**Job Class Profile:** Clerk IV

**Pay Level:** CG-27  
**Point Band:** 534-577

<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>
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**JOB SUMMARY**

The Clerk IV performs office administrative work in support of the organizational unit to which the employee is assigned, including areas such as purchasing, finance and human resources.

**Key and Periodic Activities**

— Provides administrative support services to a senior manager(s) within an organizational unit and/or performs the clerical/administrative work associated with the business unit. The clerical/administrative work may focus on the corporate functions of the unit (i.e. financial, human resources, procurement, fleet management, etc.).

— Participates and/or oversees the processing of claims requiring a thorough understanding of the business unit. Independently reviews and processes applications for service, enrolment or licenses in accordance with program requirements.

— Maintains and ensures the accuracy of information and records of an operational database related to the organization’s line of business.

— Liaises with appropriate providers of office/building accommodations such as security, contractors, snow clearing, telephones and copier service, information technology support, etc.

— May co-ordinate the work of a group of clerical/data entry positions.

**SKILL**

**Knowledge**

**General and Specific Knowledge:**
— Knowledge of methods, policies and procedures of the program area.
— Knowledge of typical and specific business application software and office equipment.

**Formal Education and/or Certification(s):**
— Minimum: 2 year post secondary Diploma in Office Administration.

**Years of Experience:**
— Minimum: 4-5 years of related experience.

**Competencies:**
— Ability to operate office equipment and maintain accurate and comprehensive records.
— Ability to compose and type correspondence.
### Interpersonal Skills

- 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.
- May have considerable contact with outside providers and/or contractors regarding accommodation requirements and/or issues.

### EFFORT

#### Physical Effort

- Work provides the opportunity to stand and walk within the office environment.
- Occasionally required to lift files, supplies, etc., weighing less than 10 lbs.
- Constantly required fine/finger precision work while entering/maintaining data.

#### Concentration

- **Visual** concentration is required constantly while performing activities such as accessing and maintaining databases.
- **Auditory** concentration is a constant requirement when listening to directions and requests from staff and/or clients.
- Work is impacted by interruptions and lack of control over work pace and may regularly have multiple time pressures/deadlines.
- Concentration includes a constant requirement for eye/hand coordination to ensure exact results and precision in completing applications/permits/licenses and maintaining database files.

#### Complexity

- Work typically involves tasks that are similar and require similar knowledge and skills.
- As a senior administrative/clerical resource, provides direction or resolves challenges within the unit. While many issues may be resolved by referring to appropriate policies and procedures often experience/past practice are used to address the situation.
- Exercises some discretion to independently make operational decisions within scope of responsibility.

### RESPONSIBILITY

#### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- May process applications, issue permits, licences, etc., and order small scale office supplies within a delegated authority without prior approval.
- While there are policies and procedures in place, may exercise some discretion in determining the appropriateness of requests, the appropriate action to take regarding operational/accommodations issues, the completeness of applications and confidentiality issues.
— Functions with considerable independence within established policies and procedures subject to general evaluations of results.

**Impact**

— Tasks and activities impact the immediate work areas, the department and customer/clients/general public.
— Additionally, work impacts corporate image, information, equipment, human and financial resources.
— Client/student accounts and records, program/service delivery, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes and operations are all examples of impacts of work performed.
— Work is typically guided by policies, procedures and past practice and direction from a supervisor is available when required.

**Development and Leadership of Others**

— Not responsible for the supervision of staff.

**WORKING CONDITIONS**

**Environmental Working Conditions**

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