

Job Class Profile: Word Processing Equipment Operator I**Pay Level: CG-22 Point Band: 364-387**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 1 | 2 | |
| Points | 140 | 33 | 13 | 14 | 60 | 43 | 41 | 21 | 21 | 386 |

JOB SUMMARY

The Word Processing Equipment Operator I performs general clerical support work with an emphasis on the transcription and manipulation of text and/or data from various sources utilizing electronic document formatting applications.

Key and Periodic Activities:

- Transcribes, formats and/or manipulates text/data from various sources utilizing electronic document formatting applications.
- Composes and formats responses to routine requests for information.
- Enters data from source documents into electronic storage.
- Reads incoming mail and controls its distribution according to established office assignments.
- Supports the organizational unit by scheduling appointments and/or clinics.
- Provides reception duties by answering telephone and verbal inquiries, directing clients to appropriate staff and clinics and receiving and distributing facsimile and mail/courier to appropriate staff.
- Maintains accounting, financial and cost records where no advanced technical knowledge of accountancy is required.
- Maintains electronic and physical filing systems.

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.

Formal Education and/or Certification(s):

- Minimum: 1-2 year post secondary diploma in office administration

Years of Experience:

- Minimum: One year or less related experience

Competencies:

- Ability to operate office equipment and maintain electronic and physical filing systems

- Ability to compose and format correspondence.

Interpersonal Skills

- Interactions are typically with a variety of people both internal and external to the organization including clients/general public and suppliers.
- Performs general reception duties and provides an exchange of information regarding business processes, services, scheduling appointments and status of requests/applications.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Required to perform fine finger/precision work while sitting and 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.
- Occasionally is required to lift files, supplies, banker boxes, mail packages, etc.

Concentration

- **Visual** concentration required while transcribing, entering or formatting text/data.
- **Auditory** concentration required to listen attentively when performing reception/telephone duties.
- **Exact results and precision** is required in entering data/text and maintaining files and completing statistical reports.
- Typically works on a front desk or reception area and therefore impacted by **interruptions** from public/clients. May experience **time pressures/deadlines** when receiving priorities from supervisor.

Complexity

- Performs a series of tasks and activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually well defined.
- Tasks are constantly repetitive and related. There is some variety but all tasks are related to achieving the overall purpose of providing general clerical support.
- Challenges are addressed by referring to appropriate policies and procedures or following past practice or precedents.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- May process applications, issue permits, licences, etc. and orders office supplies within a delegated authority without prior approval.
- Typically provides independent reception/first line contact and may schedule appointments and clinics.

Impact

- Actions & decisions impact immediate work areas, department and customer/clients/ general public.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor is available when required.

Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide orientation and/or on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions

- Typically do not require any special precautions or safety equipment.
- Typically work in an office or open environment where employees may occasionally experience unusual/distracting noise and glare from computer monitor.