



CLASSIFICATION STANDARD

CLERICAL AND REGULATORY

Administrative support category

**CLASSIFICATION AND
SELECTION STANDARD**

clerical and regulatory

**administrative support
category**

**NORME DE CLASSIFICATION
ET DE SÉLECTION**

**commis aux écritures et
aux règlements**

**catégorie du
soutien administratif**

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CONTENTS

	Page
PREFACE	(ii)
CATEGORY DEFINITION	(iii)
GROUP DEFINITION	(iv)
PART I - POSITION CLASSIFICATION AND EVALUATION PLAN	
- Introduction	I-1
- Rating Scales	I-4
- Point Boundaries	I-4
- Knowledge Factor	I-5
- Complexity Factor	I-8
- Consequence of Error Factor	I-11
- Responsibility for Contacts Factor	I-13
- Supervision Factor	I-15
- Bench-marks Specifications Chart	I-18
PART II - SELECTION PLAN	
- Introduction	II-1
- Statement of Qualifications	II-2
- Selection Standard CR Group	II-5
- Preparation of a Statement of Qualifications	II-10
- Rating Guide	II-11
- Assessment Instructions	II-14
PART III - BENCH-MARK POSITION DESCRIPTIONS AND EXAMPLE STATEMENTS OF QUALIFICATIONS	
- Introduction	III-(a)
- BMPD and S of Q Index	III-(b)
- BMPD and S of Q List in Ascending Order of Point Values	III-(d)

PREFACE

This standard describes the plan to be used in classifying and evaluating positions in the Clerical and Regulatory Group, and in selecting personnel for appointment to them.

The classification and evaluation plan provides a quantitative method for determining the relative value of positions in the group, and the selection plan describes the method to be used for determining the qualifications required of candidates and assessing the extent to which they possess them. Bench-mark position descriptions are provided which serve both as a reference for position evaluation and for selection.

The standard is designed for use by classification officers, staffing officers and line managers who are involved in the classification and staffing of Clerical and Regulatory Group positions.

It is the responsibility of the line manager to determine and describe the duties and responsibilities of a position, and the qualifications required of its incumbent. During the process the personnel officer will provide advice and assistance to the line manager as required.

Subsequent to the development of a position description it will be the responsibility of the personnel officers to ensure that legislative and delegated authorities are effectively discharged. Wherever feasible the line manager or other line officers should actively participate in the classification and staffing process.

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CATEGORY DEFINITION

Occupational categories were repealed by the Public Service Reform Act (PSRA), effective April 1, 1993. Therefore, the occupational category definitions have been deleted from the classification standards.

GROUP DEFINITION

For occupational group allocation, it is recommended that you use the [Occupational Group Definition Maps](#), which provide the 1999 group definition and their corresponding inclusion and exclusion statements. The maps explicitly link the relevant parts of the overall 1999 occupational group definition to each classification standard.

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Commis aux écritures
et aux règlements

PART I

PARTIE I

POSITION CLASSIFICATION

SYSTÈME DE CLASSIFICATION

AND

ET

EVALUATION PLAN

DEVALUATION DES POSTES

November 1976

Novembre 1976

PART I

POSITION CLASSIFICATION AND EVALUATION PLAN INTRODUCTION

This standard describes the point rating plan to be used to evaluate jobs allocated to the Clerical and Regulatory Group. It consists of an introduction, a general description of the category, the occupational group, point rating scales and benchmark position descriptions.

Point rating is an analytical, quantitative method of determining the relative value of jobs. It is particularly applicable to those occupational groups consisting of heterogeneous jobs, such as the Clerical and Regulatory Group, in which varied combinations of tasks are performed. Essentially, point rating plans define characteristics or factors common to the jobs being evaluated. They define degrees of each factor and allocate point values to each degree. The total value determined for each job is the sum of the point values assigned by the factors.

All forms of job evaluation are based on the exercise of judgement. Point rating plans facilitate rational discussion and resolution of difference in determining degrees of designated factors and, ultimately, the total relative value of jobs.

Factors

The factors used in this point rating plan meet three criteria:

- 1 - They are present in all jobs.
- 2 - Significant differences in degrees of each factor can be defined and distinguished in jobs.
- 3 - They are useful in differentiating between jobs.

The combined factors do not describe all aspects of jobs. They deal only with those characteristics which are useful in differentiating or determining their relative value.

Five factors which meet the above criteria are used in the clerical and regulatory point rating plan. Some of the factors have more than one dimension, and have, therefore, been defined in terms of two elements. The factors and their elements are:

- 1 - Knowledge - Experience
Education
- 2 - Complexity - Guidelines
Variety
- 3 - Consequence of Error

- 4 Responsibility for Contacts - Purpose of Contact
Persons Contacted
- 5 - Supervision - Nature of Supervisory Responsibility
Number of Employees Supervised

Point Values

The maximum value determined for each factor reflects its relative importance. Degrees of the factors and elements have been defined and appropriate point values assigned.

Point values increase arithmetically as the degrees of each factor and element increase. The minimum point value for each factor, except Supervision and Contacts, is one-fifth of the maximum value. The responsibility defined at the first degree of supervision is very limited and the minimum is therefore one-tenth of the maximum point value for the factor. Point values may be defined or exemplified by use of the bench-marks. The range of point values for each factor is:

	Minimum	Maximum
Knowledge	70	350
Complexity	60	300
Consequence of Error	20	100
Responsibility for Contacts	30	100
Supervision	15	150
	195	1,000

Bench-mark Positions

Bench-mark position descriptions are used to exemplify the degrees of each factor and element and also to exemplify the total point values assigned to a variety of clerical jobs. Each bench-mark position description consists of a brief summary, a list of the principal duties, with the percentage of time devoted to each, and a specification written in terms of the five factors used in the point rating plan. The bench-mark positions have been evaluated, and the point value assigned to each factor is shown in the specifications.

Clerical and Regulatory

The rating scales show the bench

mark position descriptions which exemplify each degree. The bench

marks are an integral part of the point rating plan and are to be used to ensure consistency in the application of the rating scales.

Use of the Standard

There are six steps in the application of this classification standard:

1 - The position description is studied to ensure understanding of the position as a whole and of each factor. The relation of the position being rated to positions above and below it in the organization is also studied.

2 - Allocation of the position to the Clerical and Regulatory Group is confirmed by reference to the group definition and the description of inclusions and exclusions.

3 - Tentative degrees of each factor in the job being rated are determined by comparison with degree definitions in the rating scales. Uniform application of degree definitions requires frequent reference to the descriptions of factors and the notes to raters.

4 - The description of the factor in the bench-mark positions exemplifying the degree tentatively established is compared with the description of the factor in the position being rated. Comparisons are also made with descriptions of the factor in bench-mark positions for the degrees above and below the one tentatively established.

5 - The point values for all factors are added to determine the tentative total point rating.

6 - The position being rated is compared as a whole to positions to which similar total point values have been assigned, as a check on the validity of the total rating.

Determination of Levels

The ultimate objective of job evaluation is to determine the relative value of jobs in each occupational group in order that employees carrying out the jobs may be paid at rates consistent with the relationship indicated. Jobs which fall within a designated range of point values will be regarded as of equal difficulty and value, and will be allocated to the same level.

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RATING SCALES CLERICAL AND REGULATORY GROUP FACTOR

WEIGHTS

	MINIMUM	MAXIMUM
KNOWLEDGE	70	350
COMPLEXITY	60	300
CONSEQUENCE OF ERROR	20	100
RESPONSIBILITY FOR CONTACTS	30	100
SUPERVISION	15	150
	195	1,000

CLASSIFICATION LEVELS POINT BOUNDARIES

POINTS		LEVELS
MINIMUM	MAXIMUM	
185	- 220	1
221	- 320	2
321	- 450	3
451	- 580	4
581	- 710	5
711	- 840	6
841	- 1000	7

KNOWLEDGE

This factor is used to measure the difficulty of work in terms of the experience and education required to perform the duties of the position effectively.

Definitions

"Experience", refers to the demands of a position to acquire and exercise skill and knowledge.

"Education" refers to the minimum level of academic, vocational or equivalent training required to provide the basis for the development of the skill and knowledge needed in the position. This requirement is exemplified in specific terms in each bench-mark, but the "equivalency" qualification of candidates will be determined by the Public Service Commission as part of the staffing process.

Notes to Raters

The KNOWLEDGE factor consists of two elements, Experience and Education.

1. The Experience element is applicable to all positions allocated to this group. It is designed to establish, through a process of comparative ranking, the relative demands of positions for the acquisition and exercise of skill and knowledge.

Positions allocated to this group represent a wide variety of work assignments. Their heterogeneity is reflected in differing requirements for skill and knowledge to an extent that precludes the provision of definitions to distinguish each of the eight degrees in the Experience element. For this reason the difficulty of work in terms of requirements for skill and knowledge is exemplified by benchmark position descriptions.

These positions have been ranked and assigned to degrees by considering the following characteristics.

- (a) The nature, extent and diversity of:
 - procedures and techniques that must be learned;
 - guidelines, rules, directives, instructions, regulations and statutes that must be understood,in order to perform the duties of the position.
- (b) The requirement to acquire and apply knowledge to:
 - resolve problems encountered in own work and/or the work of others,

Clerical and Regulatory

- instruct, inform or advise other persons,
- develop and/or implement improved work procedures, techniques or practices.

(c) The length of time required to acquire the knowledge and skills needed in the position.

Any one characteristic is only an indication of the difficulty and responsibility of work assigned to a position. In addition the whole context within which the work is performed is considered in ranking a position's requirement for skill and knowledge with that exemplified by bench-marks.

The degree of the Experience element is therefore determined by considering the characteristics as listed above. The degree tentatively selected is then confirmed by comparing the duties of the position being rated with the duties and specifications of the bench-mark positions.

2. The Education element is applicable only to those positions which demonstrate, by the nature of work assignments, a requirement for knowledge equivalent to that acquired through the academic, vocational or other formal training as defined in each degree.

Raters should refer to the degree definitions and bench-mark descriptions to ensure the correct selection of a point value for this element.

Only one of the point values shown in the rating scale for Education may be assigned to a position and added to the point value determined for the Experience element. The sum of these point values must not exceed 350, the maximum value allowed within the Knowledge factor. For example, a position rated degree G, (310 points) on the Experience scale and degree 3, (80 points) on the Education scale would be assigned a total of 350 points for this factor.

Raters will ensure that the requirements of the position are being assessed, and not the qualifications of a particular incumbent.

Clerical and Regulatory

RATING SCALE - KNOWLEDGE

Experience Element

Degree of Experience Required	Points	Bench-marks	Level	Page*
(A)	70	Sorting Machine Clerk	1	1.1
		Statistics Clerk	1	2.1
		Filing Clerk	1	3.1
		Mail-room Clerk	1	4.1
(B)	110	Application Review Clerk	2	5.1
		Batch Control Clerk	2	6.2
		Library Clerk	2	7.2
		Stock Control Clerk	2	8.2
		Telephone Operator-Hospital	2	9.2
		Store-room Clerk	2	10.1
		Records Support Clerk	2	11.1
(C)	150	Statistics Editing Clerk	3	12.2
		Circulation Clerk	3	13.2
		Job Control Clerk	3	14.2
		Receptionist Clerk	3	15.2
		Accounts Review Clerk	3	16.2
(D)	190	Telephone Services Supervisor	3	18.2
		Sub-registry Supervisor	3	17.1
		Staffing Clerk	4	19.2
		Acquisitions Clerk	4	20.2
		Records Classifier	4	21.3
		Accounts Supervisor	4	23.2
(E)	230	Records Distribution Supervisor	4	24.2
		Medical Records Supervisor	5	36.2
		Personnel Unit Clerk	4	22.2
		Accounting Clerk	4	25.2
		Transcribing Unit Supervisor	4	26.2
		Procurement Clerk	4	27.1
		Medical Accounts Supervisor	4	28.1
		Statistics Compilation Clerk	4	29.1
		Mail and Messenger Services Supervisor	5	30.2
		Statistics Editing Supervisor	5	31.1
Data Control Supervisor	5	32.2		
(F)	270	Records Office Supervisor	5	33.2
		Head, Word Processing Unit	5	35.2
		Office Services Supervisor	5	34.2
		Statistics Collection and Services Supervisor	6	37.1
		Supervisor, Receipts Control Unit	6	38.2
		Coordinator, Word Processing	6	39.2
(G)	310	Coordinator, Industrial Records	6	40.2
		Registry Supervisor	6	41.1
		Office Manager	6	42.2
		Personnel Units Coordinator	6	43.2
(H)	350	Statistics Clerk Supervisor	7	45.2
		Office Services Coordinator	7	46.2

Education Element

Education Requirement and Degree	Points	Bench-Mark Position Description	Level	Page
No specific education requirement	0	Office Manager	6	42.2
Completion of a specialized course of study which includes material at secondary school completion level.	1	Accounting Clerk	4	25.2
Completion of secondary school (grade XI or XII according to provincial standards)	2	Statistics Clerk Supervisor	7	45.2
One year or more beyond completion of secondary school	80	Medical Records Supervisor	5	36.2

*All page numbers refer to Part III

COMPLEXITY

This factor is used to measure the difficulty of the duties of the position in terms of the variety of the work performed and in terms of the controls or guidelines provided.

Definitions

"Methods and Procedures", in this context, refers to any series of related tasks, involving physical and/or mental activities, essential to the accomplishment of work assignments.

"Adaptation" refers to the adjustment of established methods and procedures, within their intended purpose, to solve a specific problem. Such adaptation or change must, however, be significant. A minor change as, for example, a change in the sequence of tasks, would not be considered an "adaptation".

"Precedent" refers to the solution of a previous, similar problem that can be adapted or applied to the solution of a current problem.

Notes to Raters

The Complexity factor consists of two elements, Guidelines and Variety.

The "Guidelines" element measures the difficulty of duties by taking into account the complexity of methods, procedures, rules and practices involved in the accomplishment of work assignments. Judgements exercised in applying this element should also take into account the extent to which the work is subject to supervisory instruction and control. Each of the four degrees within this element provide statements that characterize the difficulty of work in these terms.

The "Variety" element measures the difficulty of duties assigned to a position by taking into account the following characteristics:

- the number of duties performed,
- the number of methods and procedures used, and - the different types of subject matter treated.

Any one characteristic is only an indication of variety and the whole context within which the work is performed is to be considered in applying this element.

Clerical and Regulatory

Variety will usually occur when a position requires the performance of substantially different and unrelated duties or the use of a number of different procedures, methods or approaches to solve problems arising from duties which may, in most respects, be similar in nature.

The degrees of the "variety" element are exemplified on the rating scale and in the bench-mark position description, and the appropriate point value is to be established by reference to the bench-mark position descriptions. The fields of administrative support activity listed on the rating scale in the first degree of the variety element are examples only, and it is recognized that others may be considered in applying this element.

The correct point value will be found on the rating scale at the junction of the "variety" and "guidelines" elements. For example, a position with second degree variety and "C" degree difficulty would receive a complexity rating of 209.

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RATING SCALE - COMPLEXITY

		Guidelines		Degree				
Variety and Degree	Methods and Procedures are prescribed to detail or are standardized. There is little scope for Independent action or decision,	Methods and procedures are normally well defined. Decisions are made accordance with readily understood rules and practices.	in	Solution of some problems requires the adaptation of established methods and procedures, or the search for and application of precedent.	Methods and procedures are adapted and modified or devised to solve more difficult problems; amendments to established procedures and practices are recommended to meet new or changing work situations.			
A		B						
1	60	Page*	118	Page*	176	Page*	234	Page"
Services are primarily in one administrative support field, such as finance, supply, personnel records, statistics compilation basic administrative support (mail, registry, records or messenger duties); and require the application of up to two sets of significantly different methods and procedures.	acting Machine Clerk	1.1	Statistics Editing Clerk	12.2	Procurement Clerk	27.2		
	Statistics Clerk	2.1	Circulation Clerk	13.2	Statistics Editing Supervisor	31.2		
	Filing Clerk	3.1	Receptionist Clerk	15.2				
	Mail-room Clerk	4.1	Sub-registry Supervisor	17.1				
	Application Review Clerk	5.2	Telephone Services Supervisor	18.2				
	Telephone Operator-Hospital	9.2	Transcribing Unit Supervisor	26.2				
Work involves the performance of duties related to up to three fields of an administrative support nature, or requires the application of three or more sets of methods and procedures	Batch Control Clerk	6.2	Job Control Clerk	14.2	Statistics Compil-ation Clerk	29.2	Coordinator, Industrial Records	40.3
	Library Clerk	8.2	Staffing Clerk	16.3	Data Control Supervisor	32.2	Personnel Units Coordinator	43.2
	Stock Control Clerk	10.2	Acquisitions Clerk	19.3	Records Office Supervisor	33.3	Head, Accounting Section	44.3
	Store-room Clerk	11.2	Records Classifier	20.2	Head, Word Processing Unit	35.2	Statistics Clerk Supervisor	45.2
	Record Support Clerk		Personnel Unit Clerk	21.3	Medical Records Supervisor	36.3		
			Accounts Super-visor	22.3	Statistics Collection and Services Supervisor	37.2		
			Records Distribution Supervisor	23.3	Supervisor Coordinator, Word Processing Registry Super-visor	39.3		
			Accounting Clerk	24.2		41.2		
			Medical Accounts Supervisor	25.2				
			Mail and Messenger Services Super-visor	28.2				
3	126		Office Services Supervisor	34.3	Office Manager	42.2	Office Services Coordinator	46.2

*All page numbers refer to Part III November 1976

CONSEQUENCE OF ERROR

This factor is used to measure job responsibility as indicated by the consequence of an error that the employee might reasonably make in the performance of his duties. The factor is expressed in terms of the impact of the error on financial or material resources, productivity or goodwill.

Notes to Raters

All positions will be given at least the minimum of 20 points under this factor. Higher point values will be allocated to the position when:

- the work is not subject to check by the supervisor or by other means and the incumbent is directly responsible for the consequence of error, OR
- when the work is subject to check or review by the supervisor on completion or while in progress, and the incumbent is directly responsible for the consequence of error up to the point of check or review.

Raters should also bear in mind that they are considering the consequence of an error that is quite possible, and that they are not rating the impact of an error that is only remotely possible.

The factor is intended to serve as a measure of the consequence of an error that may occur in spite of the exercise of due care by a competent employee. The possible impact of gross neglect or incompetence is not to be evaluated.

Clerical and Regulatory

RATING. SCALE - CONSEQUENCE OF ERROR

Consequence of Error and degree	Points	Bench-mark Positions Descriptions	Page*				
Errors cause only minor loss of time for correction, OR cause minor annoyance or inconvenience.	1	20	Sorting Machine Clerk	1.2			
			Statistics Clerk	2.1			
			Filing Clerk	3.2			
			Mail-room Clerk	4.2			
			Application Review Clerk	5.2			
			Batch Control Clerk	6.2			
			Library Clerk	7.2			
			Stock Control Clerk	8.2			
			Store-room Clerk	10.2			
			Job Control Clerk	14.2			
Errors cause some loss of time on the part of several clerical employees for correction, OR cause some financial loss, OR cause minor lugs of goodwill.	2	46	Telephone Operator-Hospital	9.2			
			Records Support Clerk	11.2			
			Statistics Editing Clerk	12.2			
			Circulation Clerk	13.3			
			Receptionist Clerk	15.3			
			Accounts Review Clerk	16.3			
			Sub-registry Supervisor	17.2			
			Telephone Services Supervisor	18.3			
			Staffing Clerk	19.3			
			Acquisitions Clerk	20.3			
			Personnel Unit Clerk	22.3			
			Accounts Supervisor	23.2			
			Transcribing Unit Supervisor	26.2			
			Procurement Clerk	27.2			
			Medical Accounts Supervisor	28.2			
			Statistics Compilation Clerk	29.2			
			Mail and Messenger Services Supervisor	30.3			
			Office Services Supervisor	34.3			
			Errors cause considerable loss of work time or productivity, OR cause considerable financial loss, OR cause loss of goodwill, indicated by the receipt of a series of complaints.	3	73	Records Classifier	21.4
						Records Distribution Supervisor	24.3
Accounting Clerk	25.2						
Statistics Editing Supervisor	31.2						
Data Control Supervisor	32.2						
Records Office Supervisor	33.3						
Head, Word Processing Unit	35.3						
Medical Records Supervisor	36.3						
Statistics Collection and Services Supervisor	37.2						
Coordinator, Word Processing	39.3						
Registry Supervisor	41.2						
Office Manager	42.2						
Personnel Units Coordinator	43.2						
Statistics Clerk Supervisor	45.2						
Office Services Coordinator	46.3						
Errors cause serious loss of work time and result in failure by a work group to meet dead-lines, OR cause serious financial loss, OR cause embarrassment and loss of goodwill indicated by many complaint, directed to a senior level.	4	100	Supervisor, Receipts Control Unit	38.2			
			Coordinator, Industrial Records	40.3			
			Head, Accounting Section	44.3			

* All page numbers refer to Part III.

RESPONSIBILITY FOR CONTACTS

This factor is used to measure the difficulty and importance of contacts that occur as a continued and substantive responsibility of the work and the requirement imposed upon the employee by these contacts to work and communicate with others in person, by telephone or in writing. The two elements of the factor are: purpose of contact and persons contacted.

Notes to Raters

If the duties of the position call for contacts at several degree levels, the highest value will be assigned.

Positions in which contacts are confined to the work group, that is, supervisors, subordinates, co-workers or seniors, will be rated at the minimum (30).

Points for contacts in written form may be assigned to the position whose incumbent has the work of researching and composing the correspondence, even though he may not sign it; but no points will be given when responsibility is limited to contacts form or pattern letters

Bench-mark position descriptions are used to exemplify only the "purpose of contact" element, and the references are placed at the bottom of the columns for the three degrees.

Raters must ensure that contacts credited to the position are directly related to the duties shown in the job description.

Clerical and Regulatory

RATING SCALE - RESPONSIBILITY FOR CONTACTS

Persons contacted and degree	A		R		C	
	To give or obtain information requiring limited explanation.	Page•	To give and obtain information requiring discussion, elaboration and understanding.	Pages	To enlist support, involving time and effort of others when different points of view are normally to be expected.	Page•
Employee at clerical or equivalent levels in own department						
Employees or equivalent levels in own department.	I	IJ Sorting Machine Clerk				
Employees at clerical or equivalent levels in other departments, agencies and outside organizations, and sales representatives.	2	37 Stock Control Clerk	57 Accounts Review Clerk		77	
Senior employees in own department.	3	44 Filing Clerk	64 Store-room Clerk Records Classifier		84	
Members of the general public	4	52 Telephone Operator-Hospital Telephone Services Supervisor Staffing Clerk	72 Receptionist Clerk		92	
Senior employees in other departments, agencies and outside organizations.	5	60	80 Accounts Supervisor Procurement Clerk		100 Statistics Editing Supervisor	31.2

SUPERVISION

This factor is used to measure the responsibility that the employee must assume for the work and guidance of others. It applies to the continuing responsibility for employees reporting directly or through subordinate supervisors. It also applies to the responsibility for occasionally showing other employees how to perform specified tasks or duties. The two elements of the factor are the nature of the supervisory responsibility and the number of employees supervised directly or through subordinates.

