

**Job Class Profile: Leave Control Clerk****Pay Level: CG-24 Point Band: 422-455**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	4	2	2	3	1	2	
Points	140	50	13	19	60	43	62	21	21	429

**JOB SUMMARY**

The Leave Control Clerk is responsible for the computation, verification, compliance, and maintenance of time, leave and attendance records for employees across the public sector. Duties typically include: ensuring data compliance of bi-weekly attendance reports, reviewing data entered by departmental time-keepers, ensuring departmental and employee compliance with internal policies/procedures relating to leave and attendance, compiling data for year-end reports, and preparing employee summaries.

**Key and Periodic Activities**

- Conducts leave entitlement audits (i.e. sick, family responsibility and bereavement leave; overtime adjustments).
- Ensures bi-weekly attendance is received on time. Verifies recorded attendance in leave management system and completes bi-weekly attendance leave request forms.
- Responds to leave entitlement requests (i.e. updating employee leave entitlements, leave balances, and payroll updates based upon employee benefit entitlements).
- Performs data entry function for time and attendance, overtime/overtime adjustments, and information retrieval for enquiries.
- Generates leave entitlement reports (i.e. negative balance reports, sick leave audit, and annual leave).
- Responds to email and phone call enquiries.
- Receives and sorts mail (i.e. gathers attendance and files accordingly).

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

- Knowledge of leave management and general employee compensation and benefits.
- Knowledge of leave and attendance entitlements in various collective agreements.

**Formal Education and/or Certification(s):**

- Minimum: 2 year Post-Secondary Diploma (Office Administration).

**Years of Experience:**

- Minimum: 2 – 3 years.

**Competencies:**

- Ability to follow specific procedures and guidelines and apply established techniques to complete activities.
- Ability to provide advice to others on how to address an issue or solve a problem.
- Ability to proofread, edit, and format documents.
- Ability to use various computer software programs such as spreadsheets, word processors and databases.
- Ability to write simple letters, memos and other documentation.

**Interpersonal Skills**

- A range of interpersonal skills are used to listen, ask questions of employees and supervisor; provide routine information and direction; instruct teach or train; and gain the cooperation of others. Occasionally class has to deal with angry or upset individuals when explaining possible errors in leave entitlements.
- Communication occurs with employees within immediate work area, employees within the organization and clients on a daily basis.
- Most significant contacts are with manager/supervisor, Service Centre, and employees within the immediate work area to respond to employee enquiries regarding leave entitlements, provide instruction and guidance to time keepers, and discuss dispute resolution over payroll recoveries.

**EFFORT****Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Regularly required to perform fine finger/precision work while sitting at the computer using the leave management system and responding to requests.
- Occasionally required to bend and stretch while performing general office procedures (i.e. retrieving and returning files, moving boxes of personnel files).
- Occasionally required to lift files, supplies, etc. weighing up to 25 lbs. although generally lighter.

**Concentration**

- **Visual** concentration is constant while performing data entry; leave entitlement audits; and researching documents and/or files to answer enquiries.
- **Auditory** concentration regularly involves staying focused on phone conversations in a large open work place.
- Constantly impacted by **interruptions and multiple time pressures/deadlines** while processing large volumes of mail documents.
- **Exact results and precision** is required when entering data and performing entitlement audits.

### **Complexity**

- Work typically involves tasks that are simple requiring obvious solutions using standardized procedures and guidelines. From time to time challenges exist that require some problem definition and analysis (i.e. employee has overdrawn leave entitlements so a recovery process must be determined).
- Policies, procedures and Collective Agreements exist to assist and address issues and challenges.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks and activities are highly monitored or controlled and there are policies and procedures in place.
- Decisions that can be made without formal approval include initiating the process of payroll recovery or adjusting leave entitlements.
- Formal approval is required to release the results of a sick leave audit.
- Some discretion is exercised in determining the appropriateness of requests while maintaining the confidentiality of the information released.

### **Impact**

- Impacts generally affect the immediate work area, within department, and outside the department but within the organization.
- Work activities impact information, finances, human resources and the corporate image.
- Inaccurate leave management practices/reporting may result in an employee having an incorrect statement of benefits or require an individual to pay back large sums of money to the employer.
- Collective Agreements, policies and procedures are in place to ensure accuracy of employee entitlements. The Leave Management System enables any errors to be detected and corrected within a 24 hour time frame based upon internal checks by leave management clerks.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or on-the-job training or feedback (review) to others.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Work does not require following any special precautions or wear safety equipment.
- There is a limited likelihood of minor cuts, bruises, abrasions, or minor illnesses.
- Exposure to some adverse environmental conditions exist such as glare from computer, lack of privacy, and distracting noise.