Job Class Profile: Clerk Typist I

Pay Level: CG-22 Point Band: 364-387

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JOB SUMMARY

The Clerk Typist I provides clerical and administrative support within the organization.

Key and Periodic Activities

— Operates a telephone switchboard or exchange. Directs calls to the appropriate department or employee. Provides information to the public concerning services or refers requests/calls to others.
— Sorts and files records, correspondence and documents alphabetically, numerically or by other classifications. Removes material from files upon request and records the movement of file materials.
— Completes patient and/or clinic registration ensuring all information is accurate.
— Transcribes and types correspondences/consults as dictated and recorded by physicians.
— Operates various office equipment such as computers, telephone switchboard, medical transcription equipment, photocopier, facsimile and answering machines.

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):

Years of Experience:
— Minimum: One year or less of related work experience.

Competencies:
— Ability to operate office equipment and maintain records.
— Ability to type correspondence.

Interpersonal Skills
— Interpersonal skills used include listening attentively to information and requests from
clients/patients/general public/staff and responding appropriately.
— As front line staff, may have to deal with upset individuals in person or on the telephone.
— 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.

EFFECT

Physical Effort
— Work demands occasionally results in considerable 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, stretch, etc., to retrieve and return files.

Concentration
— **Visual** concentration is constantly required while entering information and while maintaining files.
— **Auditory** concentration is constantly required when listening to the public, patients, staff and physicians/medical staff to ensure complete information is exchanged either in person or while on the telephone, and also during transcription work.
— **Repetitive** tasks requiring **alertness** include transcription, filing and records maintenance.
— **Time pressures and interruptions** are typical to these positions especially in a clinic environment.
— **Exact result and precision** is required when performing transcription, filing and entering data.

Complexity
— Work involves a series of tasks that are similar 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 transcription services.
— 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.
— Daily tasks are performed as assigned and any decisions are made in accordance with established policies and procedures.
— Discretion is exercised when prioritizing activities.

Impact
— Work tasks and activities 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.
— 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 environment where there may occasional exposure to distracting noise, computer glare, lack of privacy, etc.