Definitions

"Nature of Supervisory Responsibility" refers to the extent to which supervisory positions have such responsibility as controlling the quantity and quality of work, assigning work, allocating staff and participating in the selection, development and appraisal of staff.

"Number of Employees Supervised" refers to the total number of employees for whom the incumbent of the position exercises line supervisory responsibility directly or through subordinate supervisors. Numbers supervised includes the total of the following:

1. The number of positions in the organization for whom the incumbent of the position has continuous supervisory responsibility.
2. The number of man-years of work performed by casual, part-time and seasonal employees supervised by the incumbent of the position.

"Work Group" refers to two or more positions within an organizational unit that are assigned duties and responsibilities pursuant to the unit's objectives and performed at either the same or different geographic locations.

Notes to Raters

The rating scale for this factor provides five degrees within two elements for the assignment of point values.

In all positions there is some requirement for showing others how to perform tasks or duties; therefore, no position will be assigned less than 15 points (A) under this factor.

Occasional supervision, such as that performed during absences of the supervisor on annual or sick leave, is not to be rated.

Clerical and Regulatory

In evaluating positions all the characteristics-of each degree of, "Nature of Supervisory Responsibility" must be considered. Generally speaking, the criterion for the assignment of degrees is that a position must include most of the characteristics for the degree to which it is assigned.

With the exception of degree A, two or more point values are provided at each degree in the factor. Selection of the points to be assigned is to be effected by calculating the number of employees supervised in accordance with the definition for this element.

Clerical and Regulatory

RATING SCALE - SUPERVISION FACTOR

Nature of Supervisory
Responsibility and Degree

Bench-mark
Position Descriptions

Numbers Supervised
and Points

		Page*	Any Number	Points	
A	Shows other employees how to perform tasks or duties	Sorting Machine Clerk	1.2	15	
		Statistics Clerk	2.2	15	
		Filing Clerk	3.2	15	
		Mail-room Clerk	4.2	15	
		Application Review Clerk	5.2	15	
		Batch Control Clerk	6.2	15	
		Library Clerk	7.2	15	
		Stock Control Clerk	8.2	15	
		Telephone Operator-Hospital	9.2	15	
		Records Support Clerk	11.2	15	
		Statistics Editing Clerk	12.2	15	
		Circulation Clerk	13.3	15	
		Job Control Clerk	14.2	15	
		Receptionist Clerk	15.3	15	
		Accounts Review Clerk	16.3	15	
		Staffing Clerk	19.3	15	
		Acquisitions Clerk	20.3	15	
Records Classifier	21.4	15			
Personnel Unit Clerk	22.3	15			
Procurement Clerk	27.2	15			
Co-ordinator, Industrial Records	40.3	15			
B	Assumes limited supervisory responsibilities, such as - assigning or distributing work, - explaining work methods and advising on routine problems, - checking work for accuracy, in process and after completion.	Store-room Clerk	10.2	1 - 3	20
		Accounting Clerk	25.2	1 - 3	20
		Statistics Compilation Clerk	29.2	1 - 3	20
		-	-	4 - up	35
C	Supervisory duties are significant, and include - reporting on employees performance, - motivating employees to meet quality and quantity standards, - regular instruction in work methods and new projects, - assignment of tasks to ensure continuous flow of work and utilization of all employees.	Sub-registry Supervisor	17.2	4 - up	58
		Accounts Supervisor	21.2	1 - 3	43
		Records Disposition Supervisor	24.3	1 - 3	43
		Medical Accounts Supervisor	28.2	4 - up	58
		Statistics Editing Supervisor	31.2	4 - up	58
		Medical Records Supervisor	36.3	1 - 3	43
D	Directly or through one or more subordinate supervisors controls work group(s) by - proposing disciplinary action, - informing employees of strengths and weaknesses of day-to-day performance, - making short-term allocation of staff to cope with fluctuation in workload or absences, - discussing performance of subordinates with supervisor responsible for appraisal, - ensuring that established standards of quality and quantity of work are maintained.	Telephone Services Supervisor	-	1 - 3	66
		Transcribing Unit Supervisor	18.3	4 - 10	81
		-	26.2	11 - up	96
		Mail and Messenger Services Supervisor	30.3	11 - up	96
		Data Control Supervisor	32.3	4 - 10	81
		Records Office Supervisor	33.3	4 - 10	81
		Office Services Supervisor	34.3	4 - 10	81
		Head, Word Processing Unit	35.3	11 - up	96
		Statistics Collection and Services Supervisor	37.2	11 - up	96
		Supervisor, Receipts Control Unit	38.2	11 - up	96
		Office Manager	42.3	4 - 10	81
Head, Accounting Section	44.4	11 - up	96		
E	Through one or more subordinate supervisors controls two or more work groups by - establishing standards of quality and quantity of work, - establishing priorities and work schedules, - planning for efficient allocation and utilization of material and human resources, - determining the selection, training, career progression and performance assessment of subordinate staff, - acting at first formal step of grievance procedure.	Co-ordinator, Word Processing	39.3	26 - 50	135
		Registry Supervisor	41.2	51 - up	150
		Personnel Units Co-ordinator	43.3	4 - 10	105
		Statistics Clerk Supervisor	45.2	26 - 50	135
		Office Services Co-ordinator	46.3	51 - up	150
		-	-	11 - 25	120

*All page numbers refer to Part III.

September 1977

I-17

Amendment # 1

**BENCH-MARK POSITION DESCRIPTIONS
SPECIFICATION CHART**

Descriptive Title	Sec.		FACTOR SPECIFICATION DEGREE - POINTS										TOTAL POINTS	LEVEL
	No.	Page	Experience	Education	COMPL EXITY	Error	Cont acts	Supervisi on						
SORTING MACHINE CLERK	1	1.1	A	70	AI	60		20 A1	30	A	15	195	1	
STATISTICS CLERK	2	2.1	A	70	A1	60		20 A1	30	A	15	195	1	
FILING CLERK	3	3.1	A	70	AI	60	1	20 A3	44	A	15	209	1	
MAIL-ROOM CLERK	4	4.1	A	70	A1	60	1	20 A3	44	A	15	209	1	
APPLICATION REVIEW CLERK	5	5.1	B	110	AI	60	1	20 A1	30	A	15	235	2	
BATCH CONTROL CLERK	6	6.1	B	110	A2	93	1	20 A1	30	A	15	268	2	
LIBRARY CLERK	7	7.1	B	110	A2	93	1	20 A1	30	A	15	268	2	
STOCK CONTROL CLERK	a	8.1	B	110	A2	93	1	20 A2	37	A	15	275	2	
TELEPHONE OPERATOR - HOSPITAL	9	9.	B	110	A1	60	2	46 A4	52	A	15	283	2	
STORE-ROOM CLERK	10	10.1	8	110	A2	93	1	20 B3	64	B	20	307	2	
RECORDS SUPPORT CLERK	11	11.1	B	110	A2	93	2	46 A3	44	A	15	308	2	
STATISTICS EDITING CLERK	12	12.1	C	150	B1	118	2	46 A1	30	A	15	359	3	
CIRCULATION CLERK	13	13.1	C	150	B1	118	2	46 A3	44	A	15	373	3	
JOB CONTROL CLERK	14	14.1	C	150	B2	151	1	20 A2	37	A	15	373	3	
RECEPTIONIST- CLERK	15	15.1	C	150	B1	118	2	46 B4	72	A	15	401	3	
ACCOUNTS REVIEW CLERK	16	16.1	C	150	B2	151	2	46 B2	57	A	15	419	3	
SUB-REGISTRY SUPERVISOR	17	17.1	D	190	B1	118	2	46 A1	30	C	58	442	3	
TELEPHONE SERVICES SUPERVISOR	18	18.1	C	150	B1	118	2	46 A4	52	D	81	447	3	
STAFFING CLERK	19	19.1	D	190	B2	151	2	46 A4	52	A	15	454	4	
ACQUISITIONS CLERK	20	20.1	D	190	B2	151	2	46 B2	57	A	15	459	4	
RECORDS CLASSIFIER	21	21.1	D	190	B2	151	3	73 B3	64	A	15	493	4	
PERSONNEL UNIT CLERK	22	22.1	E	230	B2	151	2	46 B3	64	A	15	506	4	
ACCOUNTS SUPERVISOR	23	23.1	D	190	B2	151	2	46 B3	80	C	43	510	4	
RECORDS DISPOSITION SUP.	24	24.1	D	190	B2	151	3	73 B3	64	C	43	521	4	
ACCOUNTING CLERK	25	25.1	E	230	B2	151	2	46 B3	64	B	20	531	4	
TRANSCRIBING UNIT SUP.	26	26.1	E	230	1 20 B1	118	2	46 A3	44	D	96	534	4	
PROCUREMENT CLERK	27	27.1	E	230	C1	176	2	46 B5	80	A	15	547	4	
MEDICAL ACCOUNTS SUP.	28	28.1	E	230	B2	151	2	46 B5	80	C	58	565	4	
STATISTICS COMPILATION CLERK	29	29.1	E	230	C2	209	2	46 B3	64	B	20	569	4	
MAIL AND MESSENGER SERVICES SUPERVISOR	30	30.1	E	230	B2	151	2	46 B5	80	D	96	603	5	
STATISTICS EDITING SUPERVISOR	31	31.1	E	230	C1	176	3	73 C5	100	C	58	637	5	
DATA CONTROL SUP.	32	32.1	E	230	C2	209	3	73 B3	64	D	81	657	5	
RECORDS OFFICE SUP.	33	33.1	E	230	C2	209	3	73 B3	64	D	81	657	5	
OFFICE SERVICES SUP.	34	34.1	F	270	B3	184	2	46 B5	80	D	81	661	5	
HEAD, WORD PROCESSING UNIT	35	35.1	E	230	C2	209	3	73 B3	64	D	96	672	5	
MEDICAL RECORDS SUP.	36	36.1	D	190	3 80 C2	209	3	73 B5	80	C	43	675	5	
STATISTICS COLLECTION AND SERVICES SUP.	37	37.1	F	270	C2	209	3	73 B3	64	D	96	712	6	
SUPERVISOR, RECEIPTS CONTROL UNIT	38	38.1	F	270	E2	151	4	100 C5	100	D	96	717	6	
COORDINATOR, WORD PROCESSING	39	39.1	F	270	C2	209	3	73 B3	64	E	135	751	6	
COORDINATOR, INDUSTRIAL RECORDS	40	40.1	F	270	D2	267	4	100 C5	100	A	15	752		
REGISTRY SUPERVISOR	41	41.1	F	270	C2	209	3	73 B3	64	E	150	766	6	
OFFICE MANAGER	42	42.1	G	310	C3	242	3	73 B3	64	D	81	770	6	
PERSONNEL UNITS COORDINATOR	43	41.1	G	310	D2	267	3	73 B5	80	E	105	835	6	
HEAD, ACCOUNTING SECTION	44	44.1	H	350	D2	267	4	100 B5	80	D	96	893	7	
STATISTICS CLERK SUPERVISOR	45	45.1	G	310	2 40 D2	267	3	73 B5	80	E	135	905	7	
OFFICE SERVICES COORDINATOR	46	46.1	G	310	D3	300	3	73 C5	100	E	150	933	7	

Clerical and Regulatory

Commis aux écritures et
aux règlements

PART II

PARTIE II

SELECTION PLAN

SYSTEMS DE SELECTION

Novembre 1976

PART II

SELECTION PLAN

INTRODUCTION

The Selection Plan includes the Selection Standard for this Group, developed pursuant to Section 12 of the Public Service Employment Act, with instructions for adapting it to the requirements of individual positions in the form of a Statement of Qualifications.

Section 6 of the Public Service Employment Regulations requires that a Statement of Qualifications be prepared for each position to which an appointment is to be made. Each Statement of Qualifications is to specify and differentiate between those qualifications that are essential and those qualifications, if any, that are desirable for the performance of the duties and responsibilities of a position.

Qualifications refer to any training, ability, knowledge, accomplishment or personal attribute that is essential or desirable for performance of the duties and responsibilities of a position.

As qualifications vary with the job content requirements of individual positions they must be identified for each position for which staffing action is intended. They are to be based on the duties and responsibilities of the position concerned and expressed in the form of a Statement of Qualifications. These qualifications then become the criteria against which selections are made for that staffing action.

The following pages contain an explanation of the various parts of a Statement of Qualifications, a description of qualifications for positions in this Group, a Rating Guide, and a description of the methods to be used in assessing the qualifications of candidates for these positions. Examples of Statements of Qualifications for positions in this Group based on Bench-Mark Position Descriptions are presented in Part III of the Standard.

STATEMENT OF QUALIFICATIONS

Structure

The basic structure of a Statement of Qualifications is as follows:

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- Education Factor
- Occupational Certification Factor
- Achievement, Skills or Aptitudes Factor
- Language Requirement Factor
- Experience Factor

RATED REQUIREMENTS

- Knowledge Factor
- Abilities Factor
- Personal Suitability Factor

DESIRABLE QUALIFICATIONS

- (Individual qualifications that are desirable, if any.)

Clerical and Regulatory

Definitions

A Statement of Qualifications consists of two components:

ESSENTIAL QUALIFICATIONS This component provides for the inclusion of qualifications which a person must possess in order to adequately perform the duties and responsibilities of a position. It consists of two sub-components:

BASIC REQUIREMENTS This sub-component provides for the inclusion of those essential qualifications that are used for initial screening purposes. Applicants must meet the Basic Requirements before consideration can be given to their other qualifications. Basic Requirements are minimum criteria and are not rated by degree. Basic Requirements include the following five Selection Factors:

Education (a) Refers to a background in academic, vocational or technical studies and training which is recognized through the actual or imminent conferring of a degree, diploma, certificate or other official document by an approved educational institution or agency.

(b) Acceptable performance on tests prescribed by the Public Service Commission may be an alternative, when specified.

Occupational Certification Refers to the possession of or eligibility for occupational credentials in the form of a license, certificate, registration, letter, papers or other documents which constitute official recognition of occupational competence.

Achievement, Skills or Aptitudes Refers to special examinations or tests used to assess achievement, skills or aptitudes which are basic to the performance of the duties and responsibilities of a position.

Language Requirement Refers to the need for a knowledge of either the English language, the French language, either one or the other or both in relation to the performance of the duties and responsibilities of a position.

Clerical and Regulatory

Experience - Refers to actual participation or practice in activities related to the duties and responsibilities of a position. It means the acquisition or exercise of knowledge or abilities in vocational or avocational circumstances including voluntary work, that provides an adequate background for performance of the duties and responsibilities of the position being staffed. Experience requirements must not be expressed in terms of a specific number of years.

NOTE: Pre-employment medical examination requirements are to be in accordance with the Public Service Commission Staffing Manual, and are not to be included in the Statement of Qualifications.

RATED REQUIREMENTS - This sub-component provides for the inclusion of those essential qualifications which are used for the rating and ranking of candidates who have met the Basic Requirements. Rated Requirements include the following three Selection Factors:

Knowledge - Refers to information concerning facts, theories, systems, practices, regulations and other subject-matter relevant to the performance of the duties and responsibilities of a position.

Abilities - Refers to competence in the use of tools, materials, and equipment or the application of methods, systems, techniques, practices, policies, regulations and other subject-matter relevant to the performance of the duties and responsibilities of a position.

Personal Suitability - Refers to personal traits or characteristics which condition the utilization of knowledge and abilities in the performance of the duties and responsibilities of a position.

DESIRABLE QUALIFICATIONS - This component provides for the inclusion of qualifications which, although not essential, may further contribute to or enhance a candidate's performance of the duties and responsibilities of a position. The use of Desirable Qualifications is optional, but they must not be used for screening purposes. When they are applicable, they are to be included in the Statement of Qualifications at the same time as the Essential Qualifications are specified, and they are to be assessed only as part of the rating and ranking of candidates who have met both the Basic Requirements and Rated Requirements for the position. Any job-related qualifications other than knowledge of the second official language may be used as Desirable Qualifications, but they should be used sparingly, if at all.

SELECTION STANDARD - CLERICAL AND REGULATORY GROUP

Qualifications applicable to positions in the Clerical and Regulatory Group are as follows:

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education Factor

This factor is applicable to all positions in this Group.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Education considered necessary.

The minimum educational qualification for the Clerical and Regulatory Group is:

- Successful completion of two years of secondary school education according to provincial standards, or equivalency.

NOTE: (a) Possession of this qualification is normally to be determined on the basis of information provided on applications or in personnel inventories. Further evidence, if required, may be found in documents such as a school leaving certificate or an official school report card. An acceptable alternative is required performance on PSC Examination 1.

(b) Workers with experience related to the duties and responsibilities of the position being staffed, who do not possess the formal education prescribed above, may be accepted on the basis of an equivalent combination of education, training and experience.

Achievement, Skills or Aptitudes Factor

This factor is applicable to positions in this Group where a prescribed level of occupational achievement, or proficiency in certain skills, or possession of relevant aptitudes is to be assessed by examinations or tests.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of applicable achievement, skill or aptitude requirements, or the name or type of examination or test by which they will be assessed.

Clerical and Regulatory

The following minimum qualifications are applicable to positions in the Group:

- For positions which include restricted typing duties such as filling out cards or forms, typing skill in English or French or both English and French at a speed of at least 25 words per minute with no more than a 3 percent error rate is required.
- For positions which include regular typing duties involving the production of typed copy such as correspondence and reports, typing skill in English or French or both English and French, at a speed of at least 40 words per minute with not more than a 5 percent error rate is required.
- For positions which include regular typing duties involving the production of typed copy such as correspondence and reports, proficiency in the use of grammar, spelling and punctuation in English or French or both English and French is mandatory.

NOTE: (a) Possession of typing qualifications for positions in this Group is to be determined on the basis of:

- required performance on PSC Typing Tests used by the National Capital Regional Office; or
- required performance on typing tests used by Canada Manpower Centres; or
- a graduation diploma, a certificate or equivalent document issued by an approved training organization.

(b) Possession of grammar, spelling and punctuation qualifications is to be determined on the basis of:

- required performance on the PSC Grammar, Spelling and Punctuation Test used by the National Capital Regional Office.

Experienced persons having proven competence in the qualifications referred to in (a) and (b) above may be accepted without testing.

- For positions requiring experienced telephone operators, there is a basic telephone operation skill requirement. Following are examples of experienced operator qualifications:

eg. "Skill in operating a telephone switchboard".

eg. "Skill in operating a consolidated telephone switchboard".

Clerical and Regulatory

NOTE: Possession of telephone operation skill is, normally determined on the basis of appropriate tests on relevant telephone equipment,. Experienced persons having proven competence in the qualifications referred to above may be accepted without testing.

- For positions used for telephone operator trainees, there is no basic telephone. operation skill requirement. Trainees require the capacity to develop operating skill during on-job training. Following is an example of a trainee qualification:

eg. "Capacity to learn to operate a telephone switchboard".

NOTE: Possession of such a trainee qualification may be determined on the basis of demonstrations on appropriate telephone switchboard equipment.

- For CR positions which include duties and responsibilities requiring other skills or aptitudes relevant to other Groups in the Administrative Support Category, the appropriate skills or aptitudes standards prescribed for those Groups are also applicable to CR positions.

eg. "Skill in taking dictation in French, by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate".

for entrants to the CR Group, required performance on PSC Examination 2 or an equivalent examination used by Canada Manpower Centres is mandatory.

Language Requirement Factor

This factor is applicable to all positions in this Group.

From the qualifications listed below, determine which one is applicable to the position to be staffed.

- A knowledge of the English language is essential for this position. - A knowledge of the French language is essential for this position.

- A knowledge of either the English language or the French language is essential for this position.

- A knowledge of both the English language and the French language is essential for this position.

Experience Factor

This factor is applicable to positions in this Group for which it is necessary to have had previous experience related to the duties involved.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Experience considered necessary. Following is an example of an Experience qualification:

"Experience - Experience in providing office services in support of such functions as financial accounting, personnel, purchasing and Central Registry; experience in typing and supervision ."

NOTES ON BASIC REQUIREMENTS

(a) To raise Basic Requirements for positions in this Group above the minima prescribed, permission must be obtained from the Public Service Commission.

(b) When used in regard to Basic Requirements, terms such as "recognized", "eligibility", "approved", "acceptable", "accredited", or "equivalent" refer to acceptability for staffing purposes as regulated by the Public Service Commission through the PSC Staffing Program concerned.

(c) The assessment of Basic Requirements is to be based on performance demonstrations involving the use of tests or examinations, educational or occupational credentials, or other evidence available at the time of the screening process.

RATED REQUIREMENTS

Knowledge Factor

This factor is applicable to most positions in this group. It may not be applicable to positions used for developing inexperienced personnel.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Knowledge considered necessary. Following is an example of a Knowledge qualification:

"Knowledge - Knowledge of the Financial Administration Act and Government Contract Regulations."

Abilities Factor

This factor is applicable to most positions in this Group. It may not be applicable to positions used for developing inexperienced personnel.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Abilities considered necessary. Following is an example of an Abilities qualification:

"Abilities - Ability to prepare reports and correspondance "
Personal Suitability Factor

This factor is applicable to all positions in this Group.

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Personal Suitability considered necessary. Following is an example of a Personal Suitability qualification:

"Personal Suitability - Dependability, initiative and tact".

DESIRABLE QUALIFICATIONS

Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the qualifications considered desirable, if any. Following is an example of a Desirable Qualification:

"Knowledge of commodity market prices".

PREPARATION OF A STATEMENT OF QUALIFICATIONS

The steps involved in preparing a Statement of Qualifications are as follows:

1. Gain a thorough understanding of the duties and responsibilities for the position to be staffed.
2. Review this selection plan carefully.
3. Examine the examples of Statements of Qualifications presented in Part III of this Standard in order to become familiar with the format and sorts of qualifications required for positions in this Group.
4. Based on the duties and responsibilities of the position, describe the qualifications required for the position under the appropriate Component, Sub-Component, and Selection Factor headings.

NOTE: The examples of Statements of Qualifications provided in this Standard are for illustrative purposes only. It is not necessary, therefore, to adhere to the qualifications specified in the examples when staffing positions on which the Bench-Mark Position Descriptions are based, or when staffing positions of a similar nature.

In determining which qualifications are to be included in the Statement of Qualifications, the prime considerations are:

- (a) their relevancy to the duties and responsibilities of the position;
- (b) their accessibility for selection purposes; and
- (c) their value in differentiating between candidates.

In arranging qualifications within each Selection Factor they should be laid out in a style and in patterns that:

- (a) combine closely related qualifications;
- (b) obviate unnecessary duplication and verbiage;
- (c) emphasize salient features; and
- (d) facilitate assessment and selection.

Clerical and Regulatory

The completed Statement of Qualifications specifies the qualifications for staffing the position, and the contents may be used as a basis for:

- (a) advertising notices;
- (b) initial screening of applicants;
- (c) developing a selection rating guide; and (d) rating and ranking of candidates

RATING GUIDE

In assessing the qualifications of candidates for a position, a narrative or numerical rating plan may be used.

