Job Class Profile: Clerk Typist III

Pay Level: CG-26  Point Band: 490-533

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JOB SUMMARY

The Clerk Typist III performs clerical, secretarial and administrative work in support of the organizational unit to which the employee is assigned. Work involves co-ordinating meetings, composing and/or preparing correspondence, providing counter services and assist clients with completion of applications, permits, licenses, etc., and making travel arrangements on behalf of staff.

Key and Periodic Activities

| — Performs secretarial, clerical and administrative tasks in support of the organizational unit such as responding to inquiries, assisting other staff members, maintaining inventories of supplies, file maintenance, arranging and co-ordinating meetings, composing and/or preparing correspondence and making travel arrangements.
| — 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 applicable fees.
| — Collects, verifies and maintains data to be used internally or by other organizational units.
| — Prepares correspondence, letters, memos, statistical reports and/or complex spreadsheets utilizing a variety of information technology applications.
| — Receives, records and disseminates all correspondence ensuring all necessary information is provided. If appropriate, may respond or prepare a response for staff signature.
| — Relieves supervisor of operating details by assuming the responsibility for co-ordinating and completing clerical work requiring independent judgement related to the program area.
| — May co-ordinate the work of a group of employees performing the more routine clerical/data entry type work.

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: 2 Year post-secondary Diploma in Office Administration.

Years of Experience:
— Minimum: 1-2 years of related experience.

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

Interpersonal Skills
— Interpersonal skills used include listening to receive instructions, arrange and co-ordinate meetings and provide information to clients.
— Often provides an exchange of information regarding business processes, services and status of requests/applications.
— Interactions are typically with a variety of people both internal and external to the organization including clients/general public and suppliers.

EFFECT

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

Concentration
— Visual concentration is constant in maintaining electronic files and spreadsheets and during data capture/entry.
— Auditory concentration is constant and typically involves listening to clients/general public, co-workers and suppliers to provide information and receive directions in a general office environment.
— Interruptions occur constantly and may regularly have multiple time pressures/deadlines with occasional lack of control over work pace.
— Exact results and precision and hand/eye co-ordination is required in completing applications/permits, maintaining files, entering information, compiling statistical reports and filing information.

Complexity
— Work typically involves tasks that are different but related in terms of the skills and knowledge used and where tasks are usually well-defined.
— Typical challenges include addressing errors in leave entitlements and making corrections and performing registration procedures where the required information is not readily available.
— 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 moderately prescribed and controlled.
- Has authority to process applications, issue permits, licences, etc., and order small scale office supplies within a delegated authority without prior approval.
- The release of certain information, commitments on behalf of the organization or expenditures of funds over the delegated authority amount would require prior approval.
- While there are policies and procedures in place, the employees may exercise some discretion in determining the appropriateness of requests, the completeness of applications and maintaining necessary confidentiality.
- Functions with considerable independence within established policies and procedures subject to general evaluations of results.

**Impact**

- 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.
- Client /student accounts and records, patient medical clinic appointments, delay of benefits, applications, licenses, payroll or payment for goods/services, general work processes are all examples of impacts of work performed.
- 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 and/or guidance.

**WORKING CONDITIONS**

**Environmental Working Conditions**

- Do not require any special precautions or safety equipment.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- 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.