

**Job Class Profile:**            **Secretary I**

**Pay Level:**                      **CG-25**                      **Point Band:**                      **456-489**

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	2	2	1	2	
Points	187	50	13	14	90	43	41	21	21	480

## JOB SUMMARY

Performs administrative, secretarial and clerical work in support of an organizational unit or division. Takes and transcribes dictation; types letters, memos, agendas, minutes of meetings and other correspondence. Co-ordinates meetings including arranging the location, necessary equipment, and conference calls. Acts as secretary for various committees.

### Key and Periodic Activities

- Transcribes dictation from shorthand and types, edits and formats various documents such as medical reports, correspondence, minutes, annual reports, memos, forms, schedules, etc.
- Acts as Registrar responsible for developing and maintaining a diversified filing system used by a region or in a clinic environment for filing charts, patient/client reports. Work also includes arranging for storage of all inactive files in a manner in which they are easily accessible.
- Schedules and co-ordinates appointments by registering patients, preparing daily clinic lists, confirming appointments and facilitating urgent requests.
- Provides daily reception duties – greets clients, informs clinicians of client's arrival and instructs new clients in registration process. Responds to inquiries or re-directs to the appropriate person.
- Co-ordinates meetings including arranging the location, necessary equipment, conference calls and catering service.
- Co-ordinates and makes travel arrangements.
- Tracks leave, attendance and overtime and submits to payroll.
- Performs secretarial duties for various committees.
- Opens and distributes mail.
- Orders and maintains office supplies.

## 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.
- Knowledge of shorthand.

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

- Minimum: 2 Year post-secondary Diploma in Office Administration with possible focus on Medical Office Administration.

**Years of Experience:**

- Minimum: 2 years of related work experience.

**Competencies:**

- Ability to operate office equipment and maintain records
- The ability to take and transcribe general and technical dictation using shorthand and compose and type correspondence.

**Interpersonal Skills**

- Interpersonal skills are used to listen to and provide routine information, ask questions to obtain information, provide advice on confidential matters and direction to others, gain the co-operation from employees and clients, and deal with upset or angry people on the phone and face-to-face regarding divisional or clinic operations/schedules.
- Communications occur with employees in immediate work area, department and organization, supervisors/managers/directors, students/trainees and internal department executive. Interactions may occur with other government employees, professional advisors, suppliers/contractors, other municipal/provincial/federal government representatives, customers/clients/general public, external department executives, and professional associations.

## EFFORT

**Physical Effort**

- Work demands occasionally result in considerable fatigue, requiring periods of rest.
- Lifting and moving office supplies, files and mail weighing up to 10 lbs. occurs occasionally.
- Physical effort may include constant sitting and fine finger/precision work to perform computer related work in the performance of daily activities.
- Occasionally required to bend and stretch to retrieve/return files.

**Concentration**

- **Visual** concentration is required to transcribe shorthand into appropriate correspondence and enter into an electronic document control system, as well as working on a computer for extended period of time typing documents and entering information into databases.
- **Auditory** concentration is required for taking dictation and when responding to telephone inquiries.
- **Alertness** and concentration is required when creating documents, entering data, co-ordinating meetings or schedules, and/or handling confidential and sensitive data/information.
- There may be multiple **deadlines and time pressures** when responding to executive/staff requests.
- **Exact results and precision** is also required when performing these activities.

**Complexity**

- Work involves a series of tasks that are similar/related in terms of the skills and knowledge used and where the tasks are repetitive in nature and well-defined.
- The most typical challenge relates to the taking of shorthand and transcribing, finding available meeting space, meeting multiple concurrent deadlines, and conducting audits on database entries.
- Challenges are addressed by referring to appropriate policies and procedures, acts or regulations, following past practice or precedents as well as discussions with other employees and managers.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled by a supervisor/manager as well as policies and procedures.
- Decisions may typically include ordering office supplies, ensuring confidentiality of documents, determining the priority of message delivery, and co-ordinating schedules and appointments.
- May require approval for outside organization purchases, schedule changes, requests for professional development, leave request and travel and changes to program forms, policies and procedures.
- Work is performed independently with discretion exercised when handling confidential information.

### Impact

- Work tasks and activities generally impact the immediate work area, department, within the organization, clients/patients, and general public.
- Additionally, work may impact resources such as information, processes and systems, finance and material resources, and corporate image.
- Errors in transcription or data entry could effectively change or impact the intent of correspondence.
- Problems/errors are identified and resolved quickly (i.e. scheduling, mail). Work is guided by policies and procedures.

### Development and Leadership of Others

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

## WORKING CONDITIONS

### Environmental Working Conditions

- Do not require any special precautions or safety equipment.
- Works in a combination of typical open office and/or clinic environments where there may be exposure to unusual/distracting noise, computer glare, and lack of privacy.