

Job Class Profile: **Stenographer I**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	3	5	2	1	2	1	2	
Points	140	50	19	24	60	22	41	21	21	398

JOB SUMMARY

The Stenographer I is responsible for general clerical work, requiring the transcribing of spoken material from oral dictation or dictating equipment on a daily basis.

Key and Periodic Activities

- Provides dicta-typing services for health care professionals.
- Performs registration functions and appointment bookings for specialized medical services.
- Photocopies, mails and files copies of various reports and test results (i.e. stress tests, Electrocardiogram (EKG) results, etc.).
- Provides monthly statistics for various tests and services monthly.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of medical terminology.

Formal Education and/or Certification(s):

- Minimum: 1 year diploma in office administration.

Years of Experience:

- Minimum: None.

Competencies:

- Follows basic instructions and work processes.
- Uses various computer software programs such as spreadsheet, word processing, database, and dictation software programs.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as: listening to information from others to ensure it is accurate and correct; asking questions; and providing routine information and direction to others.
- Communication occurs with: employees in the immediate work area; department/group; outside the organization; and the general public.
- The most significant contacts are with: patients; doctors; and external contacts.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands generally do not result in fatigue requiring periods of rest. — Work provides the opportunity to occasionally stand and walk within the office environment to reduce fatigue from sitting to perform transcription services. — Constant fine finger/precision work is required to transcribe reports and book appointments for patients. — There may be an occasional requirement to lift/move objects, such as files and records up to 10 lbs.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required on a regular basis when typing reports and ensuring accuracy of transcription. — Auditory concentration is required while using audio transcribing machinery and booking patient appointments on the telephone. — Work can be impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace (i.e. clinics can be overbooked or cancellations can occur and patients need to be accommodated). — Exact results and precision are required to ensure accuracy when typing reports and providing transcription services.
Complexity
<ul style="list-style-type: none"> — Work tasks are typically repetitive and well defined, and require the use of similar skills and knowledge. — Problems tend to be simple and can be addressed quickly by following procedures or guidelines. — The most typical challenge or problem is confusion around patient bookings (i.e. patient did not receive notification due to change of address for example). — Policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are highly monitored and controlled. — Supervisory approval is required for all decisions except rescheduling clinics. — Work tasks involving the releasing of confidential information are completed using discretion and independent judgment while following established guidelines.
Impact
<ul style="list-style-type: none"> — Impacts generally affect: the immediate work area; department/group; outside the department; and on the patient/public. — Work activities impact resources such as: equipment; information; processes; and systems. — Inaccurate booking of medical tests for patients could result in longer wait times because of booking errors.

- In the event of a mistake or error the consequence is primarily felt within the immediate work area through rescheduling efforts.
- Co-workers, policies, and procedures are in place to mitigate the impact of errors.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Would be expected to provide some orientation, guidance and/or on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions

- Does not require any special precautions or safety equipment.
- Typically works in an office or open environment where there may be occasional exposure to unusual/distracting noise, glare from computer monitors and lack of privacy.