Following is an illustration of a format for a selection rating guide using qualifications contained in the Example of a Statement of Qualifications for BMPD No. 23. Basic Requirements are not included in the rating guide, since, as minimum criteria, they will have been taken into account during the initial screening to determine which applicants were qualified for further consideration. The ranking of the remaining candidates is accomplished through rating them on the Rated Requirements, and the Desirable Qualifications, if any, that are specified in the Statement of Qualifications for the position being staffed.

Suggested Format

ALLOTTED RATING	PASS RATING	MAXIMUM RATING
--------------------	----------------	-------------------

A. RATED REQUIREMENTS

Knowledge Factor

Knowledge of:

- 1. TB regulations and departmental practices governing travel and removal expenses.
- 2. Bookkeeping principles, methods and procedures.

Total Knowledge Factor

Clerical and Regulatory

ALLOTTED RATING	PASS RATING	MAXIMUM RATING
--------------------	----------------	-------------------

Abilities Factor

Ability to:

1. Code, review and verify travel and removal expenses, invoices and other accounts.
2. Schedule and assign work, train staff and assess staff performance.
3. Compile statements of accounts, prepare reports and correspondence.

Total Abilities Factor

Personal Suitability Factor

1. Alertness, thoroughness and courtesy.

Total Personal Suitability Factor

Total Rated Requirements

Clerical and Regulatory

ALLOTTED RATING	PASS RATING	MAXIMUM RATING
--------------------	----------------	-------------------

B. DESIRABLE QUALIFICATIONS

Experience in:

1. Supervision.

N/A

Total Desirable Qualifications

Rating for:

Rated Requirements

Desirable Qualifications

COMBINED RATING

COMMENTS:

ASSESSMENT INSTRUCTIONS

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Basic Requirements are assessed as minimum criteria on a pass/fail basis and are not to be rated by degree. Applicants must meet at least the minimum standard required for each applicable Selection Factor, or they are eliminated from further consideration.

RATED REQUIREMENTS

The relative importance of Selection Factors and Qualifications related to the duties and responsibilities of the position being staffed is determined by those administering the selection process. The weightings which may be applied to Selection Factors and Qualifications in the case of a numerical rating plan, and the differences in emphasis which may be assigned to Selection Factors and Qualifications when a narrative rating plan is used, must be applied consistently throughout the assessment process.

In assessing Rated Requirements candidates must achieve an overall pass rating on the aggregate of Qualifications contained within each Selection Factor. Where a numerical rating plan is used candidates must achieve a pass mark of at least sixty per cent on each applicable Selection Factor. In the case of a narrative rating plan candidates must meet at least the minimum degree of Qualifications required for each applicable Selection Factor. Candidates who fail to gain an overall pass rating on each applicable Selection Factor are eliminated from further consideration.

DESIRABLE QUALIFICATIONS

Once candidates have met the Rated Requirements, any credit given for Desirable Qualifications specified in the Statement of Qualifications is to be added to the rating for Rated Requirements to reach a composite assessment. As credit given for Desirable Qualifications has an effect on the ranking of individuals, Desirable Qualifications must be assessed with the same care and consistency as that given to Rated Requirements. The total maximum marks allowed for Desirable Qualifications must not exceed ten per cent-of the total maximum marks allowed for Rated Requirements. This percentage may also serve as a guide in establishing the degree of emphasis that may be given to Desirable Qualifications when a narrative rating plan is used.

PART III

PARTIE III

BENCH-MARK POSITION DESCRIPTIONS

DESCRIPTIONS DES POSTES-REPERES

AND

ET

STATEMENTS OF QUALIFICATIONS

ENONCES DE QUALITES

PART III

BENCH-MARK POSITION DESCRIPTIONS

AND

STATEMENTS OF QUALIFICATIONS

INTRODUCTION

Bench-Mark Position Descriptions are intended to exemplify the degrees of each classification factor and element in the position classification and evaluation plan. They are based on actual positions allocated to the Clerical and Regulatory Group but, because they serve to exemplify degrees, their value for that purpose continues even when the actual positions undergo changes.

The contents of Bench-Mark Position Descriptions serve to illustrate the types of information used as a basis for the classification of positions and the development of Statements of Qualifications for the selection of people to fill those positions.

Examples of Statements of Qualifications are intended to illustrate the selection factors and qualifications provided for in the selection plan, which are relevant to the Bench-Mark Position Descriptions. When staffing a position on which a Bench-Mark Position Description is based, the example of a Statement of Qualifications provided for that Bench-Mark Position Description may be used as shown or modified to meet current requirements. For other positions, a suitable Statement of Qualifications must be prepared.

Clerical and Regulatory

BENCH-MARK POSITION DESCRIPTION AND
EXAMPLE STATEMENT OF QUALIFICATIONS INDEX
IN ALPHABETICAL ORDER

DESCRIPTIVE TITLE	BMPD/ S of Q No.	Level	BMPD PAGE*	S of Q PAGE*	TOTAL POINTS
Accounting Clerk			25.1	25.3	
Accounts Review Clerk	25	4	16.1	16.4	531
Accounts Supervisor	16	3	23.1	23.3	419
Acquisitions Clerk	23	4	20.1	20.4	510
Application Review Clerk	20	4	5.1	5.3	459
Batch Control Clerk	5	2	6.1	6.3	235
Circulation Clerk	6	2	13.1	13.4	268
Co-coordinator, Industrial Records	13	3			373
Co-coordinator, Word Processing	40	6	40.1	40.4	752
Data Control Supervisor	39	6	39.1	39.4	751
Filing Clerk	32	5	32.1	32.4	657
Head, Accounting Section	3	T	3.1	3.3	209
Head, Work Processing Unit	44	7	44.1	44.5	893
Job Control Clerk	35	5	35.1	35.4	672
Library Clerk	14	3	14.1	14.4	373
Mail and Messenger Services Supervisor	7	2	7.1	7.3	268
Mail-room Clerk	30	5	30.1	30.4	603
Medical Accounts Supervisor	4	1	4.1	4.3	209
Medical Records Supervisor	28	4	28.1	28.3	565
Office Manager	36	5	36.1	36.4	675
Office Services Co-coordinator	42	6	42.1	42.4	770
Office Services Supervisor	46	7	46.1	46.4	933
Personnel Unit Clerk	34	5	34.1	34.4	661
Personnel Units Co-coordinator	22	4	22.1	22.4	506
Procurement Clerk	43	6	43.1	43.4	835
Receptionist-Clerk	27	4	27.1	27.3	547
Records Classifier	15	3	15.1	15.4	401
Records Disposition Supervisor	21	4	21.1	21.5	493
Records Office Supervisor	24	4	24.1	24.4	521
Records Support Clerk	33	5	33.1	33.4	657
Registry Supervisor	11	2	11.1	11.3	308
Sorting Machine Clerk	41	6	41.1	41.3	766
Staffing Clerk	1	1	1.1	1.3	195
Statistics Clerk	19	4	19.1	19.4	454
	2	1	2.1	2.3	195

* All page numbers refer to Part III.

Clerical and Regulatory

DESCRIPTIVE TITLE	BMPD/ S of Q No.	Level	BMPD PAGE*	S of Q PAGE*	TOTAL POINTS
Statistics Clerk Supervisor	45	7	45.1	45.3	905
Statistics Collection and Services Supervisor	37	6	37.1	37.3	712
Statistics Compilation Clerk	29	4	29.1	29.3	569:
Statistics Editing Clerk	12	3	12.1	12.3	359
Statistics Editing Supervisor	31	5	31.1	31.3	637
Stock Control Clerk	8	2	8.1	8.4	275
Store-room Clerk	10	2	10.1	10.3	307
Sub-registry Supervisor	17	3	17.1	17.3	442
Supervisor, Receipts Control Unit	38	6	38.1	38.4	717
Telephone Operator-Hospital	9	2	9.1	9.3	283
Telephone Services Supervisor	18	3	18.1	18.4	447
Transcribing Unit Supervisor	26	4	26.1	26.3	534

* All page numbers refer to Part III.

Clerical and Regulatory

BENCH-MARK POSITION DESCRIPTIONS AND
EXAMPLE STATEMENT OF QUALIFICATIONS LIST

In Ascending Order of Point Values

LEVEL	DESCRIPTIVE TITLE	BMPD/ S of Q No.	TOTAL POINTS	BMPD PAGE*	S of Q PAGE*
1	Sorting Machine Clerk	1	195	1.1	1.3
1	Statistics Clerk	2	195	2.1	2.3
1	Filing Clerk	3	209	3.1	3.3
1	Mail-room Clerk	4	209	4.1	4.3
2	Application Review Clerk	5	235	5.1	5.3
2	Batch Control Clerk	6	268	6.1	6.3
2	Library Clerk	7	268	7.1	7.3
2	Stock Control Clerk	8	275	8.1	8.3
2	Telephone Operator-Hospital	9	283	9.1	9.3
2	Store-room Clerk	10	307	10.1	10.3
2	Records Support Clerk	11	308	11.1	11.3
3	Statistics Editing Clerk	12	359	12.1	12.3
3	Circulation Clerk	13	373	13.1	13.4
3	Job Control Clerk	14	373	14.1	14.3
3	Receptionist Clerk	15	401	15.1	15.4
3	Accounts Review Clerk	16	419	16.1	16.4
3	Sub-registry Supervisor	17	442	17.1	17.3
3	Telephone Services Supervisor	18	447	18.1	18.4
~4	Staffing Clerk	19	454	19.1	19.4
4	Acquisitions Clerk	20	459	20.1	20.4
4	Records Classifier	21	493	21.1	21.5
4	Personnel Unit Clerk	22	506	22.1	22.4
4	Accounts Supervisor	23	510	23.1	23.3
4	Records Disposition Supervisor	24	521	24.1	24.4
4	Accounting Clerk	25	531	25.1	25.3
4	Transcribing Unit Supervisor	26	534	26.1	26.3
4	Procurement Clerk	27	547	27.1	27.3
4	Medical Accounts Supervisor	28	565	28.1	28.3
4	Statistics Compilation Clerk	29	569	29.1	29.3
5	Mail and Messenger Services Sup.	30	603	30.1	30.4
5	Statistics Editing Supervisor	31	637	31.1	31.3

*All page numbers refer to Part III.

Clerical and Regulatory

LEVEL	DESCRIPTIVE TITLE	BMPD/ S of Q No.	TOTAL POINTS	BMPD PAGE	S of Q PAGE
5	Data Control Supervisor	32	657	32.1	32.4
5	Records Office Supervisor	33	657	33.1	33.4
5	Officer Services Supervisor	34	661	34.1	34.4
5	Head, Word Processing Unit	35	672	35.1	35.4
5	Medical Records Supervisor	36	675	36.1	36.4
6	Statistics Collection and Services Supervisor	37	712	37.1	37.4
6	Supervisor, Receipts Control Unit	38	717	38.1	38.4
6	Coordinator, Word Processing	39	751	39.1	39.4
6	Coordinator, Industrial Records	40	752	40.1	40.4
6	Registry Supervisor	41	766	41.1	41.4
6	Office Manager	42	770	42.1	42.4
6	Personnel Units Coordinator	43	835	43.1	43.4
6	Head, Accounting Section Statistics Clerk Supervisor	44	893	44.1	44.4
7	Office Services	45	905	45.1	45.4
7	Coordinator	46	933	46.1	46.4

*All page numbers refer to Part III.

Clerical and Regulatory
B.M.P.D. No. 1

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 1

Level: 1

Descriptive Title: SORTING MACHINE CLERK

Point Rating: 195

Summary

Under supervision of the Supervisor, Mail and Coding Unit sorts documents received from coders by alphanumeric code into the sorting machine, removes them in correctly ordered batches, and dispatches them to the microfilm unit; when required, sorts documents alphabetically, codes them and performs other related duties.

<u>Duties</u>	<u>% of Time</u>
- Receives applications for social insurance numbers from coders, and sorts them by alphanumeric code into a sorting machine.	40
- Removes documents from sorting machine in correct order and packages them for dispatch to the appropriate sub-units of the microfilm unit.	25
- Checks each batch of documents by counting them, completing a distribution slip, recording the number in each batch dispatched, and passing the count to the supervisor.	15
- When required picks up documents from coders and sorts them alphabetically according to the first letter of each surname.	10
- Performs other related duties such as sorting of mail, placing social insurance number cards in envelopes and checking application form file sequences in the filing and posting unit.	10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires a general knowledge of the function of the Central Index Division, and of the alphanumeric coding system in use.	A	70
<u>Complexity</u> Work methods are simple and procedures are established in detail. Duties are repetitive.	A1	60

Clerical and Regulatory

B.M.P.D. No. 1

	Degree	Points
<u>Consequence of Error</u> Errors can easily be detected by the reviewing clerk but re-directing of documents to proper sub-unit-will cause loss of time.	1	20
<u>Contacts</u> Contacts are with other clerical staff in the immediate work unit to provide and obtain information.	A1	30
<u>Supervision</u> May be asked to instruct new employees in the operation of the sorting machine.	A	15

Clerical and Regulatory S
of Q No.1

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 1: SORTING MACHINE CLERK (CR-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of the English language is essential for this position.

RATED REQUIREMENTS

Abilities

- Ability to check, sort and distribute documents.

Personal Suitability

- Dependability and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 2

Level: 1

Descriptive Title: STATISTICS CLERK

Point Rating: 195

Summary

Under the supervision of a Surveys Officer extracts statistical data from survey reports, makes simple calculations, and records data in tabular form.

Duties

% of Time

- Extracts figures from industrial wage and salary survey reports and reports of registrations for employment and tabulates them in standard format for analysis by others; calculates amount of change by subtraction and converts the amount to a percentage. 70
- Compiles information in standard form by extracting data from various sources and making simple calculations. 15
- Compiles for reproduction and distribution a monthly report of lay-offs in industry from returns received from the local offices of Canada Manpower Centres. 5
- Checks own work and that of others doing similar work, on a mutual assistance basis. 10

Specifications

Degree Points

Knowledge

A 70

The work requires the ability to calculate percentages, to extract information from survey and report tables, and to compile data.

Complexity

A₁ 60

The work is highly structured and formalized, requiring little judgment. The extraction of data and its compilation into standardized tabular form follows closely prescribed instructions. The arithmetical work is simple and repetitive.

Consequence of Error

1 20

The work is checked and errors will normally be found. Errors cause only minor inconvenience or annoyance.

	Degree	Points
<u>Contacts</u>	A1	30
Contacts are made with clerks in own department to give and obtain information and to check work.		
<u>Supervision</u>	A	15
Shows new employees how to perform tasks or duties.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 2: STATISTICS CLERK (CR-1)
ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

RATED REQUIREMENTS

Abilities

- Ability to calculate percentages, extract information and compile data.

Personal Suitability

- Alertness, persistence and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 3

Level: 1

Descriptive Title: FILING CLERK

Point Rating: 209

Summary

Under the supervision of the File Services Supervisor receives, sorts and puts into the system incoming correspondence, loose records and files; puts away, brings forward, charges out and transmits files, recording each action; and performs other clerical filing duties.

Duties

% of Time

- Receives and date stamps incoming correspondence, loose records and files after their classification, sorts according to file number, subject matter or chronological sequence, locates relevant files or temporary docketts, inserts new material and replaces into system; 25

- Puts away, brings forward, charges out, transmits or arranges for pick up of files or temporary docketts, entering each action as appropriate either in a ledger or card index to record the location of each file; 65

- Performs other duties such as creating new files and temporary docketts, stripping and combining files, recalling files to bring up to date, maintaining sequence and neatness of filing cabinets, requesting new folders where necessary, answering queries regarding location of files and other pertinent information, and locating misplaced files or record cards. 10

Specifications

Degree Points

Knowledge

A 70

The work requires basic knowledge of filing and indexing methods and procedures as outlined in departmental manuals and directives.

Complexity

A₁ 60

The work covers several closely related aspects of the Records Office System. Methods and procedures are specified in standard manuals and the supervisor is available to answer any queries of a complex nature.

	Degree	Points
<u>Consequence of Error</u>	1	20
Errors cause minor loss of time on the part of the incumbent in searching for lost or misplaced files or incorrectly filed information.		
<u>Contacts</u>	A3	44
Contacts are with senior departmental employees for the purpose of exchanging information.		
<u>Supervision</u>	A	15
May be required to show new or part-time employees how to perform tasks.		

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS
FOR B.M.P.D. No. 3: FILING CLERK (CR-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

Experience

- Experience in filing records and cards.

RATED REQUIREMENTS

Knowledge

- Knowledge of filing and indexing methods.

Personal Suitability

- Reliability and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 4

Level: 1

Descriptive Title: MAIL-ROOM CLERK

Point Rating: 209

Summary

Under the supervision of the Supervisor, Mail, Messenger & Inventory Unit receives, sorts and delivers incoming and outgoing mail in a departmental central mail-room.

Duties

% of time

- Receives, opens, sorts, date stamps and groups incoming mail for pick-up or internal delivery. 25
- Records registered mail numbers in control register, signs for registered mail at the post office and obtains signature for registered mail delivered within the department. 15
- Separates incoming mail containing cash, postal notes, money orders, stamps and cheques from mail containing general correspondence and posts amounts and types of remittance to the cash blotter, delivers receipts and cash blotter to the cashier of the Treasury Office and obtains signature for amounts deposited. 10
- Sorts outgoing mail according to postal category and addressee, inserts mail in appropriate pre-addressed envelopes and seals envelopes manually or by envelope sealing machine. 45
- Checks envelopes to ensure adequacy of sealing and reinforces damaged or bulky envelopes with tape or twine before mailing. 5

Specifications

Degree

Points

Knowledge

A

70

The work requires knowledge of mail-room procedures, departmental instructions and postal requirements concerning the dispatch of mail. The work also requires knowledge of departmental activities sufficient to direct incoming mail to the correct destination.

Complexity

A1

60

The work methods are simple and procedures are prescribed in detail. Duties are repetitive, are not varied and require only minor initiative or judgment.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>	1	20
Errors cause minor loss of time in searching for or redirecting misplaced correspondence.		
<u>Contacts</u>	A ₃	44
Contacts are with employees at the clerical level within the department and at the post office in connection with mail pick-up and delivery. There are also contacts with seniors in the department to provide or request information when delivering registered mail.		
<u>Supervision</u>	A	15
Shows other employees how to perform tasks in the mail-room.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 4: MAIL-ROOM CLERK (CR-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of the French language is essential for this position.

RATED REQUIREMENTS

Abilities

- Ability to sort mail for distribution.

Personal Suitability

- Dependability and cooperativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 5

Level: 2

Descriptive Title: APPLICATION REVIEW CLERK

Point Rating: 235

Summary

Under the supervision of the Supervisor, Application Preparation receives and registers applications for financial assistance; checks applications for completeness; identifies additional information needed and initiates requests to obtain it; checks yearly reports on accounts and payment; arranges for examinations and investigations by welfare officers; assembles completed applications.

Duties

% of Time

- Receives and registers applications by creating a record card for each application. 5
- Checks applications for completeness and compares with check list to identify additional documents or evidence required, sends form letters requesting further information and, in the event of delay, follows up by sending more form letters, printed reminders and pattern letters. 35
- Checks reports on accounts in payment by comparing information in the reports with that already on file, and notifies supervisor of any changes that might affect entitlement. 10
- Arranges for medical examinations and eligibility investigations by sending requests to the Treatment and Welfare Services. 30
- Assembles completed applications by arranging supporting documents in accordance with a standard format. 10
- Keeps records of accounts that are to be reviewed by District authorities by use of a "B.F." system, and performs related clerical duties. 10

Specifications

Degree Points

Knowledge

B 110

The work requires knowledge of the various procedures used in checking and submitting applications, and familiarity with the regulations concerning the payment of benefits. It also requires knowledge of simple record keeping.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	A ₁	6 0
<p>The work is repetitive and is done according to clearly defined procedures. There is little scope for independent action. The duties are closely related, and require the use of procedures also closely related.</p>		
<u>Consequence of Error</u>		20
<p>Responsibility for error rests with the supervisor, and normally mistakes are detected at this level. Errors cause minor delays in the processing of applications and minor annoyance.</p>		
<u>Contacts</u>	A ₁	3 0
<p>Contacts are with others at the clerical level in the department. These are for the purpose of giving or obtaining information in relation to the location of records and the identification of the appropriate Social Insurance Numbers.</p>		
<u>Supervision</u>	A	1 5
<p>Shows other employees how to perform tasks or duties.</p>		

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS B.M.P.D. No. 5: APPLICATION REVIEW CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

Experience

- Experience in performing routine clerical duties.

RATED REQUIREMENTS

Knowledge

- Knowledge of general office procedures.

Abilities

- Ability to check information and post register entries.

Personal Suitability

- Reliability, tact and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 6

Level: 2

Descriptive Title: BATCH CONTROL CLERK

Point Rating: 268

Summary

Under the supervision of the Senior Batch Control Clerk controls the flow of incoming and outgoing batches of documents which are processed by computer services; assigns batch control numbers; totals individual items and enters these totals on appropriate forms; verifies accuracy and completeness of processed material; packs and dispatches or delivers batches to keypunch or other appropriate unit within the Section; maintains records for compilation of management reports.

Duties

% of Time

- Sorts and records all documents received for data processing
 - by checking to ensure that all documents listed on the invoice of each batch are in fact included, and that they are in the correct batch,
 - by sorting documents not already grouped into the right batches,
 - by assigning Batch Control Numbers in consecutive order,
 - by recording date and time of receipt,
 - by ensuring that all batches and documents are accounted for.20

- Totals numbers listed in each document of each batch and records totals
 - by adding designated numbers using an office calculator,
 - by entering totals on appropriate forms and ledgers in association with Batch Control Numbers.60

- Collects batches for processing from, and delivers processed material to other units of the section
 - by ensuring that all pick-up and delivery points are covered within the prescribed time schedules.10

- Keeps a list on a daily basis of errors made by units when batching material for processing. 5

- Maintains daily records for compilation of production, cumulative and comparison reports, and prepares lists-of errors made by unit when batching material for processing. 5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires a knowledge of the departmental regulations and procedures used to prepare data for computer processing. Ability is needed to perform simple arithmetical calculations and to use an office calculating machine.	B	110
<u>Complexity</u> The method and procedures used are well established, and are followed using readily understood instructions. The two operations of record keeping and calculation provide some variety in the work.	A 2	93
<u>Consequence of Error</u> Errors in compilations sent to data processing would cause the equipment to reject the data. It would then be returned to the Registry Clerk for recycling, thus causing loss of time and inconvenience.	1	20
<u>Contacts</u> There is an exchange of information with other clerical staff.	A1	30
<u>Supervision</u> Shows new employees how to perform tasks and duties.	A	1 5

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 6: BATCH CONTROL CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of the English language is essential for this position.

RATED REQUIREMENTS

Knowledge

- Knowledge of record keeping.

Abilities

- Ability to make arithmetical calculations.

