

Job Class Profile: Word Processing Equipment Operator II**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	2	3	2	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

JOB SUMMARY

Performs general clerical or secretarial work which may include skilled typing, taking and transcribing notes of oral dictation and/or formatting and revising documents. Reads incoming mail, records and controls its distribution. Composes and types a variety of correspondence including letters, memos, minutes of meetings and reports. Enters data into electronic databases and prepares summaries and reports. Schedules appointments, arranges meetings and orders office supplies.

Key and Periodic Activities

- Takes and transcribes oral dictation on correspondence, articles, reports, or other materials often requiring specific technical terminology.
- Takes shorthand notes of proceedings, conferences, and verbatim statements; transcribes notes for review by supervisor/manager or prepares summaries or minutes.
- Reads incoming mail and controls its distribution according to established office assignments. Prepares outgoing mail and affixes correct postage.
- Composes and types answers to routine requests for information; types a variety of reports and specifications, tabulations, and similar material.
- Interviews visitors and independently answers complaints or questions relating to departmental operations; assists in filling out forms and applications; gives out information on departmental services and functions; arranges appointments.
- Compiles reports, forms, and summaries, frequently checking against a variety of records in order to secure complete and accurate information.
- Registers all patients arriving at clinics including updating all patient demographics and medical information.
- Retrieves and prepares patient charts/records and files reports. Performs general file and record maintenance.
- Schedules and records all appointments in an electronic booking system
- Operates main switchboard by answering all incoming calls, paging personnel, placing calls and receiving and relaying telephone messages.
- Arranges for the transport of all laboratory samples to the appropriate laboratory.
- Provides secretariat support for staff of the unit including preparing correspondence and arranging outside appointments.
- Enters attendance information for payroll purposes.

Key and Periodic Activities
<ul style="list-style-type: none"> — Orders/maintains office/medical supplies. — Arranges meetings.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of methods, policies and procedures of the program area. — Knowledge of typical business application software and office equipment. — Knowledge of shorthand. — Knowledge of medical terminology. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 1-2 Year post-secondary Diploma in Office Administration. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: One year or less of related experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Ability to operate office equipment and maintain records. — Ability to type and format correspondence. — Ability to take and transcribe general and technical dictation using shorthand.
Interpersonal Skills
<ul style="list-style-type: none"> — Interpersonal skills used include listening attentively to receive instructions and/or dictation as well as requests from clients/patients/general public/staff and responding appropriately; asking questions to clarify requests; and providing routine information. — May provide counter service and experience dealing with upset individuals. — Interactions are typically with a variety of people both internal and external to the organization including physicians/clients/general public/service providers and suppliers. — The most significant contacts are patients/general public, employees within the immediate work area while completing work of the unit, and employees in other departments but within the organization.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands occasionally results in fatigue, requiring periods of rest. — Regularly required to lift files, supplies, etc., weighing less than 10 lbs., and occasionally weighing 10 to 25 lbs. For multiple files may use a trolley to transport. — Work provides the opportunity to occasionally stand and walk within the office environment. — Occasionally required to bend and stretch to retrieve and return files.
Concentration

- **Visual** concentration is required to transcribe shorthand into appropriate correspondence; enter information into an electronic document control system; and to type and format text and schedule appointments.
- **Auditory** concentration a requirement when taking dictation; responding to telephone inquiries; and listening to individuals to ensure correct information is exchanged.
- **Repetitive** tasks requiring **alertness** include patient registration, filing and records maintenance.
- **Time pressures and interruptions** are typical, especially in a clinic environment.
- **Exact results and precision and eye/hand co-ordination** is required while performing transcription duties and entering data.

Complexity

- Work involves a series of tasks that are similar/related in terms of the skills and knowledge used and where the tasks are usually well-defined and repetitive in nature.
- There is some variety but all tasks are related to achieving the overall purpose of providing general clerical support including reception services.
- A typical challenge is obtaining information from individuals in order to prioritize appointments. This is of particular importance when arranging for specialist appointments.
- 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 generally prescribed and controlled.
- May order office supplies within a delegated authority without prior approval and proceed with obtaining quotes for services.
- Daily tasks are performed as assigned and any decisions are made in accordance with established policies and procedures.
- Discretion is exercised when dealing with confidential information and in scheduling appointments and clinics.

Impact

- Tasks and activities can impact the immediate work areas, department and customer/clients/general public.
- Work also impacts resources such as information, finances and processes.
- Errors could have a negative impact on correspondence, documents produced and scheduled appointments.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor.
- Checks and balances typically minimize the impacts of errors.

Development and Leadership of Others

- Not responsible for the supervision of staff.

— May be required to provide orientation and/or guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- Do not require any special precautions or safety equipment.
- Work is performed in a clinic or open office environment where there may be occasional exposure to distracting noise, computer glare, lack of privacy, etc.