

Job Class Profile: Secretary (Parenthetical Designator)

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	4	2	3	3	3	2	1	2	
Points	187	67	13	14	90	65	41	21	21	519

JOB SUMMARY

The Secretary (Parenthetical Designator) performs clerical and administrative work in support of a specialized area or program.

Key and Periodic Activities

- Provides information to members of the public, government and community groups, media, and legal counsel regarding the Royal Newfoundland Constabulary Public Complaints procedures and an individual's rights in the process.
- Logs, processes and tracks all complaints and appeals filed at the Commission.
- Maintains inventory of office supplies and equipment and is responsible for the replacement of such when necessary.
- Arranges travel, accommodations, etc for all office personnel.
- Maintains the filing system and arranges inactive file storage when necessary.
- Maintains personnel records.
- Co-ordinates public hearings including witness scheduling, advertising of public notices, audio equipment, media contact.
- Compiles statistics for annual reports

SKILL

Knowledge

General and Specific Knowledge:

- Policies and procedures and legislation related to the Commission.
- Typical business application software and office equipment

Formal Education and/or Certification(s):

- Minimum: 1 year post-secondary Diploma in Office Administration

Years of Experience:

- Minimum: 2-3 years of related work experience

Competencies:

- Operate office equipment and maintain records

- Compose and type correspondence

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from others, asking questions for clarification, providing advice and routine information to others and deal with upset or angry people.
- Communications typically occur within the immediate work area.
- The most significant contacts include the public to advise on the complaint's process and status of files, employees of the RNC and legal counsel.

EFFORT

Physical Effort

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

Concentration

- **Visual concentration** is constantly required while entering data and quoting sections of legislation.
- **Auditory concentration** is constantly required when taking a complaint on the telephone because the individual is often very emotional when contacting the office.
- **Repetition requiring alertness** is evident when logging and tracking complaints.
- **Exacts results and precision** are required when receiving and entering the details of complaints.

Complexity

- Work involves a series of tasks and activities which are similar/related requiring similar skills and knowledge.
- The most common challenge that exists is obtaining the required information from clients in difficult times and explaining the scope and limitations of the program.
- Most issues can be resolved by referring to the respective legislation, policies and legal counsel.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored or controlled. Works independently but a supervisor is typically available for assistance and guidelines are available if direction is required.
- Has the authority to receive complaints/appeals in accordance with the legislation governing the Royal Newfoundland Constabulary Public Complaints Commission.
- Complaints or appeals outside the provisions of the Act, travel and the ordering of office

supplies would require formal approval.
Impact
<ul style="list-style-type: none"> — Actions & decisions impact immediate work areas, department and customer/clients/general public as well as information, material resources and processes. — Work is typically guided by policies, procedures, and legislation and direction is available when required.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Does not require any special precautions or safety equipment. — Limited likelihood of minor cuts, bruises, abrasions or minor illnesses, partial or total disability. — Typically work in an open environment where employees are regularly exposed to glare from a computer and lack of privacy.