

Job Class Profile: Stenographer II**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 | 3 | 3 | 6 | 3 | 3 | 2 | 1 | 2 | |
| Points | 187 | 50 | 19 | 29 | 90 | 65 | 41 | 21 | 21 | 523 |

JOB SUMMARY

The Stenographer II provides transcription and stenographic work involving typing in narrative form from various sources in support of the organizational unit assigned. While the primary work is transcription and stenographic work, a wide variety of clerical duties is also performed.

Key and Periodic Activities

- Transcribes from oral dictation or dictation equipment into final narrative form, letters, reports, lectures, minutes of meetings, presentations, rough copy, etc. Work typically involves the use of specialized medical terminology and the requirement for correct punctuation, capitalization, spelling and the proper arrangement of all typed material.
- Answers all incoming telephone calls and responds appropriately or directs the call to the appropriate person.
- Registers all patients/clients. Receives all incoming mail and controls its distribution.
- Books all appointments for clinics/doctors/examinations. Assists in filling out forms and applications.
- Compiles reports, forms and summaries, frequently checking against a variety of records in order to ensure complete and accurate information.
- Retrieves all charts for patients registered to see the doctor and collects them from the doctor's office after the appointment. Checks for any consult letters or requisitions.
- Maintains office equipment.

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

- Knowledge of medical terminology.
- Knowledge of medical style and grammar.
- Knowledge of related electronic application programs.

Formal Education and/or Certification(s):

- Minimum: 2 Year specialized post-secondary Diploma in Office Administration including typing and medical terminology.

Years of Experience:

- Minimum: 1-2 years of related work experience.

Competencies:

- Ability to operate office equipment.
- Ability to maintain records and files.

Interpersonal Skills

- Interpersonal skills include: listening to ensure accuracy of the transcription services; asking questions to get information and/or clarification; communicating information accurately to co-workers; and from time to time dealing with clients/patients on the telephone and/or in person.
- Communications occur with: physicians/health care providers regarding the transcription work required/requested; clients regarding referrals, appointments, procedures, etc.; and co-workers throughout the organization to facilitate the day to day activities.

EFFORT

Physical Effort

- The demands of the position occasionally result in fatigue requiring periods of rest.
- Constantly required to sit in a stationary position to maintain contact with the foot controls, mouse and keyboard. There is limited freedom to move about.
- Occasionally must lift or move groups of files or charts, at times weighing up to 50lbs. by using a cart as assistance.
- Requires fine finger precision work while using the computer and accurate control of the foot controls of the dictation machine.

Concentration

- **Visual** concentration is required to transcribe and to proof all correspondence.
- **Auditory** concentration (i.e. listening through headsets) also requires a high level of concentration due to the volume, accents of the dictator's voice and background noises.
- Other sensory demands include **touch** to have proper finger placement on the keyboard as well as simultaneous use of foot controls.
- Work requires **a high level of concentration effort** as errors in the transcription can significantly alter the meaning and what was intended.

Complexity

- Work involves a series of tasks or activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually well defined.
- Typical challenges include prioritizing work requirements which are time sensitive. Understanding the dictator's various accents and quality of the recording always presents a challenge. In addition to the primary role of transcription, other clerical/administrative supports must be provided as well.
- There are departmental policy and procedure manuals to guide work. Co-workers, supervisors and physicians/health care providers would also be available to provide direction and clarification.

RESPONSIBILITY

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| Accountability and Decision-Making |
| <ul style="list-style-type: none"> — Work activities are generally monitored and controlled. — Office expenditures, changes to procedures, approval of leave and any deviation from regulated distribution of transcribed reports would require supervisory approval. — Can exercise discretion to determine work priorities and initiate requests for office supplies. |
| 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 on the medical record and patient care. — Completed work is used by other Medical Records areas to code, abstract, and manage the medical records databases. If not corrected, errors could remain within the various databases. — Patient referrals, appointments and tests may be delayed in the event of an error or omission. — Errors are mitigated by the proofreading/signing of documents prior to distribution. |
| Development and Leadership of Others |
| <ul style="list-style-type: none"> — Typically not responsible for the supervision of staff. — May be expected to provide orientation, guidance and/or on-the-job training. |

WORKING CONDITIONS

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| Environmental Working Conditions |
| <ul style="list-style-type: none"> — Does not require any special precautions or safety equipment. — There is limited likelihood of minor cuts, illnesses or other injuries if normal precautions are followed. — Working in an office environment there is exposure to environmental working conditions such as distracting noise, glare and lack of privacy. |