Personal Suitability

- Thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number:7

Level: 2

Descriptive Title: LIBRARY CLERK

Point rating: 268

Summary

Under the supervision of the Assistant Librarian of a departmental library, receives, sorts and distributes incoming mail and library material; prepares newly classified material for shelves; repairs books; maintains and requisitions stationery and other supplies; provides a library copying service to the department; performs required typing for library.

Duties

% of Time

- | | |
|--|----|
| - Prepares all memoranda, book lists, correspondence, cheque requisitions and book orders | 25 |
| - by copying written or printed material, | |
| - by searching and extracting correct names, addresses, titles and other pertinent information from correspondence, catalogues and invoices, | |
| - by completing order forms from information supplied, providing sufficient copies for record-keeping purposes. | |
|
 | |
| - Processes newly acquired material | 20 |
| - by assigning an accession number to publication in order of acquisition, | |
| - by pasting labels, card pockets, classification labels and date slips onto item, | |
| - by typing a circulation card bearing accession number, author, title and other identifying information for each item, | |
| - by typing catalogue cards from drafts and instructions received from the cataloguer. | |
|
 | |
| - Receives, sorts and distributes incoming mail for library | 15 |
| - by opening letters, periodicals, books and other reports, stamping them, and delivering them to the proper work station. | |
|
 | |
| - Provides copying service to library users | 20 |
| - by operating a photo-copy machine at the request or need of borrowers and for internal library administrative purposes, | |

% of Time

- by collating and stapling copies and delivering the material.
- Files in correct library location regular items such as catalogue cards, correspondence and records, Statistics Canada material, annual reports. 10
- Performs related duties such as assisting at circulation desk, requisitioning and maintaining library supplies, and delivering urgently required material. 10

Specifications

Degree Points

Knowledge

B 110

The work requires the ability to understand and effectively follow oral and written instructions, to comprehend the function of the library and to produce accurately typed records. A knowledge of filing and photocopying is required.

Complexity

A 2 9 3

The work is well defined; scope for independent action is limited. A number of different methods and procedures, such as catalogue card production and filing, control of supplies, and photo-copying vary the work, which involves more than one field of administrative support duties.

Consequence of Error

1 2 0

Accountability for errors rests with seniors, but errors made at this level may result in loss of time for correction.

Contacts

A₁ 3 0

Working relations are with other clerical staff in the department.

Supervision

A 15

There is an occasional requirement to demonstrate tasks and duties to other employees.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 7: LIBRARY CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|---|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Achievement, Skills or Aptitudes</u> | - Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 25 words per minute with not more than a 3 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of filing, photo-copying, and accession lists. |
| <u>Personal Suitability</u> | - Tact, reliability and cooperativeness. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 8

Level: 2

Description Title: STOCK CONTROL CLERK

Point Rating: 275

Summary

Under the supervision of the Unit Head, Procurement, Inventory Control and Stores, records and controls the issue and distribution of office supplies, furniture and equipment; and maintains and utilizes inventory information.

Duties

% of Time

- Records and controls the distribution of office supplies, furniture and equipment by checking requisitions received to ensure they have been correctly signed and completed with item description catalogue number, estimated cost, and similar information; changes requisitions when necessary, and approves and codes them for distribution, according to entitlement scales and precedents; records the distribution of the item, calculating the cost of the order, and filing a copy of the requisition after delivery, to record the delivery and cost for supplies or equipment to each division. 35

- Searches catalogues to answer requests for information; explains entitlements and requests clarification of requisitions; records loans of controllable items held by the stores unit such as briefcases, and contacts borrower to request the return of overdue items. 20

- Ensures the continuing availability of supplies and provides distribution records for costing purposes by recording distribution and receipts to indicate the amount of stock on hand; determines, according to precedent or supervisor's instructions, minimum and maximum quantities of stock to be maintained in the stores; completes requisitions and purchase orders for signature of supervisor as indicated by the inventory for catalogue and non-catalogue items from the Department of Supply and Services or local sources. 25

- Recommends to the Unit Head, additions and deletions to the inventory stock; posts packing slip invoices for the use of the Unit Head in approving invoices, records additional .

% of Time

stock on the inventory; contacts Department of Supply and Services to request information concerning the availability of supplies and the processing of agency orders for supplies, and answers enquiries.

20

Specifications

Degree Points

Knowledge

B 110

The work requires a knowledge of the procedures used for Government requisitions, local purchase orders, and standing offer agreements for office supplies, furniture and equipment. It also requires knowledge of methods of recording and controlling transactions to maintain the supply or equipment inventories, including familiarity with the Department of Supply and Services catalogues and filing methods.

Complexity

A 2 93

The work involves requisitioning, ordering, maintaining inventories, calculating costs, searching Department of Supply and Services' catalogues, and giving and requesting information over the telephone. The methods and procedures are well defined, problems are referred to the Unit Head for solution, and requisitions and orders for large amounts of money or non-inventory items are checked and signed by the Unit Head.

Consequence of Error

1 2 0

Work is checked by the Unit Head, and errors may result in inconvenience and minor loss of time.

Contacts

A2 37

Contacts are made with clerical staff of own department and the Department of Supply and Services for the purpose of obtaining or giving out information on articles available or requested.

Supervision

A 1 5

Shows other employees how to perform the duties of the position.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 8: STOCK CONTROL CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

Experience

- Experience in the provision of clerical support services.

RATED REQUIREMENTS

Knowledge

- Knowledge of procedures for the procurement and issue of stationery and office supplies.

Abilities

- Ability to control the distribution of stationery, supplies and equipment.

Personal Suitability

- Thoroughness, reliability and tact.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 9

Level: CR 2

Descriptive Title: TELEPHONE OPERATOR - HOSPITAL

Point Rating: 283

Summary

Under the direct supervision of the Telephone Services Supervisor, operates a two position semi-automatic switchboard with approximately 295 lines and extensions to provide continuous 24 hours' service to a hospital; operates a paging address system; maintains various essential telephone records; performs other duties.

Duties

% of Time

Answers all incoming calls and relays calls to appropriate locals; transfers calls from one local to another upon request, takes messages in the event of an unanswered local and when a unit or department is closed. 75

Operates the hospital Public Address System and other paging devices such as Pocket Pager System or Bell Boy System upon request, to locate Doctors, Technicians, Heads of Departments or other hospital personnel and staff or to contact needed personnel on stand-by duty after normal working hours, on statutory holidays or in case of emergency. 10

Places outgoing long distance calls as requested and maintains a record of such calls for accounting and other administrative purposes. 5

Maintains a Doctors' Recorder System to record doctors on or off duty; operates a signal message system located in the doctors' lounge or at specific points within the hospital to alert a doctor that a message is waiting with the switchboard operator; responds to emergency situations such as cardiac arrest, calls for intensive care unit, failure in Central Oxygen System and bomb threats, by using special codes and operating special lines or signals in accordance with specific procedures prescribed to alert designated personnel of these emergency situations. 5

Performs other duties such as ensuring that index listings of in-patients ward numbers are kept up to date, and maintaining a variety of other listings and directories. 5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of the Hospital's functions as performed by the organizational units, experience and skills in operating a switchboard, the ability to handle a number of calls simultaneously and provision of advice to callers in completing their calls. The work also requires an understanding of the various hospital emergency signals and familiarity with specific operating procedures related to each signal. It requires the ability to deal effectively with a large number of people, some of whom may be under emotional or stress conditions.	B	110
<u>Complexity</u> Duties are related and procedures and methods used are well established, but there is a requirement to determine quickly the nature of a call in order to assist the caller with its completion or provide the necessary information.	A1	60
<u>Consequence of Error</u> Incorrect information given to callers could result in annoyance and loss of goodwill. Failure to properly record long distance calls originating from the hospital or to relaying messages to doctors concerned could cause some financial loss, loss of goodwill and embarrassment to hospital officials.	2	46
<u>Contacts</u> Contacts are with all levels of hospital personnel to provide and obtain information and with the general public to provide simple information requiring ordinary courtesy.	A4	52
<u>Supervision</u> There is the occasional requirement to show relief operators how to operate the switchboard.	A	15

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 9 _____ TELEPHONE OPERATOR, HOSPITAL (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Capacity to learn to operate a telephone switchboard.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

RATED REQUIREMENTS

Knowledge

- Knowledge of hospital functions.

Abilities

- Ability to maintain records and directories.

Personal Suitability

- Dependability, co-operativeness and alertness.

- Work effectively under the pressure of peak workloads.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 10

Level: 2

Descriptive Title: STORE-ROOM CLERK

Point Rating: 307

Summary

Under the supervision of an Office Services Supervisor, operates the branch store-room; orders, receives and issues office stationery, supplies, equipment and furniture; maintains a stock control system for stationery stores; issues forms and standard literature on branch activities; duplicates and distributes forms, circulars and office instructions; schedules repairs of office equipment and furniture; and supervises a mail and messenger service.

Duties

% of Time

- Orders office stationery and supplies (pens, pencils) equipment (typewriters, calculating machines) and furniture by filling in requisitions as indicated by stock control system or on request, obtaining supervisor's approval and forwarding requisitions to the appropriate government department. 45
- Receives and issues office supplies, equipment and furniture, and keeps related records. 15
- Issues forms and standard literature on branch activities to government departments, agencies and others, on request. 15
- Duplicates forms, circulars and office instructions by photocopying machine and distributes them to branch staff according to established procedures. 15
- Arranges for repair of office equipment and furniture by telephoning the established service agency and stating the requirement. 5
- Assigns work to one employee who receives and issues stores and keeps records, and one on mail pick-up, delivery and messenger service; ensures that schedules are maintained, and reports on punctuality. 5

Specifications

Degree

Points

Knowledge

B

110

The work requires knowledge of standard stock-keeping methods and operations. It also requires knowledge of government requisitioning and mail distribution procedures.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u> There is little scope for independent action, as methods and procedures are governed by established standards. The work includes requisitioning, store-keeping, duplicating and messenger services.	A 2	93
<u>Consequence of Error</u> The work concerned with re-ordering of supplies to maintain stock levels is subject to a detailed check by the supervisor. Errors in filling requests for branch material result in inconvenience.	1	20
<u>Contacts</u> Contacts are mainly with clerical personnel in own and other government departments to fill requests. There is also discussion and elaboration of information with seniors in the department.	B 3	64
<u>Supervision</u> Duties include limited supervision of one clerk in stores and one messenger on mail services. Responsibilities include allocation of tasks and maintenance of standard work performance.	B	20

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 10: STORE-ROOM CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |
| <u>Experience</u> | - Experience in general store-room keeping. |

RATED REQUIREMENTS

- | | |
|-----------------------------|---------------------------------------|
| <u>Knowledge</u> | - Knowledge of stock-keeping methods. |
| <u>Abilities</u> | - Ability to maintain stock levels. |
| <u>Personal Suitability</u> | - Dependability and tact. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 11

Level: 2

Descriptive Title: RECORDS SUPPORT CLERK

Point Rating: 308

Summary

Under the supervision of a Records Office Supervisor, processes incoming records, integrates records into the departmental subject file classification system and provides an information retrieval service; maintains records in the departmental subject file classification system; types; and performs other duties.

Duties

% of Time

Processes incoming records for transmission to users for action, for filing in the department records system, and for the provision of an information retrieval system; sorts material following its classification, and in accordance with priorities; has photo-copies made; files material and dispatches files to records users; maintains a Temporary Docket Numerical Index; records and actions requests for Bring Forward (BF) and cancels chargeouts; maintains file control forms showing location of material in circulation.

55

Regularly checks all files to ensure that material is in correct docket according to its classification number, that documents are in correct chronological order, and that files are in satisfactory physical condition; remedies deficiencies where required; decides when a file volume should be closed, closes it and creates a new volume; completes File Recall forms.

30

Prepares statistical report forms on records support operations; takes security precautions in accordance with Privy Council and departmental regulations; types labels, index cards and records forms.

15

Specifications

Degree

Points

Knowledge

B

110

These duties require a thorough knowledge of records support operations as outlined in Treasury Board, Public Archives and departmental records management policy and procedures. The work further requires sufficient knowledge of the organization and activities of the Department to

	<u>Degree</u>	<u>Points</u>
perform support functions in relation to the provision of information retrieval service to records users. A knowledge of privy Council and departmental regulations as they apply to security-classified records handled is also essential. Typing is required.		
<u>Complexity</u>	A 2	93
Work methods and procedures are generally standardized. The duties include filing according to established classification systems, providing information from files, preparing statistical reports, and typing.		
Consequence of Error	2	46
Although methods and procedures are generally standardized, the work, because of its large volume, can only be spot checked. Errors in putting away loose records, Temporary Dockets and files and in documenting the passing of a file from one records user to another cause some loss of time to clerks in searching files and offices for the records concerned and to records users in being obliged to delay replies to important correspondence while the search is being undertaken. The failure to follow security regulations in preparing records for transmission to records users and in storing records could compromise security classified material and embarrass the Department.		
<u>Contacts</u>	A 3	44
There is contact with senior departmental employees respecting notification by records users of the passing of files to other users and the cancellation and amendment of Bring Forwards.		
<u>Supervision</u>	A	15
Shows new employees how to perform the various records support tasks.	-	

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 11: RECORDS SUPPORT CLERK (CR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|--|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Achievement , Skills or Aptitudes</u> | - Required proficiency in the use of grammar, spelling and punctuation in the French language.

- Typing skill in French at a speed of at least 25 words per minute with not more than a 3 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the French language is essential for this position. |
| <u>Experience</u> | - Experience in filing. |

RATED REQUIREMENTS

- | | |
|-----------------------------|---|
| <u>Knowledge</u> | - Knowledge of record maintenance.

- Knowledge of locating, drawing, charging out and routing files. |
| <u>Abilities</u> | - Ability to sort files for classification purposes.

- Ability to maintain a BF system. |
| <u>Personal Suitability</u> | - Reliability and cooperativeness. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 12

Level: 3

Descriptive Title: STATISTICS EDITING CLERK

Point Rating: 359

Summary

Under the supervision of the Information Coordinator, Agreement and Analysis Division, edits - completed questionnaires from firms within an industry group, selects and mails form letters to obtain additional information, determines quality of reported data, compiles and summarizes data in tabular form for manuscript preparation, proofreads final tables and texts, keeps records of work progress, and performs related duties.

Duties	% of Time
- Edits questionnaires received from firms within a single industry group such as Iron and Steel, to determine completeness, accuracy and consistency of reported data by checking arithmetic, comparing with previous reports and applying instructions.	40
- Selects and mails form letters, and composes special letters, using mainly standard paragraphs, to obtain additional information or explanations or reported data.	15
- Determines quality of reported data by comparison with previous questionnaires completed by the same respondents, with questionnaires of other respondents in the same industry group, and with historical trends.	15
- Compiles data in tabular or other form by industry group for Canada and provinces, for inclusion in published reports or to meet special requests, by searching out, collating and transcribing data from questionnaires and summaries as directed by the group supervisor.	20
- Proofreads tabular and narrative material to discover and correct errors in transcription by comparing copy prepared for printing with original material.	5
- Keeps records of completed questionnaires processed and other work performed to provide information to the supervisor on work progress related to each statistical series, and performs related clerical duties.	5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of industrial groupings, reporting practices and general office routines. It also requires familiarity with survey methods, industrial classifications and industrial operations sufficient to apply the instructions.	C	150
<u>Complexity</u> The work is normally done according to well-defined methods and procedures, but with some scope for independent action in locating missing information and changing reported values. Some judgment is required in assessing data quality and interrelationships of data items. Variety is limited in that the main task is to apply similar editing procedures to completed questionnaires from different firms within a single industry group.	B 1	118
<u>Consequence of Error</u> Errors are normally detected by cross-checking responses on the same return and comparing with previously reported information. Those which are not detected cause minor loss of time of comptometer operators and supervisory staff. Errors in requesting additional information cause minor loss of goodwill.	2	46
<u>Contacts</u> Contacts are confined to the clerical level within the work group except for the frequent form letter requests for information directed by mail to industrial respondents.	A 1	30
<u>Supervision</u> Shows other employees how to perform tasks or duties.	A	15

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 12: STATISTICS EDITING CLERK (CR-3) ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- Education - Successful completion of two years of secondary school education according to provincial standards or equivalency.
- Language Requirement - A knowledge of either the English language or the French language is essential for this position.
- Experience - Experience in statistical compilation.

RATED REQUIREMENTS

- Knowledge - Knowledge of statistical editing.
- Knowledge of statistical reporting practices and general office procedures.
- Abilities - Ability to determine the accuracy and completeness of reported data.
- Personal Suitability - Alertness, persistence and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Position Number; 13

Level: 3

Descriptive Title: CIRCULATION CLERK

Point rating: 373

Summary

Under the supervision of the Departmental Librarian records the issue and return of library, materials, and expedites circulated items; maintains and types a variety of library records, provides information to library users on location and retrieval of material.

Duties

% of Time

Controls the circulation of all books and other library material in order to know at all times where items are located and how they may be retrieved

- by providing guidance to library users as to charge out methods
- by personally charging out items, applying routing slips and sending by messenger, mail or delivering personally,
- by compiling waiting lists if items are not immediately available,
- by recording all overdue material and retrieving it in person when necessary,
- by filing titles with name of borrower and also by branch of department to provide statistical records of library use.

20

Controls and maintains the circulation of articles, periodicals and limited items of wide interest so as to give all users opportunity to see them according to their need

- by collating all requests on a scheduled basis,
- by determining number of photocopies required, and number of additional copies of item to be purchased,
- by merging routine routing lists with additional requests so that the item is equitably circulated,
- by maintaining circulation records of each item, ensuring that all names on the reserve list receive it within a reasonable time.

30

% of Time

Assists library users in locating and retrieving material 15
 - by directing users in the purpose of the card catalogue for locating authors, titles and call numbers,
 - by explaining the shelf order of the collection and taking users to required area,
 - by searching the charge-out records if the book cannot be found on the shelf.

Checks in all returned materials, ensuring that all items are correctly identified and records amended 15
 - by matching the item with the book card or charge slip and canceling the item on the user card.

Provides an information service to the department on material acquired by the library
 - by arranging for the photo-copying of lists of newly acquired items and the tables of contents of journals as they are received,
 - by checking photo-copies for quality and completeness of identifying detail, 15
 - by collating all lists on a scheduled basis and distributing them to library users.

Performs related duties such as minor book repairs and assisting the cataloguer with decisions on locations. 5

Specifications

Degree Points

Knowledge C 150

Required is an understanding of the general functions of the library, of its service orientation, and of the ways in which cataloguing and circulation are related. A knowledge of the problems of shelving and their solutions, verification tools for identifying authors and titles, and the symbols used in classification is necessary. A knowledge is needed of departmental organization and the library requirements of the various branches.

Complexity B1 118

Although a variety of material is handled, methods and procedures are standardized. It is necessary to use initiative in going directly to significant reference

	<u>Degree</u>	<u>Points</u>
material or a correct classification index when a request is made by a person unfamiliar with the library. The established lending regulations may be revised to meet the particular needs of a borrower if it is judged that the need merits it. The complexity of the work is increased on occasion by peaks in demand for material.		
<u>Consequence of Error</u>	2	46
Inadequate charge records or inaccurate filing can lead to loss of irreplaceable and costly material. Failure to deliver material on time or to discriminate appropriately between the needs of various users may result in loss of goodwill within the department. There is no check on the charge-out process.		
<u>Contacts</u>	A3	44
Contacts are made with officers of all levels within the department regarding the return of location of material.		
<u>Supervision</u>	A	15
There is an occasional requirement to demonstrate tasks and duties to other employees.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 13: CIRCULATION CLERK (CR-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 25 words per minute with not more than a 3 percent error rate.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in cataloguing, circulating and retrieving information and printed material.

RATED REQUIREMENTS

Knowledge

- Knowledge of the general function of a library and its service orientation.
- Knowledge of circulation methods and techniques for library material.
- Knowledge of departmental organization.

Abilities

- Ability to maintain library records.

Clerical and Regulatory S
of Q No. 13

- Ability to locate and retrieve
material.

Personal Suitability

- Courtesy and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 14

Level: 3

Descriptive Title: JOB CONTROL CLERK

Point Rating: 373

Summary

Under the supervision of a District Works Control Officer, records detailed information on repairs and maintenance requirements in a control ledger; makes up work orders for approval; computes cost of completed work and enters details in the control ledger; compiles a weekly report showing outstanding workloads; checks coding of time cards; controls materials used in repair work; keeps office records; answers enquiries, types memoranda and letters; and in the absence of the building manager, approves emergency repair action.

Duties

% of Time

- Receives and numbers consecutively, requisitions for the maintenance and repair of buildings and furniture, summarizes requirements and enters the details in a work control ledger for use by estimators and manager. 30
- Makes up work orders from information on requisitions and recommends to building manager on appropriate starting date for the work and its assignment to either shop or area staff, depending on the workload situation and required priority. 20
- Adds labour and material costs from time cards and work orders and enters total costs in the control ledger as a permanent record and for analysis by management. 5
- Compiles weekly reports showing the balance of outstanding work by computing and showing the number of man-hours expended against, and the estimated number of man-hours needed to complete each job. 5
- Checks coding of time cards by comparing each time card with the appropriate work order to ensure that labour costs are charged to the proper job. 10
- Receives and stores materials required for shop stock and for specific jobs; arranges for issue of stocks to the shop or to tradesmen by identifying shipments or issues against work orders for specific jobs. 10

	<u>% of Time</u>	
- Keeps office records and files, answers enquiries, types memoranda and letters and in the absence of the building manager, approves emergency repair action.	20	
<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u>	C	150
<p>The work requires familiarity with the use of materials in furniture repair and building maintenance sufficient to recognize materials by name, and their normal uses. The ability to use a typewriter and to keep a simple stores control system to programme work against available capacity is also required. Technical advice is available from the supervisor and tradesmen in the maintenance staff.</p>		
<u>Complexity</u>		151
<p>The work involves building maintenance control and materials supply using several different methods and procedures. These methods and procedures are well established and defined in regulations and manuals. Judgment is required in recommending assignment of work.</p>		
<u>Consequence of Error</u>	1	20
<p>The details of completed work orders are usually checked by seniors. Ordinarily the maintenance of ledgers and other records is not checked, but follows prescribed and detailed procedures. Errors in the routing of stores can cause delay and annoyance.</p>		
<u>Contacts</u>	A 2	37
<p>Contacts are with the clerical employees of suppliers to exchange information on questions of ordering and delivering material, and with clerical representatives of occupiers of government buildings to give and obtain information concerning repairs and maintenance requisitioning.</p>		
<u>Supervision</u>	A	15
<p>Shows other employees how to perform tasks or duties.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR B.M.P.D. No. 14: JOB CONTROL CLERK (CR-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the French language.
- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience **in** job control clerical procedures.

RATED REQUIREMENTS

Knowledge

- Knowledge of record keeping.
- Knowledge of the uses of materials for furniture repair and building maintenance.

Abilities

- Ability to maintain a store control system.
- Ability to establish work loads, compile reports and compute cost of work completed.

Personal Suitability

- Thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 15

Level: 3

Descriptive Title: RECEPTIONIST-CLERK

Point Rating: 401

Summary

Under the supervision of the Supervisor, Manpower Services receives employer and worker clients and the general public in a Canada Manpower Centre and ensures that they receive adequate information and are directed to an appropriate officer or section of the CMC; performs general clerical duties such as ensuring that forms are adequately completed by clients and that files are in order; prepares statistical reports; telephones clients to arrange interviews and tests.

