**Job Class Profile:** Secretary (Parenthetical Designator)

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

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<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>
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**JOB SUMMARY**

The Secretary (Parenthetical Designator) performs clerical and administrative work in support of a specialized area or program.

**Key and Periodic Activities**

— Provides information to members of the public, government and community groups, media, and legal counsel regarding the Royal Newfoundland Constabulary Public Complaints procedures and an individual’s rights in the process.

— Logs, processes and tracks all complaints and appeals filed at the Commission.

— Maintains inventory of office supplies and equipment and is responsible for the replacement of such when necessary.

— Arranges travel, accommodations, etc for all office personnel.

— Maintains the filing system and arranges inactive file storage when necessary.

— Maintains personnel records.

— Co-ordinates public hearings including witness scheduling, advertising of public notices, audio equipment, media contact.

— Compiles statistics for annual reports

**SKILL**

**Knowledge**

**General and Specific Knowledge:**

— Policies and procedures and legislation related to the Commission.

— Typical business application software and office equipment

**Formal Education and/or Certification(s):**

— Minimum: 1 year post-secondary Diploma in Office Administration

**Years of Experience:**

— Minimum: 2-3 years of related work experience

**Competencies:**

— Operate office equipment and maintain records
— Compose and type correspondence

**Interpersonal Skills**
— A range of interpersonal skills are sued including listening to information from others, asking questions for clarification, providing advice and routine information to others and deal with upset or angry people.
— Communications typically occur within the immediate work area.
— The most significant contacts include the public to advise on the complaint’s process and status of files, employees of the RNC and legal counsel.

**EFFORT**

**Physical Effort**
— Typically the demands of the job do not result in considerable fatigue requiring periods of rest.
— Occasionally required to lift files, supplies, etc. weighing less than 10 lbs.
— Constantly required to perform fine finger/precision work while using a computer mouse.
— 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 data and quoting sections of legislation.
— **Auditory concentration** is constantly required when taking a complaint on the telephone because the individual is often very emotional when contacting the office.
— **Repetition requiring alertness** is evident when logging and tracking complaints.
— **Exacts results and precision** are required when receiving and entering the details of complaints.

**Complexity**
— Work involves a series of tasks and activities which are similar/related requiring similar skills and knowledge.
— The most common challenge that exists is obtaining the required information from clients in difficult times and explaining the scope and limitations of the program.
— Most issues can be resolved by referring to the respective legislation, policies and legal counsel.

**RESPONSIBILITY**

**Accountability and Decision-Making**
— Work tasks and activities are highly monitored or controlled. Works independently but a supervisor is typically available for assistance and guidelines are available if direction is required.
— Has the authority to receive complaints/appeals in accordance with the legislation governing the Royal Newfoundland Constabulary Public Complaints Commission.
— Complaints or appeals outside the provisions of the Act, travel and the ordering of office
supplies would require formal approval.

**Impact**

— Actions & decisions impact immediate work areas, department and customer/clients/general public as well as information, material resources and processes.
— Work is typically guided by policies, procedures, and legislation and direction is available when required.

**Development and Leadership of Others**

— Not responsible for the supervision of staff.

## WORKING CONDITIONS

### Environmental Working Conditions

— Does not require any special precautions or safety equipment.
— Limited likelihood of minor cuts, bruises, abrasions or minor illnesses, partial or total disability.
— Typically work in an open environment where employees are regularly exposed to glare from a computer and lack of privacy.