the appropriate individual or takes a message; schedules switchboard relief. Responds to inquiries and provides information or assistance to callers and visitors. Greets visitors, determines nature of business and directs them to the appropriate office/person. Completes patient and/or clinic registration.

Key and Periodic Activities

- Takes and transcribes dictation consisting of correspondence, memoranda, reports, specifications, minutes of meetings, and other materials.
- Operates a telephone switchboard or exchange. Answers and directs calls to the appropriate individual or takes a message from the caller. Schedules switchboard relief.
- Responds to inquiries when possible and provides information or assistance to callers and visitors.
- Greets visitors, determines nature of business and directs them to the appropriate office/person. Provides notification of visitor's arrival.
- Receives, separates and distributes incoming mail or materials to departments; determines receives based address of correspondence or mail; sends out packages via courier.
- Corrects and updates internal telephone directory.
- Types and formats various correspondence.
- Sorts and files records, correspondence and documents alphabetically, numerically or by other classification. 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 correspondence/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
<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 and machine transcription. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 1 year post-secondary Diploma in Office Administration. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 1-2 years of related work experience. <p>Competencies:</p> <ul style="list-style-type: none"> — The ability to take and transcribe general and technical dictation. — Ability to type documents and maintain spreadsheets.
Interpersonal Skills
<ul style="list-style-type: none"> — Interpersonal skills utilized include listening attentively to calls and requests from clients/patients/general public/staff and directing calls and visitors to the appropriate department or staff person. — 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 to arrange appointments; employees within the immediate work area, while completing work of the unit; and employees in other departments but within the organization.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands occasionally results in 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 involves sitting at a work station, however, there is opportunity to occasionally stand and walk within the office environment. — Occasionally required to bend, stretch, etc., to retrieve and return files.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required to transcribe shorthand into appropriate correspondence and enter into the electronic document control system, type letters and maintain files. — Auditory concentration when taking dictation and when responding to telephone inquiries and taking messages. — Repetitive tasks requiring alertness include patient registration, filing and records maintenance. — Time pressures and interruptions experienced and those within a typical office 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 reconciling discrepancies in orders with items received. Contact must be made with the appropriate individuals to assist in tracking information.
- Challenges are addressed by referring to appropriate policies and procedures or following past practice or precedents.

RESPONSIBILITY

Accountability and Decision-Making

- Work is very structured with tasks and activities clearly defined with minimal requirements to exercise discretion.
- May order office supplies within delegated authority without prior approval.
- Work is subject to close supervision while in progress or upon completion for accuracy and adherence to established standards and procedures.

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.