Duties

% of Time

Answers enquiries of and directs workers, employers and members of the public coming to or telephoning a Canada Manpower Centre

- by receiving the person, and through quick, skillful and courteous questioning, involving in some cases considerable discussion with unco-operative people under emotional or mental strain, determining by whom the client can best be served,
- by determining whether clients are registered for employment, judging whether their documents are current and, through questioning them on missing data ensuring that appropriate information is obtained,
- by making appointments with appropriate counselors, and
- by maintaining an appointment schedule for each counselor for several days in advance.

65

Performs general clerical duties for a group of manpower counselors

- by preparing dockets for each new client registered and filing them by occupational code,
- by maintaining active employer records from requests for workers, and from counselors interview reports,
- by posting counselor's actions to relevant clients' files,
- by receiving and recording employers requests for workers, and
- by sending form letters of clients as deemed necessary after regular check of client files, to ascertain their employment status.

25

% of Time

Records operating statistics to be included with the monthly report-of the Canada Manpower Centre

- by daily recording of registrations, vacancies, referrals and placements by standard industrial code, and
- by completing once per month a physical count to determine the number of registrations and vacancies on file by occupational code and categories. 5

Performs other duties such as answering enquiries, contacting employers to discover disposal of referrals, making appointments for testing of workers, and typing letters and reports as required. 5

Specifications

Degree Points

Knowledge C 150

The work requires experience and skills in dealing effectively with a large number of the public, the ability to obtain and record correctly factual information of a specified type from people, and the ability and knowledge to use a typewriter. It is necessary to know the organization of the office and to direct clients easily to the appropriate officer. An understanding is needed of the occupational coding and industrial classification systems used, and of the programs and services available through the Department of Manpower and Immigration.

Complexity B₁ 118

Employer and worker clients present different backgrounds and attitudes with which the work of the position becomes involved. There is a requirement to inform and help register these people, answer telephone calls, and determine quickly by questioning what action should be taken. Typing reports and maintaining statistics must be done concurrently with the other duties. The procedures and methods used are well established and the duties are closely related.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>	2	46
<p>Wrong direction, incorrect and incomplete information on forms, or misfiling, may require re-registration or re direction of clients, with subsequent inconvenience, loss of time and loss of goodwill. Complaints from clients may cause embarrassment to senior officials of the department.</p>		
<u>Contacts</u>	B 4	72
<p>Working relationships are with executives of private firms and other outside agencies to give and obtain information on job orders and job referrals. Contacts with members of the public involve discussion and elaboration when registering for employment or being referred to appropriate agencies for assistance.</p>		
<u>Supervision</u>	A	15
<p>Shows new employees how to perform tasks and duties.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 15: RECEPTIONIST-CLERK (CR-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in dealing with people and performing general clerical duties.

RATED REQUIREMENTS

Knowledge

- Knowledge of general office practices and procedures.
- Knowledge of coding and filing.

Abilities

- Ability to compile statistics reports.

Personal Suitability

- Effective interpersonal relationships particularly in dealing with referrals and arranging for interviews and testing.
- Alertness and tact.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 16

Level:

Descriptive Title: ACCOUNTS REVIEW CLERK

Point Rating: 419

Summary

Under the general supervision of the Unit Head, Administration Accounts Review, is responsible for the review of accounts which pertain to the operation of the agency; raises financial encumbrances to cover planned expenditures; controls advances, recoverables, contracts let for administrative purposes, and posting loans; establishes and maintains liaison with Agency officers and personnel under contract, other government departments and suppliers.

Duties

% of Time

- Checks accounts which pertain to the administration of the agency
 - by obtaining certification that work has been performed or goods supplied, and that all contract terms and conditions have been met,
 - by verifying that price is in accordance with the contract,
 - by checking the computation of the amount payable for accuracy; that applicable discounts have been deducted, and that charges not payable have been eliminated,
 - by confirming that the balance available in the vote will not be reduced below the amount required to meet all the outstanding commitments made against it,
 - by ensuring that the payment is a proper charge to the allotment shown and legally chargeable to the vote shown.60

- Completes documents for financial encumbrances at both the project and unit levels of control
 - by confirming that funds are available,
 - by determining the financial coding and assigning the project or unit number.5

- Completes requisitions for payment of accounts
 - by entering financial coding necessary to identify the charge for accounting purposes,
 - by ensuring that all information is recorded which is necessary to identify the payee and to make payment.10

	<u>% of Time</u>
- Controls advances, recoverable, contracts let for administrative purposes and posting loans	
- by reconciling expense accounts with accounting records,	
- by preparing credit vouchers upon receipt of invoices accounting for advances,	10
- by determining the interest and principal portions of loan repayments.	
- Establishes and maintains liaison with agency officers, personnel under contract, and other government departments and suppliers to give and obtain information necessary to ensure the accuracy of accounts and other financial transactions.	5
- Provides information for responses to queries on accounts,	
- by examining internal accounting reports prepared by the agency's EDP system, and	5
- by interpreting information in the agency accounting statements and in the Department of Supply and Services disbursements print-out.	
- Performs other duties such as numbering and controlling requests for newspaper advertisements.	5

Specifications

Knowledge

Degree Points

C 150

The work requires knowledge of financial legislation and regulations governing the activities of the Agency, such as the Financial Administration Act and Government Contracts Regulations. The ability is also needed to read and to interpret the terms of contracts for the purpose of supplies, the construction and acquisition of machinery and equipment, and for the enlisting of professional and special services. The position requires an understanding of accounts review practices and procedures and of the Agency's financial coding system.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	B 2	151
<p>The work involves the checking of agreements, contracts and accounts; raising encumbrances and cheque requisitions, controlling advances, preparing reports and correspondence and maintaining accounts files. The methods and procedures are varied and involve different sets of guidelines, authorities and directives according to the purpose of the expenditure. Basic instructions are available on most aspects of the work.</p>		
<u>Consequence of Error</u>	2	46
<p>Although computations are spot checked by the supervisor, volume of work may result in errors which involve loss of time for correction. Coding a charge to the wrong project results in loss of goodwill, and failure to apply discounts to accounts payable may cause some financial loss.</p>		
<u>Contacts</u>	B 2	57
<p>Contacts are made mainly with officers of the agency to discuss and clarify contracts, travel and removal claims and processing of accounts. Discussions are held with contractors to provide or obtain clarification on accounts rendered.</p>		
<u>Supervision</u>		15
<p>Shows other employees how to perform tasks or duties.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 16: ACCOUNTS REVIEW CLERK (CR-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

Experience

- Experience in providing public service financial services.

RATED REQUIREMENTS

Knowledge

- Knowledge of the Financial Administration Act and Government Contracts Regulations.
- Knowledge of accounts review practices and procedures and the function of a financial coding system.
- Knowledge of bookkeeping principles, methods and procedures.

Abilities

- Ability to interpret terms of contracts, agreements and accounts related to the accounts review operation.

Personal Suitability

- Alertness and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 17

Level: 3

Descriptive Title: SUB-REGISTRY SUPERVISOR

Point Rating: 442

Summary

Under the general supervision of the Assistant Records Manager assigns and reviews the work of junior clerks engaged in coding, indexing, charging to users and putting away files in a divisional registry; codes and classifies technical correspondence; screens files for disposal and performs related duties.

Duties

% of Time

- Assigns and reviews the work of **six** junior clerks engaged in coding, indexing, charging to users, bringing forward and putting away files in the registry of a division and trains new or junior employees in these functions. 50
- Codes and classifies technical correspondence and papers by subject index, and when particulars are lacking, searches for identifying information by reference to existing records on files. 40
- Screens files for retention or destruction according to an established procedure, recommends procedural changes in registry operation, answers telephone enquiries and performs related duties. 10

Specifications

Degree Points

Knowledge D 190

The work requires knowledge of registry operation, including coding, classifying, subject indexing and cross-referencing. The work also requires knowledge of the technical subject matter of the division and the ability to train and direct a small registry staff.

Complexity B 1 118

Work procedures and methods are well defined; actions are governed by readily understood rules, regulations and directives; and the work has little variety.

	Degree	Points
<u>Consequence of Error</u> Incorrect coding or classifying unanswered correspondence can result in loss of time and embarrassment.	2	46
<u>Contacts</u> Contacts are with employees at the clerical level in the department and are for the purpose of giving or obtaining information on the operation of the registry.	A ₁	30
<u>Supervision</u> Assigns work to six junior clerks, instructs them in work methods and procedures, checks work for accuracy, and gives advice and guidance on work problems.	C	58

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 17: SUB-REGISTRY SUPERVISOR (CR-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |
| <u>Experience</u> | - Experience in file registry operations. |

RATED REQUIREMENTS

- | | |
|-----------------------------|---|
| <u>Knowledge</u> | - Knowledge of coding, classifying and indexing file information. |
| <u>Abilities</u> | - Ability to provide a file registry service.
- Ability to assign and schedule work and resolve work problems. |
| <u>Personal Suitability</u> | - Effective interpersonal relationships.
- Alertness and thoroughness. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 18

Level: 3

Descriptive Title: TELEPHONE SERVICES SUPERVISOR

Point Rating 447

Summary

Under the general supervision of the Personnel Services Officer supervises a staff of 5 employees engaged in operating a telephone switchboard, maintains records of telephone equipment in use, arranges for repair of switchboard and telephone faults, conducts surveys, reviews long distance bills and performs related duties.

Duties

% of Time

- Supervises 5 employees engaged in operating a telephone switchboard, on the regular 3-shift 24-hour daily service,
- by assigning work to staff,
 - by providing on-the-job training to new and part-time employees,
 - by instructing employees in rules and procedures used to deal with emergency situations,
 - by arranging shift schedules,
 - by completing attendance reports, overtime authorization forms, leave schedules and arranging for replacement operators,
 - by checking work in progress to ensure that established policies and correct procedures are being followed,
 - by assessing operator performance and writing personnel evaluation reports,
 - by participating in the selection of new employees.
- Maintains record of telephone equipment in use,
- by amending and updating equipment records,
 - by confirming accuracy of changes by verifying with subscriber after changes have been completed.
- Arranges for repair of switchboard and telephone faults,
- by checking equipment, accepting complaints of telephone problems from subscribers, and maintaining records of action taken,
 - by notifying commercial telephone company of repairs required

% of Time

Reviews the Bell Canada monthly long distance bill
 - by separating the non-public fund calls from the main account,
 - by collecting Record of Long Distance Call forms,
 - by preparing and forwarding written correspondence to personnel requesting Record of Long Distance forms,
 - by tracing long distance calls which have not been supported by submission of a record of calls form: 20

Conducts routine or special traffic surveys for department and commercial telephone company to support recommendation for expansion and modernization. 5

Performs related duties such as providing Long Distance Directory information on request from staff, filling in as relief operator, and handling telephone subscribers' complaints. 5

Specifications

Degree Points

Skill and Knowledge

C 150

The work requires knowledge and understanding of the operation of a telephone switchboard as well as the procedures and policy as it pertains to the various emergency responses, in order to train subordinates properly. It also requires the experience necessary for handling difficult calls and the ability to supervise and instruct staff.

Complexity

B 1 118

Decisions are made according to departmental policies and directives. Methods and procedures are normally well defined in departmental publications and regulations. Variety is limited in that the duties are repetitive. Some judgement is required in organizing shift work and recommending what calls should be allowed through the switchboard and when the operators shall take their leave.

	<u>Degree</u>	<u>Points</u>
Consequence of Error	2	46
<p>Incorrect instructions to employees can result in considerable loss of work time. The administrative portion of the work is forwarded to, and checked by the supervisor. Any errors in decisions on how to handle difficult or emergency calls could result in delaying appropriate response actions and extra expense to the Crown.</p>		
Contacts	A 4	52
<p>Contacts are made with officers in the department to exchange information, and with members of the general public to handle complaints.</p>		
Supervision	D	81
<p>The incumbent is required to give training, assign and check work in progress, arrange shift schedules, report on employee performance and attendance, and give advice and guidance on work problems to 5 switchboard operators.</p>		

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 18: TELEPHONE SERVICES, SUPERVISOR (CR-3) ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Skill in operating a telephone switchboard.

Language Requirement

- A knowledge of the English language is essential for this position.

Experience

- Experience in the operation of a telephone switchboard.

RATED REQUIREMENTS

Knowledge

- Knowledge of operating procedures and practices on a telephone switchboard such as those pertaining to emergency situations.

Abilities

- Ability to schedule and assign work, train staff, resolve operating problems and assess staff performance.
- Ability to prepare records and correspondence.
- Ability to assess telephone service and to make recommendations for expansions or repairs.

Personal Suitability

- Effective interpersonal relationships.

- Work effectively under the pressure of peak workloads.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 19

Level: 4

Descriptive Title: STAFFING CLERK

Point Rating: 454

Summary

Under the supervision of a Staffing Officer provides clerical support to Selection Boards; drafts and arranges for the publication and distribution of competition posters for staff vacancies; assists Selection Boards in the screening of applications, rating of candidates and the selection of junior support employees; responds to requests from the general public concerning employment possibilities with the department, and performs other duties.

Duties

% of Time

Provides clerical support services for the conduct of selection boards used to fill staff vacancies

- by informing line managers of procedures for staffing continuing and casual positions,
- by examining applications, preparing rating guide, précis of candidates' qualifications and other pertinent data from information in applications and relevant files,
- by checking with the Classification Division to ensure that the requested classification and salary level of the position are correct,
- by preparing and assembling all relevant documents such as Eligible Lists and Oath Forms,
- by assisting members of the Board in the initial screening of applications to select those to be interviewed by the Board,
- by checking the mathematical accuracy of Board ratings,
- by informing candidates of the Board's decision and appeal periods,
- by reviewing and forwarding appeal notices to the Public Service Commission and obtaining from line managers the date of release of successful candidates,
- by confirming the dates of appointment of successful candidates.

60

% of Time

Arranges competitions for staff vacancies and keeps relevant records

- by drafting, for the signature of the Staffing Officer, competition posters and arranging for their translation,
- by requisitioning the printing and distribution of competition posters,
- by creating and maintaining relevant files including eligible lists.

25

Provides line managers with casual employees

- by requesting Canada Manpower Centre and private agencies to send suitable candidates for interview,
- by conducting preliminary interviews and referring candidates to line manager.

Assists candidates or recruited employees by giving them information on or making arrangements for interviews, travel, accommodation and removal expenses.

5

Performs other duties such as arranging with Public Service Commission for candidates to be drawn from their eligible lists; completing Personnel Action Forms to effect new appointments, promotions and transfers; distributing and posting Public Service Commission notices of appeal and answering enquiries from the general public concerning employment possibilities.

5

Specifications

Degree Points

Knowledge

D

190

The work requires a basic knowledge of the Public Service Commission Staffing Manual, Selection Standards, Employment Regulations and bulletins concerning staffing, and the ability to apply this knowledge in the examination of applications, drafting of competition posters and other duties. A knowledge of travel and removal regulations is necessary in order to advise candidates and recruited personnel on entitlements. The work also requires a knowledge of filing and the keeping of records and the use of the various forms required for such functions as job application, appointment action and competition advertisement.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	B ₂	151
<p>The work includes collection and screening of information, the application of standards; filing, correspondence and some typing. Judgment is required in selection of information to be used in job advertisements, in the screening of applications, and in answering enquiries. Activities involve identifying ambiguities and discrepancies in information collected, or presented by candidates. Most of the methods and procedures are defined in the regulations and manuals prescribed.</p>		
<u>Consequence of Error</u>	2	4 6
<p>Errors cause loss of time to Personnel Administrators and delay in the staffing process, and could also misguide the Selection Boards and invalidate appointments. Errors in work submitted for the signature of the Senior Staffing Officer are likely to be detected.</p>		
<u>Contacts</u>	A ₄	52
<p>Contacts are made either by telephone or in person with line managers of the department and clerical employees, concerning the filling of vacant positions, and with the general public to answer enquiries on employment with the department. Contacts are also made with candidates drawn from the Public Service eligible lists and with Personnel Administrators and cell clerks of other departments to obtain information on candidates from their departments.</p>		
<u>Supervision</u>	A	15
<p>The incumbent may be required to show other employees the duties and tasks of the position.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 19: STAFFING CLERK (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language or the French language.
- Typing skill in English or French at a speed of at least 25 words per minute with not more than a 3 percent error rate.

Language Requirement

- A knowledge of either the English language or the French language is essential for this position.

Experience

- Experience in providing personnel support services.

RATED REQUIREMENTS

Knowledge

- Knowledge of the PSC staffing manual, selection standards and employment regulations.
- Knowledge of government travel and removal regulations.

Abilities

- Ability to collect, screen and maintain relevant information, records and files.
- Ability to arrange staffing competitions.
- Ability to draft competition posters.

Personal Suitability

- Effective interpersonal relationships.
- Discretion, initiative and dependability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 20

Level: 4

Descriptive Title: ACQUISITIONS CLERK

Point Rating: 459

Summary

Under the general supervision of the Librarian, Technical Services in a departmental library, orders books and other library material, maintains subscriptions to periodicals and serials, records item ordered; keeps accounts of library funds used; corresponds with suppliers to expedite deliveries; receives, checks and re-routes incoming publications; prepares monthly and annual financial statements for library management meetings.

Duties

% of Time

Orders books, documents and audio-visual material for library on receipt of request lists approved by the librarian

- by checking library collection and searching in reference to determine whether or not the item **is** in the library, or on order;
- by consulting with personnel in exchange section to determine whether item should be obtained by exchange or purchase;
- by completing order forms and dispatching these to vendor; or by preparing request forms for out-of-print items for various dealers,
- by submitting reserve bids to auction houses when desired publications appear in their catalogues.

30

Subscribes to serial publications, maintains appropriate records,

- by ordering new serial publication, reviewing or canceling subscriptions for periodicals and series;
- by maintaining proper records and cross-reference order files of all items ordered, received and outstanding, along with control cards for all memberships items and subscription publications by title, renewal dates, costs and format.

25

Receives, checks and re-routes incoming publications

- by sorting and dispatching items to Exchange, Serials, Circulation or Interlibrary Loans sections,

25

% of Time

- by returning damaged or incomplete items to supplier, recording receipt on purchase order and invoice and forwarding copies to Financial Services,
- by correcting or adding information to order form, placing copies in appropriate files and forwarding copies to Librarian.

Accounts for funds

- by recording moneys spent against publications budget,
- by estimating amount of money committed but not paid,
- by advising library management of the balance in this budget.

15

Performs related duties such as

- handling routine correspondence with publishers, dealers and agencies,
- telephoning with regard to urgent requirements,
- maintaining correspondence files,
- revising procedure manual as instructed and recommending changes in routines to improve performance.

5

Specifications

Degree Points

Knowledge

n 190

The work requires a practical knowledge of standard library procedures such as preparation of accession lists, new material processing, borrowing regulations and location of specific items in the library. It is necessary to be familiar with the range of subject matter handled by the library, and general aims and objectives of the department served by the library. The ability is needed to keep elementary financial accounts and statistical records, and to conduct correspondence. A good knowledge of the book trade must be maintained.

Complexity

B 2 151

The work involves preparation of orders for books, documents and audio-visual material; maintenance of forms, relevant files and control cards; receipt and proper distribution of all incoming publications and accounting of expenditures incurred. Methods and procedures are usually provided and

	<u>Degree</u>	<u>Points</u>
decisions are generally made in accordance with readily understood rules and practices. Initiative is required when finding suppliers for a requested item.		
<u>Consequence of Error</u>	2	46
Acceptance of a damaged or incomplete publication for the library renders the permanent bibliographic record inaccurate, the collection incomplete, time of processing staff wasted and incurrence of unnecessary costs. Mistakes in order records and financial accounts may result in some financial and time loss.		
<u>Contacts</u>	B 2	57
There are contacts with the staff of other libraries, members of the book trade and with financial services staff of the department.		
<u>Supervision</u>	A	15
There is an occasional requirement to demonstrate tasks and duties to other employees.		

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 20: ACQUISITIONS CLERK (CR-4) ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of the French language is essential for this position.

Experience

- Experience as a library clerk including the requisitioning of supplies.

RATED REQUIREMENTS

Knowledge

- Knowledge of library procedures related to the preparation of accession lists and borrowing regulations.
- Knowledge of library requisitioning procedures,

Abilities

- Ability to receive, check and route publications.
- Ability to maintain simple financial accounts and statistical records.
- Ability to prepare routine correspondence.

Personal Suitability

- Dependability, initiative, and tact.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Position Number: 21

Level: 4

Descriptive Title: RECORDS CLASSIFIER

Point Rating: 493

Summary

Under the general supervision of a Records Officer Supervisor classifies, indexes, cross-references and routes departmental records; creates new files, revises files or file series and recommends modifications to the departmental subject file classification system; provides an information retrieval service on departmental records; conducts complex file inspection; and performs other duties.

Duties

% of Time

Classifies, indexes, cross-references and routes departmental records including those relating to policy, procedures and operations, or scientific, or technical matter:

- by identifying the subject matter and assigning the appropriate file numbers in accordance with the departmental subject file classification system; determining the pertinent section of the system, the applicable primary subject and number within that section;
- by arranging for the appropriate entry to be made in the Master Numerical Index on creation of a new file; determining the relevant entries to be made in the Master Alphabetical Relative Subject and Cross-Reference Index;
- by indicating on each record the auctioning office or position to which the record should be directed.

35

Creates new files, revises files or file series, and recommends modifications to the departmental subject file classification system:

- by arranging for the preparation of new files as required after having decided the appropriate file title and number;
- by combining two or more primary subjects and re-arranging files therein; dividing a primary subject into two or more primaries and re-arranging files therein; creating new primary subjects for new functions and establishing files therein; and sub-dividing secondary to tertiary within an existing primary;

25

% of Time

- by proposing the most feasible method, for example, of incorporating the records of a new section into the departmental subject file classification system and by recommending a new code (departmental, companies, fiscal year, etc.) for a specific part of the system.

Provides an information retrieval service on departmental records:

- by determining the subject of the inquiry and the correct file title and number through knowledge of the departmental subject file classification system and departmental organization and operations, through reference to indexes and related records, and through consultation with users as required;
- by providing the file(s) and/or information requested; and
- by informing the user, in the case of complex inquiries, of not only the file(s) on which the desired record(s) has been placed but also related files which may be necessary to provide complete background to the situation or to enable the user to take the appropriate action.

25

Reviews all files to ensure that they are complete; that all records on file are correctly classified; that files do not contain non-record material; that copies or cross-references by other appropriate means have been made for all relevant files in the case of a multiple-subject record; and that all appropriate entries have been made in the master numerical index and master alphabetical relative subject and cross-reference index; and to determine whether the file concerned should be divided.

10

Performs other duties, such as:

- carrying out all duties in accordance with Privy Council and departmental security regulations as they apply to security-classified records; and
- preparing statistical and narrative reports on daily work and projects.

