

Job Class Profile: **Stenographer III**

Pay Level: **CG-28** **Point Band:** **578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	6	3	3	3	3	2	
Points	187	50	13	29	90	65	62	64	21	581

JOB SUMMARY

The Stenographer III is responsible to lead transcription services and perform general clerical work involving typing in narrative form, from dictating equipment and oral dictation, and material requiring the use of specialized terminology.

Key and Periodic Activities

- Ensures that dictation from physicians/health care providers is transcribed/edited accurately and within a timely manner.
- Ensures the daily rejected reports are individually corrected and suitable for distribution.
- Assists staff with difficult transcriptions by listening to dictation, looking up medical terminology and consulting with medical staff to ensure reports are completed accurately.
- Monitors workload to anticipate bottlenecks.
- Ensures all equipment in the assigned area is kept in working order and notifies the appropriate persons of problems.
- Assists in establishing new procedures and suggests changes to ensure that the output of work is maintained at an optimal level.
- Compiles monthly statistics.

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: 2-3 years of related work experience.

Competencies:

- Ability to operate office equipment.

- Ability to maintain records and files.

Interpersonal Skills

- A range of interpersonal skills are used to: listen to all questions by other transcription staff and medical/health care providers and provide the necessary response to them whether it be a software issue, word confirmation, problem solving, etc.; and communicate with physicians or patients wondering what has happened to a dictation/report.
- Communications occur with: physicians/health care providers who have technical application problems or report problems; internal/external medical staff attempting to access completed transcriptions; and ongoing interactions with staff to provide clarification and guidance on problem areas.

EFFORT

Physical Effort

- The demands of the job 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 when performing transcriptions services.
- Occasionally must lift files or charts weighing up to 10lbs.
- 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 ensure the transcription work is completed accurately.
- **Auditory** concentration (i.e. listening through headsets) 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 series of tasks that are different/related and require similar skills and knowledge to complete.
- A typical challenge surrounds the requirement of timely and accurate transcriptions of dictation. Once completed and signed-off, the reports are available electronically to medical staff who are awaiting the documents. The requirement is to ensure that work is completed in a timely manner.
- Other challenges relate to the equipment and systems utilized. Identifying and resolving related problems and when necessary completing testing in a test environment is required.
- There are many guidelines to assist in work processes as well as staff members/physicians/supervisors to provide assistance when required.

RESPONSIBILITY

Accountability and Decision-Making

- Work activities are generally monitored and controlled.
- Without formal approval can approve leave, order basic supplies and make decisions on assignments and reassignments.
- Major purchases, overtime requests and situations when multiple requests for leave are requested for the same time period are referred to the supervisor for discussion and approval.
- Discretion is exercised to resolve/correct reports which have been rejected and refers them back to the attending physician for sign-off.

Impact

- Impacts generally affect: the immediate work area; department/group; outside the department; and on the patient/public.
- The accurate and timely completion of transcription work can directly impact information and systems as it affects the diagnosis and treatment of patients. Working in a lead role results in significant impact on the work of the organizational unit.
- Any errors would mostly impact the organization in time required to make corrections. In these cases the errors must be documented and investigated. In practice most errors are detected before the final report is issued. Random audits are completed daily on a percentage of reports.

Development and Leadership of Others

- Does not have full time responsibility for the direct supervision of staff.
- Organizes and assigns work to staff, and checks/reviews work on a regular basis when encountering problem dictations.
- Would provide orientation and on-the job training to new staff.
- Provides direction and technical guidance as required to all staff.

WORKING CONDITIONS

Environmental Working Conditions

- 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 occasional exposure to some undesirable characteristics such as distracting noise, glare from computers and lack of privacy.