Job Class Profile: Clerk III

Pay Level: CG-24
Point Band: 422-455

<table>
<thead>
<tr>
<th>Factor</th>
<th>Knowledge</th>
<th>Interpersonal Skills</th>
<th>Physical Effort</th>
<th>Concentration</th>
<th>Complexity</th>
<th>Accountability &amp; Decision Making</th>
<th>Impact</th>
<th>Development and Leadership</th>
<th>Environmental Working Conditions</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
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<td>Rating</td>
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JOB SUMMARY

Performs clerical and administrative work in support of the organizational unit to which the employee is assigned. Work includes preparing a variety of correspondence and reports; reading and distributing incoming mail; preparing requisitions for services; assisting with payroll clerical functions; assisting with the completion of applications, licenses, permits, etc., providing front-line counter service and processing travel claims.

Key and Periodic Activities

— Performs clerical and administrative tasks in support of the organizational unit such as responding to inquiries, assisting other staff members and maintaining supplies.

— Records the work of the unit on a daily basis and invoices and/or records materials/stock items used while maintaining inventory levels of a stockroom.

— Prepares a variety of correspondence such as letters, memos, notices of job termination and related documentation; and posts job vacancies.

— Prepares various financial reports.

— Provides front line/counter service in support of a program area and assistance in the completion and processing of applications, licenses, permits, certificates, etc. Ensures all required information is provided and, where necessary, collects the applicable fees.

— Maintains cost records and allocates to a variety of accounts.

— Reads incoming mail and controls its distribution according to established office assignments.

— Prepares requisitions for service required for vehicle maintenance and repair and enters necessary information.

— Assists the payroll function by maintaining and submitting accurate accounts of attendance, leave taken, shift differentials, temporary/seasonal assignments, hiring/termination records on a bi-weekly basis.

— Sorts and distributes payroll cheques.

— Enters payables into the financial management system and matches payables to vouchers for payment processing.

— Processes travel claims ensuring information is accurate and complete in accordance with current policy & procedures.
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: 1-2 years related experience.

Competencies:
— Ability to operate office equipment and maintain electronic and physical filing systems.
— Ability to follow basic instructions and work processes.
— Ability to apply established techniques to the completion of tasks.
— Ability to use a variety of computer software (word processing, spreadsheets and databases).

Interpersonal Skills

— A range of interpersonal skills are used such as listening, asking questions, providing information and direction and gaining the co-operation of others to complete work assignments.
— Interactions are typically with a variety of people both internal and external to the organization including clients/general public and suppliers.
— Provides an exchange of information regarding business processes, services and status of requests/applications.
— Most significant contacts are with the general public, co-workers/staff and supervisor/manager.

EFFORT

Physical Effort

— Work demands do not result in considerable fatigue, requiring periods of rest.
— Occasionally is required to lift files, supplies, etc. weighing less than 10 lbs.
— Constantly required to perform fine finger/precision work while sitting and using a computer mouse to type and enter data.
— Work provides the opportunity to occasionally stand and walk within the office environment.
— Occasionally required to bend, stretch, etc to retrieve and return files.

Concentration

— Visual concentration is constant and includes recording and inputting data, i.e. requisitions), ensuring databases are correct and checking for accuracy on reports.
— Auditory concentration may include listening to information provided by customers/clients and employees, and listening to requests via the telephone/radio and receiving direction from supervisor/manager.
— May be subject to deadlines and time pressures when producing reports and supplying information. May be subject to daily interruptions for inquiries.
— Exact results and precision are required when keying activity cards, entering requisitions, etc.
### Complexity

- Work involves tasks that are different, but allow for similar skills and knowledge.
- Problems tend to be simple, well-defined and involve standard work processes with obvious solutions and can be solved by following procedures and guidelines.
- Typical complexities include ensuring information is accurate and entered on a timely basis, ensuring the availability of materials and service and assisting internal and external stakeholders with inquiries.
- Challenges can be addressed through advice from colleagues and supervisors, policies, procedures, and manuals.

### RESPONSIBILITY

#### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Processes mail, applications, checks and verifies invoices, issue permits, licences, etc., orders small scale office supplies, maintains a stockroom within a delegated authority without prior approval.
- Commitments on behalf of the organization or expenditures of funds over the delegated authority would require prior approval.
- While there are policies and procedures in place, may exercise some discretion in determining the appropriateness of requests, the completeness of applications and maintaining necessary confidentiality.
- Functions with considerable independence while completing work assignments but within established policies and procedures and are subject to general evaluation of results by supervisor/manager.

#### Impact

- Works tasks and activities impact immediate work areas, department and customer/clients/general public.
- Additionally, work impacts corporate image, information, equipment, human resources and may impact health & safety.
- Customer accounts and records, patient medical clinic appointments, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes are all areas where impacts can occur.
- Incorrect reporting may result in incorrect leave control and over-spending on budget allocations.
- Work is typically guided by policies, procedures and past practice and direction from a supervisor when required.

#### Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide orientation to new employees and feedback to colleagues.
## WORKING CONDITIONS

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<thead>
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<th>Environmental Working Conditions</th>
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<tbody>
<tr>
<td>— Not required to take any special precautions or wear safety equipment.</td>
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<tr>
<td>— There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.</td>
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<tr>
<td>— Work is performed in an office or open environment where there may be occasional exposure to unusual/distracting noise, glare from computer monitors and lack of privacy.</td>
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