5

Specifications Degree Points

Knowledge

D 190

These duties require sufficient knowledge of the organization, role, functions and activities of the department and of related legislation and regulations to ensure the accurate and prompt execution of the following tasks: classification, indexing, cross-referencing and routing of departmental records, revision of parts of the departmental subject file classification system; and the provision of an information retrieval service. The work further requires a thorough knowledge of Treasury Board, Public Archives and departmental policy and procedures respecting such subject file classification systems as Block-Numeric, Duplex-Numeric and Subject-Numeric; classifying and indexing; and information retrieval. A thorough knowledge of Privy Council and departmental regulations as they apply to security-classified records handled is also essential.

Complexity

B₂ 151

Although the duties are closely related, methods and procedures for performing them are varied. These methods and procedures include: classifying, indexing and cross referencing records; providing an information retrieval service by referring to indexes, searching for related records, consulting with users, and using knowledge of departmental organization and operations and of the departmental subject file classification system; recognizing the need for revision of parts of the file classification system and effecting them with minimum inconvenience to the user and so as to keep the systems responsive to user needs; observing security procedures; and preparing reports. Guide lines for methods and procedures are provided, but judgment is required, within these guidelines, in integrating records into the file classification system, in providing reference, and in circulation of security-classified or other sensitive records.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>	3	73

Due to the large volume of material processed, the work can only be spot-checked. Errors in classification, indexing, cross-referencing and routing of records cause considerable loss of time to departmental staff in searching files and offices for the records concerned and to users for delays in replying to important correspondence while the search is being undertaken. Failure to provide quick and accurate reference service on records and to revise files and file series so as to keep the departmental subject file classification system responsive to user needs could cause loss of confidence in the system and substantial loss of goodwill. Finally, the improper circulation of security-classified or other sensitive records could cause embarrassment and loss of goodwill indicated by many complaints to senior members of the department.

<u>Contacts</u>	B 3	64
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Contacts are made with senior departmental employees to give or obtain essential information required in the classification of records and the provision of an information retrieval service. Further, contacts requiring discussion and elaboration are made with senior departmental employees respecting requests for reference and the revision of files or file series to keep the departmental subject file classification system compatible with user needs.

<u>Supervision</u>	A	15
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Shows other employees how to perform tasks or duties.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 21 : RECORDS CLASSIFIER (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of the French language is essential for this position. |
| <u>Experience</u> | - Experience in the provision of a record information retrieval service. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of a record system including classification, indexing, cross-referencing and routing methods.

- Knowledge of record information retrieval procedures. |
| <u>Abilities</u> | - Ability to prepare and classify new files.

- Ability to determine record systems modifications. |
| <u>Personal Suitability</u> | - Thoroughness, dependability and tact. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 23

Level: 4

Descriptive Title: ACCOUNTS SUPERVISOR

Point Rating: 510

Summary

Under the general supervision of the Chief, Financial Services supervises the Departmental Administration accounting unit which verifies and codes travel and removal expenses, invoices and other accounts, performs bookkeeping duties and compiles statements of accounts and reports; reviews the more difficult travel and removal claims, and approves claims for payment on behalf of the deputy head; reviews removal estimates and recommends further action; compiles itemized statements of outstanding and uncollectable accounts and drafts applications for the write-off of accounts; recommends alternate action to make collections and ways to avoid further loss; drafts and signs correspondence.

Duties

% of Time

- Supervises two clerks who verify and code travel and removal claims, invoices and other documents, post data to ledgers and compile statements of accounts and reports by instructing them in work procedure, assigning and checking work and reporting on their performance. 30

- Approves for payment the travel and removal claims audited by the staff; examines the more difficult claims and ensures that amounts claimed are in accordance with entitlement by checking against pertinent regulations; requests by telephone or memorandum additional information from claimants when required; approves claims on behalf of the deputy head. 10

- Examines removal estimates for conformity to regulations; recommends acceptance of those that conform and the obtaining of either clarification or new estimates when the requirements have not been met. 15

- Compiles itemized statements of outstanding accounts for the use of superiors and the Legal Branch; drafts applications for write-off of uncollectable accounts. 15

% of Time

- Examines statements of accounts receivable submitted by regional offices; requests by memorandum additional information required concerning delinquent accounts; recommends further action to superiors to enable collection or to avoid further loss.

30

Specifications

Degree Points

Knowledge

The work requires a good knowledge of the Departmental, Treasury Board and Foreign Service regulations and practices governing travel, removal expenses, and general accounts, and familiarity with bookkeeping and the Department's manual.

D

190

Complexity

Methods and procedures are given in the directives and manuals governing the work. Decisions are made according to these and according to established departmental practice. There is variety in the work, which is concerned with the review and recording of accounts, travel and removal expense claims, composition of correspondence and compilation of reports.

B₂

151

Consequence of Errors

Errors in instructing staff and in reviewing their work can cause delay beyond the discount period and thus result in some financial loss. Production is checked by co-workers.

2

46

Contacts

Contacts are made with senior officials in the department and in the Treasury office to give and obtain information which requires discussion and elaboration.

B 5

80

Supervision

Supervises 2 employees by instructing them in work procedures, assigning and checking their work and reporting on their performance.

C

43

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 23: ACCOUNTS SUPERVISOR (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience as a clerk in financial administration.

RATED REQUIREMENTS

Knowledge

- Knowledge of TB regulations and departmental practices governing travel and removal expenses.
- Knowledge of bookkeeping principles, methods and procedures.

Abilities

- Ability to code, review and verify travel and removal expenses, invoices and other accounts.
- Ability to schedule and assign work, train staff, and assess staff performance.
- Ability to compile statements of accounts, prepare reports and correspondence.

Clerical and Regulatory S of
Q No. 23

Personal Suitability - Alertness, thoroughness and courtesy.

DESIRABLE QUALIFICATIONS

- Experience in supervision.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Position Number: 24

Level: 4

Descriptive Title: RECORDS DISPOSITION SUPERVISOR

Point Rating: 521

Summary

Under the general supervision of the Records Scheduling and Disposition Analyst, supervises a clerical staff of 2 in records disposition operations; directs and controls the application of approved retention and disposal schedules to departmental records; assists the Records Scheduling and Disposition Analyst in preparing and maintaining retention and disposal schedules for departmental records; plans, organizes, and controls the operations of the departmental dormant records repository; and performs other duties:

Duties

% of Time

- Directs and controls the application of retention and disposal schedules to departmental records; marks each record container (file jackets, microfilm cartridges, tape canisters) schedules for disposal; maintains a card system and Bring Forward (BF) system showing the status of each record received; systematically transfers dormant records from Records Offices to dormant storage area and Public Archives Records Centre as indicated in the schedules, and in consultation with Records Office supervisors; verifies with users that records may be finally disposed of through destruction, transfer to the Historical Branch of the Public Archives or otherwise; ensures that confidential records are destroyed according to Privy Council regulations. 35

- Plans and controls the operation of the departmental dormant records repository; ensures that the movement of records to and from the repository are listed on the card system; plans storage locations, and places records correctly in storage equipment; changes identification methods as necessary, provides reference service and maintains adequate safeguards for confidential material as required by Privy Council regulations. 25

- Supervises two records clerks engaged in disposition operations; trains employees in the receipt, identification, arrangement, indexing, retrieval transfer and destruction of dormant records; evaluates staff performance; proposes 20

% of Time

disciplinary measures; ensures that standards of quality and quantity are met, and assists in selection of new staff.

- Assists the Records Scheduling and Disposition Analyst in preparing and maintaining retention and disposal schedules for departmental records; determines space required for storage, storage equipment to be used, and probable extent of circulation; identifies unscheduled records and reduces retention periods where possible. 10

- Performs other duties such as preparing statistical and narrative reports, drafting correspondence and recommending the purchase of equipment and supplies. 10

Specifications

Degree Points

Knowledge D 190

The duties require a knowledge of Treasury Board, Public Archives and departmental policy and procedures respecting the application of records retention and disposal schedules and the operations of a departmental dormant records repository. The work necessitates knowledge from these same sources of the preparation and maintenance of schedules and of the relevant operations of the Public Archives Records Centre and the Public Archives Historical Branch. Also necessary is a thorough familiarity with Privy Council and departmental regulations respecting security-classified records. The duties further require enough knowledge of the organization, role, functions and activities of the Department to enable the incumbent to control the application of retention and disposal schedules to departmental records, and to assist in preparing and maintaining schedules.

Complexity B₂ 151

Work is normally performed in accordance with well-defined methods and procedures. Judgment is required in applying disposal schedules to certain records, and in planning the systematic arrangement and identification of records within the storage areas. Duties include the provision of a reference service on records held, the listing of records movements to various destinations, observance of security procedures, writing of narrative and statistical reports, and supervision.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>	3	73
<p>Work can only be spot-checked because of the large number of records processed. Failure to correctly monitor disposal schedules could result in the destruction of unique records, which could only be replaced, if at all by considerable extra work. Incorrect distribution of confidential records could cause embarrassment to senior officials.</p>		
<u>Contacts</u>	B 3	64
<p>Contacts are made with senior departmental employees respecting the provision of a reference service for dormant records and to verify that records may be disposed on the expiry of retention periods. There are contacts with senior departmental employees to give and obtain information requiring discussion, elaboration and understanding. The purposes of such contacts are to arrange and clarify retention periods and to inventory departmental records.</p>		
<u>Supervision</u>	C	43
<p>Supervises 2 clerical employees in records disposition operations by participating in their selection; by training them; by evaluating their performance; by counseling them; by recommending disciplinary action; and by ensuring maintenance of work standards.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR B.M.P.D. No. 24: RECORDS DISPOSITION SUPERVISOR (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- Education - Successful completion of two years of secondary school education according to provincial standards or equivalency.
- Language Requirement - A knowledge of both the English language and the French language is essential for this position.
- Experience - Experience in the processing and destruction of dormant records.

RATED REQUIREMENTS

- Knowledge - Knowledge of Treasury Board and Public Archives policy and procedures respecting record retention and disposition.
- Knowledge of the preparation and application of retention and disposal schedules.
- Abilities - Ability to co-ordinate and control a dormant records repository operation.
- Ability to schedule and assign work, train staff, and assess staff performance.
- Ability to prepare reports and correspondence.
- Personal Suitability - Effective interpersonal relationships.
- Thoroughness and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 25

Level: 4

Descriptive Title: ACCOUNTING CLERK

Point Rating: 531

Summary

Under the general supervision of the Head, Control Accounts analyzes and verifies the accounts of a district office responsible for several different functions; coordinates accounting and expenditure control activities with those of the Treasury Office; compiles periodic and special reports on the expenditures and projects of the district office; compiles annual estimates; writes invitations to tender and advertises tender calls; and performs related duties.

Duties

% of Time

- Controls allocation of funds from the General Administration vote of the district office by ensuring that sufficient funds are encumbered and that expenditures are for the purpose for which monies were provided, by keeping books of account in accordance with departmental and other directives, and by working in close co-operation with the Treasury Office in the payment of accounts. 50
- Compiles periodic reports on status of accounts, progress payments, and man-hour and other project expenditures from information extracted from office records, for the use of central control units and for special purposes. 15
- Compiles the General Administration vote portion of the annual estimates of the district office by consolidating the information supplied by other units into the prescribed form for submission to headquarters. 10
- Writes invitations to tender, assembles tendering documents, writes and places advertisements calling for tenders for supplies and services according to a prescribed procedure. 10
- Assigns work to and supervises one clerk. 10
- Fills out requisition for encumbrance forms to obtain approval for allocation of funds, certifies accounts for payment by examination of invoices and comparison with records, and performs related duties. 5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of the Financial Administration Act, Government Contract Regulations, the department's accounting manual and the Estimates Manual. Also required is a knowledge of bookkeeping and the ability to compile accounts and statistical reports and to draft simple invitations to tender. This knowledge is normally acquired by completion of bookkeeping courses at the secondary school graduation level.	E 1	250
<u>Complexity</u> The methods and procedures are well defined and decisions are reached by following these rules and the office practice. The work includes duties concerned with estimates, bookkeeping, tendering on supply, and contracts for services.	B2	151
<u>Consequence of Errors</u> Most work is subject to check by the supervisor or by personnel of the Treasury Office. Errors in postings against encumbrances, the correction of which requires transfer of funds, cause loss of time and delay in payments resulting in minor loss of goodwill.	2	46
<u>Contacts</u> Contacts are made daily with suppliers and contractors to obtain details of the accounts rendered and with senior operating staff of the district office occasionally to give or obtain information which requires discussion and elaboration.	B 3	64
<u>Supervision</u> Instructs one clerk in work procedures, assigns work and checks it for accuracy.	B	20

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 25: ACCOUNTING CLERK (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- Education - Successful completion of two years of secondary school education according to provincial standards or equivalency.
- Language Requirement - A knowledge of the English language is essential for this position.
- Experience - Experience in the provision of financial support services including the control of accounts and expenditures.

RATED REQUIREMENTS

- Knowledge - Knowledge of the Financial Administration Act and Government Contract Regulations.
- Knowledge of bookkeeping methods and procedures.
- Knowledge of estimate preparation, and tendering for supplies and services.
- Abilities - Ability to control the allocation of funds.
- Ability to prepare reports and tendering copy.
- Personal Suitability - Alertness, thoroughness and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 26

Level: 4

Descriptive Title: TRANSCRIBING UNIT SUPERVISOR

Point Rating: 534

Summary

Under the general supervision of-the Co-coordinator, Typing and Transcribing Services supervises and controls a transcribing unit, allots work to stenographers and typists, assigns work priorities, clarifies originators' instructions, checks completed work, instructs and trains newly assigned employees, assesses employees' performance, controls work measurement system, requisitions supplies and repairs to equipment, and ensures that equipment is properly cared for. Proofreads completed work.

Duties

% of Time

- Supervises a staff of five stenographers and seven typists by assigning work and priorities, clarifying originators' instructions, assisting typists in setting up and completing difficult work, and in deciphering writing and recordings; checks completed work for accuracy, quality and adherence to procedures. 70

- Ensures that newly assigned employees are instructed in work procedures and methods; assesses performance and makes recommendations to administrative officer who makes formal evaluations; discusses day-to-day performance with employees. 20

- Controls production standards by spot checking individual work assignments for employees' count of total lines typed and time consumed and by checking work assignments for quality; consolidates employees' daily reports on totals of time and lines typed into work measurement records. 5

- Requisitions supplies required by transcribing unit; requisitions repairs for equipment by notifying repair agency of requirements; ensures that typewriters, dictating machines and duplicating machines are properly cared for. 5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of the methods of setting up and producing typewritten work, of grammar, punctuation and spelling, of office practices and procedures, and of the care and maintenance of typewriters and dictating and duplicating machines. It also requires familiarity with the functions and personnel of the organization served by the transcribing unit and the ability to train and supervise a small staff of stenographers and typists.	E	230
<u>Complexity</u> Methods and procedures are standardized, and specific requirements are defined in detail by the originator. The different aspects of the work are closely related. Judgment is required in the assigning of priorities under fluctuating work volume conditions, in the instruction and assessing of employees and the allotment of work.	B 1	118
Consequence of Errors Errors may cause some loss of time for correction and minor loss of goodwill by delay in dispatch of correspondence.	2	46
<u>Contacts</u> Contacts are made with senior employees within the department to obtain explanations and clarifications on work to be done.	A 3	44
<u>Supervision</u> Assigns work to twelve employees, ensures established standards of quality and quantity are maintained, assesses performance of employees and discusses conclusions with administrative officer responsible for formal evaluation. Discusses with employees strengths and weaknesses of their day-to-day performance.	D	96

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 26: TRANSCRIBING UNIT SUPERVISOR (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|---|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Achievement, Skills or Aptitudes</u> | - Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |
| <u>Experience</u> | - Experience in typing and general office duties. |

RATED REQUIREMENTS

- | | |
|-----------------------------|---|
| <u>Knowledge</u> | - Knowledge of the methods of setting up and producing typewritten work.
- Knowledge of the operation and care of type writers and dictating and duplicating machines. |
| <u>Abilities</u> | - Ability to schedule and assign work, train staff, resolve operating problems, set standards and assess staff performance. |
| <u>Personal Suitability</u> | - Effective interpersonal relationships.
- Alertness, tact and reliability. |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 27

Level: 4

Descriptive Title: PROCUREMENT CLERK

Point Rating: 547

Summary

Under the supervision of a Regional Purchasing Agent examines requisitions and contract demands for a particular group of commodities; locates potential sources of supply; drafts invitations to tender; compares tenders and recommends purchase action.

Duties

% of Time

- Verifies information on requisitions and contract demands, such as catalogue and part numbers, quantities and descriptive part names for supplies, and descriptions of services, by checking against previous purchases and other records to ensure that the correct purchase is made. 30
- Locates potential sources of supply by searching source lists, trade directories and departmental records to prepare list of addresses for the invitations to tender. 10
- Drafts invitations to tender, which include complete descriptions of the supplies or services required and the terms and conditions to be observed, by referring to the requisitions or contract demands and to procedural manuals and directives, such as the Manual of Standard Clauses. 30
- Compares tenders received from potential suppliers by considering costs, quality and delivery conditions to ascertain most advantageous source of supply, and recommends to the supervisor the award of contract to the selected supplier. 25
- Summarizes files, compiles reports on purchasing actions, and performs related duties. 5

Specifications

Degree

Points

Knowledge

E

230

The work requires knowledge of government purchasing procedures, of sources of supply for limited range of commodities, and of contractual terminology. It also requires familiarity with trading practices peculiar to certain commodities and with market prices.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u> The work procedures are limited in variety and are repetitive. Most actions are in accordance with well established practices, but recommendations based on the comparison of tenders occasionally require searching for and adaptation of precedents.	C 1	176
<u>Consequence of Error</u> Errors in the calculation of contract costs cause loss of time for correction on the part of officers and clerks. Inadequate search for price comparisons among suppliers may cause some financial loss to the department.	2	46
<u>Contacts</u> There are contacts with clerical staff and with seniors in other departments who originate requisitions and contract demands; they are for the purpose of exchanging information and discussing requirements. There are also contacts with suppliers to give or obtain simple items of information.	B 5	80
<u>Supervision</u> Shows other employees how to perform tasks or duties.	A	15

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 27: PROCUREMENT CLERK (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential.

Experience

- Experience in commodity procurement such as processing requisitions, contract demands and invitations to tender.

RATED REQUIREMENTS

Knowledge

- Knowledge of government purchasing procedures and contractual terminology.
- Knowledge of supply sources and trading practices.

Abilities

- Ability to verify requisitions and contract demands.
- Ability to evaluate tenders for purchase action.
- Ability to prepare invitation for tender and compile a purchase action report.

Personal Suitability

- Dependability, thoroughness and discretion.

DESIRABLE QUALIFICATIONS

- Knowledge of commodity market prices.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 28

Level: 4

Descriptive Title: MEDICAL ACCOUNTS SUPERVISOR

Point Rating: 565

Summary

Under the supervision of the Hospital Accountant supervises and coordinates the work of an accounts section engaged in verifying entitlement, authorizing payments of accounts and collecting accounts receivable; conducts correspondence concerning these activities; recommends action in cases of debt due to the Crown; compiles regular reports on the activities of the section.

Duties

% of Time

- Supervises and coordinates the work of 4 clerks who check and certify accounts payable and receivable for accuracy and entitlement by calculating costs of treatments applied in accordance with departmental and provincial hospital plans and regulations. 35
- Dictates correspondence concerning eligibility, documentation and accuracy of domiciliary care and treatment accounts from information obtained from hospital records. 20
- Reviews files periodically to determine outstanding treatment debts and initiates collection action or, in difficult cases, requests the opinion of the District Solicitor. 20
- Compiles monthly, quarterly and annual reports on activities of the accounts section for use of the offices concerned such as the head office of the department and the District Services Office of the Department of Supply and Services. 15
- Interviews patients and families concerning treatment accounts. 10

Specifications

Degree Points

Knowledge

E 230

The work requires knowledge of legislation, regulations and departmental policy concerning hospital treatment benefits; knowledge of governmental accounting methods, and a familiarity with medical terminology sufficient to validate accounts.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u> The work includes account collection and payments of different kinds, and entitlements under different sets of rules. Methods are well defined and follow established rules and practices.	B 2	151
<u>Consequence of Error</u> Completed work is not normally checked before being forwarded to the District Services Office of the Department of Supply and Services, and errors can cause delay in the payment of accounts, some embarrassment to the department, and loss of time for correction.	2	46
<u>Contacts</u> Contacts include doctors, staff of the District Pay Office of the Department of Supply and Services, and members of the public concerning payment of their accounts. Initiative must be used in obtaining the required information and explaining eligibility decisions.	B 5	80
<u>Supervision</u> Coordinates and supervises the work of 4 clerks, instructing them in work procedures, checking finished work and reporting on employee performance.	C	58

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 28: MEDICAL ACCOUNTS SUPERVISOR (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience as a hospital accounting clerk including the processing of accounts payable and receivable; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of accounting principles and methods.
- Knowledge of Provincial Hospital Plans and departmental policy concerning hospital treatment.
- Knowledge of medical terminology.

Abilities

- Ability to co-ordinate an accounts collection and payment service.
- Ability to schedule and assign work, resolve operating problems and assess staff performance
- Ability to conduct interviews and prepare reports and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Dependability, and discretion.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 29

Level': 4

Descriptive Title: STATISTICS COMPILATION CLERK

Point Rating: 569

Summary

Under the general supervision of the Chief, National Economic Studies searches for and compiles data; selects and transcribes figures from reference records to work sheets; calculates averages, ratios and other values; checks and verifies statistical data compiled by other clerks, and performs related duties.

Duties

% of Time

- Locates sources, searches for and compiles statistical data by examining published and unpublished reports, extracting information, and selecting a form of presentation (graphic, chart, tabular) suitable for the studies to be undertaken by others. 40
- Selects and transcribes numerical data from reference records to work sheets according to the supervisor's instructions. 20
- Calculates averages, ratios and other values where normally only two variables or factors are present, using calculating and adding machines, in preparation for publication of data or for economists' use. 20
- Verifies compilations and calculations of other clerks by comparing completed work with source data and reworking all calculations. 20

Specifications

Degree

Points

Knowledge

E

230

The work requires knowledge of the basic methods of presenting statistical data and familiarity with the reference sources normally used by the branch. It also requires the ability to operate calculating and adding machines.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u> The work requires the application, and occasionally the adaptation of a variety of procedures and methods of presentation. Judgment is required in the selection of material as most studies are non-recurring. The reworking of source data normally follows established procedures.	C 2	209
<u>Consequence of Errors</u> Completed work is exchanged with that of other clerks for an independent accuracy check which eliminates most compilation and calculation errors. Those which are not detected are of little consequence. Errors in choice of source data cause loss of time of two or more clerks who must redo the work.	2	46
<u>Contacts</u> There is a requirement to give or obtain information from seniors in the department which requires discussion, elaboration and understanding.	B 3	64
<u>Supervision</u> Checks and verifies statistical data compiled by two other clerks, and occasionally may be required to show other clerks how to perform the work.	B	20

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 29: STATISTICS COMPILATION CLERK (CR-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of either the English language or the French language is essential for this position. |
| <u>Experience</u> | - Experience in the collecting, recording and editing of statistical information. |

RATED REQUIREMENTS

- | | |
|-----------------------------|---|
| <u>Knowledge</u> | - Knowledge of the basic methods of presenting statistical data. |
| <u>Abilities</u> | - Ability to select, compile, check and verify statistical data.
- Ability to calculate ratios and averages. |
| <u>Personal Suitability</u> | - Alertness, persistence and thoroughness. |

DESIRABLE QUALIFICATIONS

- Experience in operating calculating and adding machines.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 30

Level: 5

Descriptive Title: MAIL AND MESSENGER
SERVICES SUPERVISOR

Point Rating: 603

Summary

Under the general supervision of the Departmental Records Manager, supervises a staff of fifteen employees engaged in mail and messenger operations; directs and controls the operations of a mail room; plans, organizes, directs and controls the messenger service operations; assists the Departmental Records Manager in advising departmental employees on mail management matters; and performs other duties.

Duties

% of Time

Supervises a staff of fifteen employees engaged in mail and messenger operations,

- by interviewing, selecting and training employees in mail room operations, messenger services and the use and care of mail room equipment,
- by evaluating the performance of employees, completing assessment reports, recommending disciplinary action, approving leave and planning holiday rosters, allocating staff to meet work priorities, fluctuations in workload and absences and by monitoring work assignments to ensure continuing high standards of service.

35

Directs and controls the operations of a mail room,

- by monitoring the receipt, sorting, opening, reading and routing of incoming and outgoing mail and by re-directing mail to other departments and agencies,
- by controlling incoming and outgoing registered mail, and incoming tender documents, money and other valuables, in accordance with financial regulations of the department, the Auditor General's Office and the Post Office Department;
- by discussing with senior employees of the Post Office Department the introduction of new postal service, changes in postal regulations and postal irregularities,
- by ensuring that the most economical and effective means are used for the transmission of mail and by conducting periodic postage prepayment surveys for use in preparing annual postage estimates.

30

	<u>% of Time</u>
Plans, organizes, directs and controls the messenger service operations, - by developing delivery schedules and implementing and controlling a system of delivery and pick up messenger service within and outside the department,	20
- by ensuring the proper care and use of internal delivery equipment and the operation and maintenance of departmental motor vehicles used in the external service.	
Assists the Departmental Records Manager in advising departmental employees on mail management matters.	10
Performs other related duties, such as, - ensuring that mail and messenger service operations are carried out in accordance with Privy Council and departmental security regulations, and security and other regulations of the Department of External Affairs regarding diplomatic bag service,	5
- reviewing mail operations and recommending to the Departmental Records Manager changes to methods, procedures, equipment and facilities.	

Specifications

Degree Points

Knowledge

E 230

These duties require a good knowledge of the departmental organization and activities, and a thorough knowledge of Treasury Board and departmental regulations respecting mail management policy and operations. The duties also require a knowledge of: postal regulations as prescribed in the Canada Official Postal Guide; Privy Council and departmental security regulations as they apply to classified mail; and the regulations of the Department of External Affairs as they pertain to diplomatic mail. The work requires the ability to compose circulars and directives.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>		
	B 2	151
The work involves the performance of a number of unrelated duties such as scheduling, planning, organizing, directing, controlling and supervising various operations of the mail and messenger services. Judgment is required in matters pertaining to selection of the most economical and effective means for transmitting mail and the resolution of mail service problems, including organizing and allocating staff to meet absences and variations in workloads.		
<u>Consequence of Error</u>		
	2	46
Errors in monitoring the receipt of money or other valuables or failure to ensure that the most economical means are used for transmission of mail could cause some financial loss or some loss of work time.		
<u>Contacts</u>		
	B5	80
Contacts are made with senior employees of the Post Office concerning the introduction of new postal services, changes in postal regulations, and postal irregularities.		
<u>Supervision</u>		
	D	96
Supervises fifteen employees in mail and messenger operations by appraising their performance, by counseling them, by recommending disciplinary action, by allocating them to meet work priorities, fluctuations in workload and absences, and by ensuring maintenance of work standards.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 30: MAIL AND MESSENGER SERVICES SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English-language and the French language is essential for this position.

Experience

- Experience in the provision of mail and messenger services; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of postal regulations contained in the Canada Official Postal Guide.
- Knowledge of the procedures for handling registered mail, money and diplomatic mail.
- Knowledge of mail security regulations and alternate means of mail delivery.

Abilities

- Ability to organize and control mail room and messenger service operations.
- Ability to assign work, set priorities, train staff, resolve operating problems and assess staff performance.
- Ability to prepare circulars and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Reliability, thoroughness, and co-operativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 31

Level: 5

Descriptive Title: STATISTICS EDITING SUPERVISOR

Point Rating: 637

Summary

Under the supervision of the Chief, Sample Control, supervises four clerks who verify, code and compile information from completed questionnaires on wage and working conditions; verifies codes, determines validity of data reported and compiles information from questionnaires; and explains questionnaire forms and survey programmed to respondents.

Duties

% of Time

- Supervises the staff and actively participates in the work of verification and numerical coding of questionnaires on wage and working conditions completed by private firms in a wide variety of industries, by comparing responses on the questionnaire to-ensure internal consistency, by referring to previous returns to validate the current information and by consulting job description and coding manuals to locate appropriate codes; and instructs employees in work methods and procedures. 75
- Determines admissibility of data by reference to precedents and by examination of available data for the occurrence of information on shift, overtime and similar wage or working conditions which is not clearly identified. 15
- Compiles and supervises the compilation of tabulations by selecting, computing and verifying statistical data from questionnaires to meet special requests. 5
- Explains, in visits to personnel of firms and companies concerned, the use and importance of the survey questionnaire in order to expedite the completion of returns. 5

Specifications

Degree

Points

Knowledge

E

230

The work requires knowledge of procedures to select, code and compile data on wages and working conditions from questionnaires and familiarity with the peculiarities of

	<u>Degree</u>	<u>Points</u>
wage rates and working conditions in-certain plants, industries or locations. Also required is the ability to supervise and instruct staff.		
<u>Complexity</u>	C 1	176
The coding and compilation of data are performed within well-defined rules. There is however a requirement for locating and applying precedents in identifying and classifying unusual wage-rate information. The work pertains to one type of survey only and the procedures are closely related.		
<u>Consequence of Error</u>	3	73
Faulty instructions to employees can result in gross errors in published data, thus causing loss of goodwill of users as well as loss of considerable clerical and data processing time for correction.		
<u>Contacts</u>	C 5	100
Contacts are made with respondents to obtain information and to enlist support for the survey and to persuade delinquent respondents to supply the information requested.		
<u>Supervision</u>	C	58
Trains and instructs four clerks in the work of the unit. Assigns and checks work, reports to the statistician on the performance of employees, and proposes changes in number of staff.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR B.M.P.D. No. 31: STATISTICS EDITING SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in collecting, compiling and editing statistical data; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of the procedures to select, code and compile data.
- Knowledge of editing methods and procedures.

Abilities

- Ability to verify questionnaire responses and determine admissibility of data.
- Ability to assign and schedule work, train staff and assess staff performance.

Personal Suitability

- Effective interpersonal relationships particularly in dealing with respondents.
- Thoroughness, persistence and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 32

Level: 5

Descriptive Title: DATA CONTROL SUPERVISOR

Point Rating: 657

Summary

Under the general supervision of the Production and Scheduling Supervisor ensures the efficient operation of the Data Control Section; supervises data control and quality control personnel; trains and assigns staff and performs related duties.

Duties

% of Time

- Ensures that all data for computer processing are examined, their acceptability determined and approved based on the quality criteria as defined and established by job submission specifications. 15
- Ensures that all control procedures, registers and ledgers are properly maintained so that the required management control and statistical information can be provided for all data inputs received and outputs distributed. 20
- Prepares written instructions and procedures, based on established processing methods and requirements, to control processing of all inputs and outputs that are the responsibility of data control. 15
- Assigns duties to staff of five clerical employees, reviews and evaluates their work, schedules leave, prepares periodic performance reports and makes recommendations regarding promotions, staff requirements and other personnel matters. 20
- Ensures that all inputs that are the responsibility of data control are available for processing and are processed as required by the established computer schedules and deadlines. 10
- Provides effective and continuing liaison with supervisory personnel of operations, EDP systems and programming, claims and payments, accounts, and other departments in order to review the present and future needs of the users and to determine the degree to which present data control procedures satisfy the objectives of the users and the division. 10

% of Time

- Discusses and participates in the planning and development of improved data and quality control methods, submits proposals on job submission specifications and quality control check points in order to isolate input errors prior to computer processing, and output discrepancies prior to the release of data to users. 10

Specifications

Degree Points

Knowledge

E 230

The work requires the ability to train, assign work to and supervise a small group of employees engaged in the receipt, registration, inspection and dispatch of computer input and output. It also requires a thorough knowledge of the methods and procedures used to control the submission and processing of computer runs, a knowledge of the subject matter being processed in order to assist in the planning and establishment of operating standards, and the ability to write instructions and procedures to guide staff.

Complexity

C 2 209

The work includes the supervision and performance of clerical procedures to control and record the flow of input and output documents between users, unit record section and a large scale IBM 370/155 computer system. Many types of production runs are controlled in accordance with established methods and procedures. There is a continuing need to adapt methods and procedures to conform with varying production schedules and revised applications. Initiative and judgment is required in the assignment of staff for the control of multi-shift computer operations.

Consequence of Error

3 73

Undetected errors in input or output can require reprocessing of runs either by manual, unit record or computer systems,

the cost of which can be several thousands of dollars.
Serious delays may also result to users.

Contacts

B 3 64

Contacts are mainly with senior employees in the department who are engaged in the data processing field, to give and obtain information relating to operational details and also to review the adequacy of the service in relation to the present and future needs of users.

Supervision

D 81

Supervises a staff of five; ensures that established standards of quality and quantity of work are maintained; allocates staff to ensure effective use; discusses employee performance with the supervisor responsible for evaluation; and makes proposals regarding disciplinary action and establishment.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 32: DATA CONTROL SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- Education
- Successful completion of two years of secondary school education according to provincial standards or equivalency.
- Language Requirement
- A knowledge of both the English language and the French language is essential for this position.
- Experience
- Experience in data production and scheduling for EDP operations.

RATED REQUIREMENTS

- Knowledge
- Knowledge of methods and procedures for controlling EDP processing runs.
 - Knowledge of data quality control methods.
- Abilities
- Ability to co-ordinate the operations of a data control system.
 - Ability to schedule and assign work, train staff, resolve operating problems, set standards and priorities, and assess staff performance.
 - Ability to prepare instructions and procedural guidelines.
- Personal Suitability
- Effective interpersonal relationships.
 - Dependability and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 33

Level: 5

Descriptive Title: RECORDS OFFICE SUPERVISOR

Point Rating: 657

Summary

Under the general supervision of the Assistant Records Manager, supervises a clerical staff of eight (8) in classification and records support operations; assists the Assistant Records Manager and the Records Systems Officer in developing new subject file classification systems for the records of the Records Office supervised; implements and maintains subject file classification systems, and directs and controls the Records Office operations; recommends to the Assistant Records Manager major modifications to established subject file classification systems; performs other duties.

Duties

% of Time

Supervises a clerical staff of eight (8) in classification and records support operations

- by participating in the selection and subsequently in the training, of subordinate staff, and in the monitoring of their work to ensure adequate standards of performance are maintained, 25
- by assessing their performance, counseling them, and proposing disciplinary measures to supervisor responsible.

Assists the Assistant Records Manager and the Records Systems Officer in developing new subject file classification systems for the records of the office supervised:

- by studying the legislation, regulations, organizational structure, role, functions and activities of the departmental organizational components concerned, and a sampling of records created and received. 10

Implements and maintains subject file classification systems, and controls the Records Office operations

- by contributing technical expertise in the subject content and desirable arrangement of records,
- by developing or using established working relationships with records users to minimize inconvenience to them caused by the implementation of systems and to resolve problems encountered, 40

% of Time

- by monitoring the creation of new files and the revision of files or file series in the subject file classification systems,
- by overseeing the implementation and maintenance of the Master Numerical Index,
- by ensuring the implementation and maintenance of the Alphabetical Master Relative Subject and Cross-Reference Index.

'Recommends to the Assistant Records Manager major modifications to established subject file classification systems to reflect the addition, alteration or deletion of functions and the recognition of weaknesses in the systems identified during the work or by evaluation conducted by the Records Systems Officer. 15

Performs other duties, such as

- consulting with the Records Scheduling and Disposition staff to ensure that records retention and disposition schedules are established, maintained and applied,
- monitoring adherence to records security procedures by staff supervised.

10

Specifications

Degree Points

E 230

Knowledge

The duties require a good knowledge of Treasury Board, Public Archives and departmental policy and procedures respecting subject file classification systems, classifying, coding, indexing and cross-referencing, records support operations, security of information, and equipment and supplies. The work further requires sufficient knowledge of the organization, role, functions and activities of the Department to permit the incumbent to assist in establishing subject file classification systems, to implement and maintain them, and to recommend major modifications to them. The incumbent must also have the ability and skills to supervise staff and participate in their selection. The ability to prepare correspondence and reports is also necessary.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	C 2	209
<p>The work includes implementation and maintenance of filing classification systems and the supervision and control of records support operations. Judgment is used in the selection and evaluation of staff, and, when implementing systems, in determining the degree and nature of cross reference indexing required. The solution to some problems requires the adaptation of methods and procedures already established.</p>		
<u>Consequence of Error</u>	3	73
<p>The last effective check on the work of subordinates is made at this position. Thus, poor training and direction of subordinates could result in errors in classification and records support operations, causing considerable loss of time searching for records and consequent embarrassment to officials requiring those records to conduct urgent business. Failure to draft, implement or recommend modifications to file systems to keep them continuously responsible to user needs could cause loss of confidence in the systems, and complaints to. senior management.</p>		
<u>Contacts</u>	B 3	64
<p>Contacts are made with senior departmental employees. The purposes of such contacts are to consult with users in drafting, implementing and modifying file systems and in resolving serious file classification and records support problems.</p>		
<u>Supervision</u>	D	81
<p>Supervises eight (8) clerical employees in classification and records support operations by participating in selecting them; by training them; by evaluating their performance; by counseling them; by recommending disciplinary action; by allocating them to meet work priorities, fluctuations in workload and absences; and by ensuring maintenance of work standards.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 33: RECORDS OFFICE SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards, or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in records classification and records support operations including typing; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of governmental policy and procedures for records management operations.
- Knowledge of subject file classification systems.
- Knowledge of record support operations such as bringing forward, notification of pass, charge out and file recall.

Abilities

- Ability to classify, code, index and cross-reference records.
- Ability to implement and maintain subject file classification systems.
- Ability to schedule and assign work, train staff resolve operating problems and assess staff performance.

Personal Suitability

- Ability to prepare reports and correspondence.
- Effective interpersonal relationships.
- Reliability, initiative and tact.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 34

Level: 5

Descriptive Title: OFFICE SERVICES SUPERVISOR

Point Rating: 661

Summary

Under the general supervision of the Administration Officer, acts as Office Services Supervisor of a research station with a staff of 105 employees, in the areas of finance, personnel, purchasing, revenue accounting, inventory, travel, central registry stenographic and library; supervises, trains and evaluates staff of four; provides information to all employees on administrative procedures; composes correspondence and writes reports, coordinates clerical activities performed at a separate sub-station.

Duties

% of Time

- Supervises clerical and stenographic functions related to the financial work of the office to ensure that required methods and procedures are followed
 - by reviewing and verifying impress and other accounts at the local bank, preparing cheques for travel claims, and requisitioning reimbursements;
 - by verifying and signing requisitions for supply accounts authorized under section 31 (1) and 32 of the Financial Administration Act; 30
 - by compiling annual statements of debts to the Crown;
 - by supervising and maintaining records of revenue received.

- Co-ordinates and supervises the clerical and stenographic functions in personnel administration to ensure that accurate records are kept and proper methods and procedures are followed
 - by monitoring all leave, overtime, and pay records for staff;
 - by ensuring maintenance of current records, circulars, occupational contracts and salary schedules;
 - by representing the department on rating and selection boards for clerical and stenographic staff; 25
 - by assembling and documenting information required for appointment of new staff;
 - by documenting required information for separating employees.

% of Time

- Provides information to employees on administrative procedures related to personnel and financial services
 - by explaining personnel regulations, manuals and occupational group contracts and advising employees of leave entitlements, superannuating, and hospitalization benefits;
 - by providing specific budget information requested by the Director and Administrative Officer, such as usage of man-years, travel expenditure; 25
 - by instructing staff concerned on the correct financial and departmental procedures to be followed for receipt of revenue;
 - by ensuring the maintenance of a perpetual inventory control on equipment acquisitions and deletions.

- Supervises four clerical and stenographic personnel serving registry, telephone switchboard, reception, library and receipt of revenue functions
 - by instructing them in the receipt and filing of mail, library materials and revenue accounts;
 - by evaluating work performance and discussing with employees concerned; 10
 - by instructing on the use of typewriter, photocopier, calculator, telephone switchboard and magnetic tape recorder.

- Performs other duties, such as
 - supervises the production and printing of the annual budget,
 - drafts reports and correspondence on office services matters,
 - co-ordinates clerical activities performed at a separate sub-station. 10

Specification

Degree Points

Knowledge

F 270

The work requires a thorough knowledge of governmental and departmental regulations, directives and procedures in the fields of control of budgets, revenue, working capital, advance and impress accounting; personnel regulations, stenographic standards, requisitioning procedures and

control of inventory. The work also requires the ability to supervise, organize and train clerical and stenographic staff in a variety of tasks. A current knowledge of the use of office equipment is necessary.

Degree Points

Complexity

B 3 184

The work includes clerical procedures in the areas of personnel, budgeting, requisitioning of supplies, revenue accounting, stenography and filing services. Basic direction is available from manuals, regulations, contracts, collective agreements and from the supervisor.

Consequence of Errors

2 46

Errors in the record keeping of receipts and purchase invoices could result in the misdirection of funds, and have adverse effects on the programs of the research stations. Errors in information given to personnel could result in grievances, lowering of morale, lost work time and financial loss to the employee.

Contacts

B5 80

The work includes communication by letter, telephone and in person with the district personnel officer and his staff, and with the manager of the local bank regarding revenue and impress accounts.

Supervision

D 81

Supervises a staff of four stenographers and clerks. Allocates work and assigns priorities, ensures that standards of work are maintained, formally evaluates and discusses work performance with employees, and instructs them in work methods and procedures.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 34: OFFICE SERVICES SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in providing office services in support of such functions as financial accounting, personnel, purchasing and central registry; experience in typing and supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of governmental regulations and procedures related to financial administration personnel administration and material requisitioning.
- Knowledge of central registry and inventory control procedures.

Abilities

- Ability to co-ordinate and control an office services operation.
- Ability to schedule and assign work, set priorities, train staff, resolve operating problems and assess staff performance.
- Ability to prepare reports and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Reliability and co-operativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 35

Level: 5

Descriptive Title: HEAD, WORD PROCESSING UNIT

Point Rating: 672

Summary

Under the general supervision of the Manager, Secretarial Services, supervises a word processing unit comprised of fifteen employees providing services such as copy typing, transcribing, stenographic, machine composing and computer terminal typing; conducts a continuing training and development program, and maintains a system of production control and work measurement; performs other duties such as control and recording of equipment maintenance and arranging temporary secretarial assignments.

Duties

% of Time

- Supervises and co-ordinates the secretarial, typing and word processing operations of a unit comprised of Proof reader/Quality Control Clerks, stenographers, typists and computer terminal text-editing machine operators; allots work and assigns priorities on material such as meeting minutes, reports, ministerial correspondence, briefing papers for conferences, speeches, travel requisitions, press releases, statistical tables, and documents; clarifies originators' instructions, provides assistance and guidance in setting up and completing difficult work; checks work for accuracy, quality and adherence to procedure and methods; develops work improvement procedures. 45

- Prepares material for publication through the production of camera-ready copy on a text-composing-editing machine, by coordinating the planning, layout, copy marking, composition and make-up of jobs. 20

- Maintains a continuing staff training program in work procedures and methods, and the care and use of office machines, arranging for company representatives to provide instruction as required. 10

% of Time

- Assesses employee performance and makes recommendations to Manager concerning increments, promotion, disciplinary action or release; allocates stenographers to temporary assignments; participates in rating boards for the selection of Unit Staff; keeps records of Unit's leave, attendance and assignments on a weekly basis. 10

- Performs other duties such as liaising with departmental officials to plan work load, schedule staff holidays, and arrange overtime; controlling the repair of office machines including records keeping, and testing new machines or materials for use by the Unit; contributing information on changes in procedure to departmental work manuals. 15

Specifications

Degree Points

Knowledge

E 230

The work requires knowledge of the methods of setting up and producing typewritten work and of text-edit systems including computer terminal operation. Knowledge is required of the principles, practices and organization governing the duties of stenographers, secretaries, typists and clerical staff in the department, as well as extensive experience in demonstrating techniques to employees at various levels of the groups involved. Experience in the care and use of a variety of transcribing equipment is necessary. Review techniques must be used to identify areas of weakness in work produced, and to ascertain the needs of management. The ability to supervise and counsel employees is essential.

Complexity

C 2 209

The work includes supervising a word processing unit, applying judgment and discretion in the provision of services to a professional staff, applying various procedures to complicated and vital documents, and adapting procedures to special machine systems. Judgment is also needed in the assigning of priorities under fluctuating work volumes and deadline dates.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Errors</u>	3	73
<p>Poor judgment in assignment of work priorities may result in delays, loss of goodwill, embarrassment to officials, and the extra cost of overtime work. Inadequate utilization of experience electronic equipment could cause considerable financial loss.</p>		
<u>Contacts</u>	B3	64
<p>Maintains close liaison with heads of Branches and Divisions to obtain suggestions, deal with criticisms, advise on special machine applications and assess requirements.</p>		
<u>Supervision</u>	D	96
<p>Assigns work to 15 employees; ensures maintenance of established quantity and quality of work, recommends employees for training, promotion and disciplinary action, and assesses employees performance.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 35: HEAD, WORD PROCESSING UNIT (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in word processing operations including typing; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of the methods of setting up and producing typewritten work.
- Knowledge of the operation and care of type writers and text-composing-editing machines.

Abilities

- Ability to co-ordinate and control a word processing service.
- Ability to schedule and assign work, set priorities and standards, train staff, resolve operating problems and assess staff performance.

Personal Suitability

- Effective interpersonal relationships.
- Reliability and cooperativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 36

Level: 5

Descriptive Title: MEDICAL RECORDS SUPERVISOR

Point Rating: 675

Summary

Under the supervision of the Hospital Director, plans, schedules and co-ordinates the acquisition and custody of medical files and documentation relating to all aspects of medical treatment of each patient at the hospital; supervises the Records Library staff; reviews and carries out work such as checking case history records and coding, referencing and cross-indexing information pertaining to operations and other treatment procedures

Duties

% of Time

Controls the records of diagnosis, treatment, and progress of patients at the hospital to preserve information of medical and legal value,

- by organizing and regulating a file and retrieval system of medical documents within the specific guidelines prescribed, including the provincial hospital accreditation guidelines,
- by ensuring that every procedure and all forms of service to each patient are properly recorded, classified and coded under such headings as examinations, diagnosis, operations, therapies,
- by providing a method of retirement of inactive files,
- by devising and recommending better work procedures and methods to improve aspects of record-keeping, such as receipt and distribution, classification and coding,
- by reviewing the criticisms of staff users and taking corrective action,
- by providing advice to clerks and typists on medical terminology, diagnosis and documentation.

35

Provides medical and administrative staff with a support service for research purposes and for the evaluation and improvement of patient care,

- by preparing regular and special statistical reports for Medical Record Committee reviews of medical care evaluations and hospital services rendered,

25

% of Time

- by cross-referencing information such as the appearance of the same symptoms in various cases,
- by completing case history abstracts for release to other hospitals,
- by reviewing medical reports and identifying the nature of patient illnesses, to classify the diagnosis and the treatment rendered relative to provincial hospital commission regulations for financial recovery action.

Supervises the work of three medical records clerks

- by scheduling and assigning work, and checking its completion and accuracy,
- by evaluating performance and discussing appraisals with employees,
- by recommending disciplinary action and changes needed in number and classification of positions,
- by training staff in work methods and procedures, and in the hospitals' professional policy.

30

Performs related duties, such as abstracting data from library records for computer processing, obtaining further information for records from professional staff and from outside sources, and acting as Secretary for the Medical Records Committee.

10

Specifications

Degree Points

Knowledge

D 3

270

The work requires a knowledge of medical nomenclature, particularly of the Standard Nomenclature of Diseases and Operations, of Federal and Provincial hospital regulations and of departmental medical and legal requirements concerning hospital admissions, discharges, record keeping, statistical compilation and the exchange of medical information. The ability is needed to supervise a work unit, prepare statistical reports, organize and operate a cross-referenced record classification system, and utilize the resources of an electronic data centre. This knowledge is normally acquired by a specialist course of one year or more beyond secondary school graduation level.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u> Duties within the fields of record keeping and statistics compilation, as well as the use of a specialized nomenclature make the work varied. Classification of medical information often requires study of previous records while new developments in data processing or treatment methods necessitate continual changes in procedures.	C 2	209
<u>Consequence of Error</u> There is no effective check on the work, and errors can cause lowering of the quality of research information and loss of time of senior medical officers.	3	73
<u>Contacts</u> Working relationships are with professionally qualified personnel in the department and from outside organizations to give or obtain information which frequently requires elaboration, discussion and understanding.	B5	80
<u>Supervision</u> The work of three medical records clerks is scheduled and checked for completion and accuracy. The work of these clerks is evaluated and discussed with them, and training is given in work methods and procedures.	C	43

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 36: MEDICAL RECORDS SUPERVISOR (CR-5)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience as a medical records clerk including the processing and custody of medical files and medical treatment documentation.

RATED REQUIREMENTS

Knowledge

- Knowledge of medical terminology including the Standard Nomenclature of Diseases and Operations.
- Knowledge of medical and legal requirements of hospital admissions, discharges and medical record keeping.
- Knowledge of a cross-referenced record classification system.

Abilities

- Ability to co-ordinate a medical records service.
- Ability to resolve operating problems, train staff, schedule and assign work and assess staff performance.
- Ability to prepare instructions and reports.

Personal Suitability

- Effective interpersonal relationships.
- Reliability, thoroughness, and discretion.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 37

Level: 6

Descriptive Title: STATISTICS COLLECTION AND
SERVICES SUPERVISOR

Point Rating: 712

Summary .

Under the supervision of an Operations Unit Supervisor, supervises a staff of twelve engaged in the distribution, collection, recording and custody of statistical questionnaires, and performs ancillary duties relating to supplies and respondent records.

Duties

% of Time

- Plans and schedules work, in consultation with technical and professional staff, by analyzing work requirements, staff resources and space and time available, establishing priorities and allocating staff to ensure efficiency and meeting of completion schedules. 60

- Instructs a subordinate staff of twelve employees in procedures, time-tables and use of record files to achieve the most effective distribution, collection, recording and control of statistical questionnaires by industry group, and in methods and procedures of inventory and records control to ensure adequacy of service and up-to-date coverage of industry groups. 20

- Develops work procedures and systems by reviewing and analyzing work-flow, current procedures and workloads, and discussing the aims and requirements of sampling surveys with technical and professional staff to improve collections and services. 10

- Ensures that the established follow-up system for collecting delinquent returns is adhered to, that sufficient questionnaires and other forms are in stock to meet requirements, and that respondent records are stored according to the prescribed system, by making occasional spot checks. 10

Specifications

Degree Points

Knowledge

F

270

The work requires knowledge of and experience with the Standard Industrial Classification System, which defines the nature of the business of companies in terms of

	<u>Degree</u>	<u>Points</u>
activity (wholesale, retail, manufacturing) and commodities, in order to keep respondent records up to date to ensure that schedules are classified to proper industrial groups, which number approximately 275. The work also requires knowledge of collection and compilation of statistical questionnaires for the manufacturing industries.		
<u>Complexity</u>	C 2	209
The procedures and methods used are normally well defined. The work flow is subject to wide fluctuations, demanding adjustments to priorities, schedules and staff allocation. Changes in survey concepts and definitions require adaptation of operational procedures to meet the changed requirements.		
<u>Consequence of Errors</u>	3	73
A detailed check of the work of the unit, because of its volume, is not practical. Errors in procedures and scheduling can cause delays in the publication of important statistical reports, considerable extra work,, loss of public goodwill and embarrassment to the department.		
<u>Contacts</u>	B 3	64
<u>Contacts are made with senior employees in the department to give or obtain information requiring discussion or explanation.</u>		
<u>Supervision</u>	D	96
Supervises, through subordinate supervisors, twelve employees. Ensures that established standards of quality and quantity are met; allocates staff to meet workload requirements; discusses performance of staff with supervising statistics officer and with employees; maintains discipline and proposes and justifies changes in establishment or classifications.		

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 37: STATISTICS COLLECTION & SERVICES SUPERVISOR
(CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in the collection, compilation and custody of statistical information; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of the Standard Industrial Classification System.
- Knowledge of methods and procedures for inventory and records control.

Abilities

- Ability to develop work procedures and systems.
- Ability to schedule and assign work, set standards and priorities, instruct staff and assess staff performance.

Personal Suitability

- Effective interpersonal relationships.
- Tact, thoroughness and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 38

Level: 6

Descriptive Title: SUPERVISOR, RECEIPTS CONTROL UNIT

Point Rating: 717

Summary

Under the supervision of a stock records officer, supervises and co-ordinates the work of the receipts control unit of a large supply depot; investigates shortages, damages and delays in shipments; signs all receipt vouchers for payment; corresponds with suppliers and shippers; compiles periodic reports; and performs related duties.

Duties

% of Time

- Supervises a staff of fifteen junior clerks who keep records of the receipts control section of a large supply depot by assigning and controlling work, allocating staff, conducting on-the-job training, evaluating performance, approving leave, and maintaining discipline. 40

- Investigates discrepancies between supplies received and quantities shown on supporting documents; investigates damage reported by consignee and arranges satisfactory settlement of claim; investigates delays in shipping through discussion with suppliers and shippers. 20

- Ensures that invoices and related documents for goods received are properly assembled and checked before being forwarded for payment, signs receipt vouchers for payment. 10

- Writes letters to hasten delivery and requests priority treatment; and checks correspondence and telegrams originated by subordinates for clarity, brevity and accuracy. 20

- Compiles periodic reports, such as statements on the status of goods received in relation to contracts with suppliers. 10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of the operation of a large supply depot, of government supply regulations, and of depot directives, procedures and routines. It also requires ability to compile reports, write letters and maintain effective working relations with suppliers, carriers and other unit supervisors.	F	270
<u>Complexity</u> Regulations, directives, procedures and methods are well established and clearly defined. There is need for judgment in the investigation of discrepancies between supplies received and the supporting documents, and in the settlement of damage claims. Supervision is exercised over employees in several work areas.	B 2	151
<u>Consequence of Errors</u> Work is not subject to further check, and errors in judgment or in checking the work of others can cause embarrassment to senior officials or serious increases in costs through incorrect shipping action or the acceptance of inadequate damage settlements.	4	100
<u>Contacts</u> Contacts are with officials of industry, shippers, carriers, and depot personnel for the purpose of obtaining co-operation in the settlement of damage claims and priorities in delivery action, and resolving discrepancies.	C 5	100
<u>Supervision</u> Supervises fifteen junior clerks in one section of a supply depot by assigning work, ensuring that established regulations and procedures are adhered to, allocating staff, evaluating work performance, providing on-the-job training, approving leave schedules and maintaining discipline.	D	96

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 38: SUPERVISOR, RECEIPTS CONTROL UNIT (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to Provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience as a supply clerk including inventory control, purchasing and receiving; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of supply depot operations.
- Knowledge of DSS and TB supply directives and circulars.

Abilities

- Ability to investigate supply shipment discrepancies, damages and delays.
- Ability to assign and schedule work, set priorities, train staff, resolve operating problems and assess staff performance.
- Ability to prepare reports and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Alertness, tact, thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark position Number: 39

Level: 6

Descriptive Title: COORDINATOR, WORD PROCESSING

Point Rating: 751

Summary

Under the general supervision of the Head, Office Services, organizes, controls and co-ordinates through three subordinate supervisors, the word processing and secretarial services for a substantial segment of the organization; plans the establishment of new units and positions, including their location, size and equipment; establishes and maintains a program of training and staff development.

Duties

% of Time

Plans, implements and maintains effective word processing systems and procedures

- by coordinating the work of three dispersed units totaling 20 employees as well as seven assigned stenographers,
- by conducting work measurement studies and maintaining statistics on a continuing basis to determine type, quantity and location of work-load,
- by allocating staff and equipment according to type and quantity of work being processed,
- by receiving requests for secretarial assistance, studying the needs of the office concerned, and assigning an incumbent who fills these needs,
- by recommending changes in typing and transcribing routines and procedures,
- by establishing and maintaining, through subordinate supervisors, quality controls over the work,
- by assisting in preparation of budget for area of responsibility, and ensuring that yearly expenditures are within allocations,
- by scheduling steps in the preparation of documents requiring composing machines and camera-ready copy, and
- by studying and maintaining current information on secretarial systems and transcribing equipment such as tape recorders, remote dictation systems and text processing and editing computer terminals.

45

% of Time

Co-ordinates and participates in the recruitment, promotional staffing actions and training and development of employees

- by maintaining a staff inventory including skills, appraisals and work history,
- by examining requests for staffing actions, and determining that the classification for the position is current and applicable,
- by interviewing, selecting and assigning new staff,
- by conducting skill tests, and discussing training needs with employees,
- by developing and conducting introductory training courses in word processing operations and departmental procedures, including familiarization sessions for new equipment, and
- by recommending the transfer of employees from one work area to another to enhance their work experience.

35

Performs other duties such as counseling employees on operational, career and personal problems to maintain morale and optimum production; providing advice to management on the utilization of secretarial resources and on the use and availability of equipment; preparing correspondence.

20

Specifications

Degree

Points

Knowledge

F

270

The work requires knowledge of typing and transcribing skills, methods and procedures; of departmental organization, operations, correspondence styles and terminology. It is necessary to be familiar with the capabilities of a wide variety of transcribing machines such as electric and magnetic tape typewriters, magnetic tape recording devices and text editing computer terminals. Knowledge is needed of regulations and procedures for promotional staffing and recruitment; of work measurement systems applicable to varying types of work done and machines used; and of the formulation and conduct of training programs. Other areas of knowledge utilized include quality control systems, secretarial functions and printing processes.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	C 2	209
Duties are related, but involve the fields of personnel, stenographic and secretarial services. Problems may arise in the adaptation of methods and equipment to specific work processing tasks. Co-operation must be gained from departmental officers for measures designed to facilitate the effective use of stenographic and typing staff.		
<u>Consequence of Errors</u>	3	73
Errors in allocation of staff, equipment and workload can cause failure to meet deadlines and delays in correspondence. Inadequate utilization of expensive equipment will result in considerable financial loss.		
<u>Contacts</u>	B 3	64
Discussions are held with officers of the department to determine their needs, inform them of resources available, and to co-operate in provision of services.		
<u>Supervision</u>	E	135
Through three subordinate supervisors controls work groups totaling 27 employees. Interviews applicants for employment, counsels employees who present problems of attitude and performance, recommends changes in staffing and establishment; recommends disciplinary action affecting subordinate staff.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 39: CO-ORDINATOR, WORD PROCESSING (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |
| <u>Experience</u> | - Experience in the provision of a word processing service including typing and secretarial assistance; experience in supervision. |

RATED REQUIREMENTS

- | | |
|-----------|---|
| Knowledge | - Knowledge of typing and transcribing methods.
- Knowledge of correspondence styles and terminology.
- Knowledge of the capabilities of transcribing machines such as magnetic tape typewriters and magnetic tape recording devices.
- Knowledge of work measurement methods. |
| Abilities | - Ability to organize and co-ordinate a word processing service.
- Ability to allocate resources, set standards, select and train staff, and assess staff performance.
- Ability to prepare correspondence. |

Personal Suitability

- Effective interpersonal relationships.
- Reliability, initiative and tact.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 40

Level: 6

Descriptive Title: COORDINATOR, INDUSTRIAL RECORDS

Point Rating: 752

Summary

Under the direction of the Project Engineer, : *Engineering* Co-ordination and Liaison, Resource Management and Conservation Branch, assists in the regulatory control of oil and gas companies operating in offshore areas of Canada, and maintains an information centre which provides confidential and general information to officers of the Branch, the Department, other Departments, industry organizations and the general public regarding offshore operations.

Duties

% of Time

- Provides support services to the engineer responsible for regulating companies conducting geophysical, drilling and related programs,
- by verifying that an applicant requiring an Exploratory License has complied with the Regulations, arranging for approval, receiving payment and issuing the license,
- by receiving from exploration companies, and assessing all information, maps, and Offshore Program Notices required by regulations and directives,
- by determining whether or not all required material has been received, and by persuading companies to supply confidential information required,
- by conferring with the Chief, Mineral Rights Division and other senior Branch Officers to obtain their prior approval of expenditures involved,
- by coordinating procedures with other federal agencies involved with the offshore, and the company concerned, so that no work is commenced until proper authorization has been granted,
- by communicating directly with senior company officials if an interim report on the survey is required,
- by recording and safekeeping highly confidential reports and information.

70

% of Time

- Provides an information service to officers of the Division, the Resource Management and Conservation Branch, to other departments, industry organizations, and the general public,
 - by reviewing and selecting salient information, and distributing it to other officers in the Branch as deemed necessary for the performance of their duties, 15
 - by arranging for the release of reports from confidential status for distribution to the public,
 - by assembling, preparing and publishing statistical and technical data for insertion in a monthly publication for restricted distribution to senior departmental officers, such as the Deputy Minister and Branch Directors.

- Assists in the co-ordination of the interests of the oil industry and government agencies concerned with Canada's offshore areas. 5

- Performs other duties such as preparing diagrams and graphs for insertion in reports; originating letters to industry and government agencies regarding interpretations of regulations for the signature of the Division and Senior Conservation Engineer, and making location and other arrangements for information exchange seminars between government and the oil industry. 10

Specifications

Degree Points

Knowledge

F 270

The work requires a good knowledge of the legislative and regulatory responsibilities and objectives of the Division and Branch, and the administrative support procedures involved. In particular, a thorough understanding is needed of those sections of Canadian oil and gas legislation and regulations pertaining to the duties of the position and their administration. A general knowledge is also required of the oil and gas industry in Canada, including the ability to classify a wide range of technical data and the methods of recording such data. It involves the ability to recognize and select material in a variety of company reports submitted to the Department in compliance with regulations.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	D 2	267
Duties involve the fields of finance, record-keeping and statistics compilation. There is a requirement to determine priorities in processing exploration applications from industry; to devise new reporting and recording systems to handle the large and growing volume of general and technical information required from industry; to evaluate a series of reports to determine inaccuracies or inconsistencies in the data provided, and to adapt methods and procedures to resolve such anomalies.		
<u>Consequence of Error</u>	4	100
Interpretations of regulations given to companies are not normally subject to check. Release of highly confidential information submitted by companies relating to exploration and development in the offshore areas must be very carefully monitored to safeguard its confidentiality. Pre release of confidential data could cause serious financial loss to a company, and subject the department to a suit for damages.		
<u>Contacts</u>	C5	100
Discussions are held with senior management in industry and other government departments to explain regulations and to obtain and provide information. There is occasional need to persuade management of an operating company to provide confidential information required by the regulations.		
<u>Supervision</u>	A	15
There is no continuing supervision.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 40: CO-ORDINATOR, INDUSTRIAL RECORDS (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Education</u> | - Successful completion of two years of secondary school education according to provincial standards or equivalency. |
| <u>Language Requirement</u> | - A knowledge of the English language is essential for this position. |
| <u>Experience</u> | - Experience in providing records or statistics support services including the collection, compilation, storage and distribution of information. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of the Canada Oil and Gas Land Regulations.

- Knowledge of the Oil and Gas Production and Conservation Act. |
| <u>Abilities</u> | - Ability to provide a record service including the development of reporting and recording systems and the handling of classified material.

- Ability to prepare diagrams, graphs and correspondence. |
| <u>Personal Suitability</u> | - Discretion, initiative, and reliability. |

DESIRABLE QUALIFICATIONS

- Knowledge of the Canadian oil and gas industry.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 41

Level: 6

Descriptive Title: REGISTRY SUPERVISOR

Point Rating: 766

Summary

Under the general supervision of a Records Manager, co-ordinates the work of a large central registry through subordinate supervisors; allocates staff; reviews work procedures and recommends improved methods of operation; develops training programs for staff.

Duties

% of Time

- Co-ordinates and supervises fifty-five employees through three section-heads, by allocating staff, reviewing work methods and procedures, recommending and implementing internal changes in procedure, and compiling workload statistics or similar operational reports as required, 65
- Reviews and discusses work performance with subordinates in order to complete formal work performance evaluation, counsels staff and advises them on work and procedures. 15
- Determines staff training needs by reviewing operations and individual development, and sets up and ensures implementation of training programs. 5
- Directs activities such as ensuring the prompt internal delivery of files, confidential and classified items; reviewing files to ensure correspondence has been dealt with before PA, and recommending review by management with a view to disposal of obsolete files and records. 15

Specifications

Degree Points

Knowledge

F 270

The work requires knowledge of departmental regulations and instructions concerning filing systems, and of coding, classification of subject-matter and similar procedures, and the upkeep of records. The work also requires the ability to co-ordinate a number of different but related functions through subordinate supervisors and to determine national office information needs.

	<u>Degree</u>	<u>Points</u>
<u>Complexity</u>	C 2	209
Although the duties are closely related, methods and procedures include the analysis of requirements, ensuring that information is provided by units as requested and implementing improved methods of operation. They require the search for and application of precedents as well as adaptation to meet changing workloads and situations.		
<u>Consequence of Errors</u>	3	73
Incorrect instructions to employees can result in considerable loss of work time. Errors can also result in delays in making payments to claimants and in replying to enquiries from influential organizations which would embarrass officials at a senior level.		
<u>Contacts</u>	B 3	64
Contacts are made with senior employees of the department for the purpose of exchanging information and discussing the needs of the registry users.		
<u>Supervision</u>	E	150
Supervises 55 subordinates through 3 section heads in all aspects of registry operation, reviews work, allocates staff to ensure its effective use, reviews and discusses work performance with employees, and formally recommends to records officer in charge staff changes or reclassifications needed.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 41: REGISTRY SUPERVISOR (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in the provision of a registry service including the classification, scheduling and disposition of records, and records support operations; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of registry operations.
- Knowledge of regulations and instructions concerning filing systems, coding, subject matter classifications and the upkeep of records.

Abilities

- Ability to co-ordinate central registry operations.
- Ability to determine staff training needs and develop a training program.
- Ability to schedule and assign work, resolve operating problems and assess staff performance.
- Ability to prepare reports and correspondence.

Clerical and Regulatory S
of Q No. 41

Personal Suitability

- Effective interpersonal relationships.
- Initiative, tact and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark position Number: 42

Level: 6

Descriptive Title: OFFICE MANAGER

Point Rating: 770

Summary

Under the general supervision of a District Administrative Officer, supervises the clerical operations related to accounts, personnel, purchasing, stenographic and typing services in a regional establishment; ensures upkeep of related records; supervises and trains clerical staff; writes letters.

Duties

% of Time

- Supervises the coding, checking and upkeep of financial records of commitment and expenditures; the typing, coding and recording of requisitions, and clerical work such as personnel documentation and recording required for appointments, separations, benefits, tax, maintenance of office records, and issue of equipment, supplies and vehicles, by assigning work and priorities, by ensuring that standards for quality and quantity are maintained, by instructing staff in the work and by appraising individual work performance. 40

- Obtains quotations by telephone or letter from supplier organizations on the costs of supplies to be purchased; determines that supplies received meet specifications by ensuring that receipts are checked against invoices and specifications; checks follow-up action of shortages and discrepancies in billings by writing letters and by telephone calls to supplier organizations. 20

- Ensures the completion and correctness of pay sheets of prevailing rates employees by verifying the pay rates and by spot checking calculations; requests the filling of staff vacancies by completing requisitions and forwarding them to the Public Service Commission; represents the department on rating and selection boards for clerical and stenographic employees. 20

- | | <u>% of Time</u> |
|--|------------------|
| - Directs the taking of equipment inventory and controls the issue of equipment and supplies by ensuring that instructions are understood and followed; arranges with agencies for maintenance and repair of buildings by completing the forms requesting services. | 15 |
| - Plans and implements procedures for more efficient office operations, writes letters to headquarters and other government agencies concerning personnel, supplies or accounts; provides information and advice to administrative and professional staff on the interpretation of regulations; and performs related duties. | 5 |

Specifications

Knowledge

Degree Points

G 310

The work requires knowledge of governmental and departmental regulations, directives and manuals covering financial controls, personnel regulations, stenographic standards, stores control and requisitioning procedures. A current knowledge of the operation and utilization of office equipment is necessary.

Complexity

C 3 242

The work, which includes the supervision and performance of clerical procedures in accounts, personnel, stores, stenography and typing, is highly varied. Basic direction is available from manuals, regulations and from the supervisor but there is a continuing need to adapt methods and procedures to maintain efficient office operations.

Consequence of Error

3 73

Most work is subject to re-check by seniors at head office or by the district office staff of the Department of Supply and Services, but errors in purchasing or accounts can cause considerable loss of time to correct and embarrassment to the department.

	<u>Degree</u>	<u>Points</u>
<u>Contacts</u>	B 3	64
<p>The work involves discussion with supply and services businesses to obtain information. There is also contact with senior administrative and professional staff in the department to discuss and elaborate on clerical instructions or directives in personnel, accounts or stores.</p>		
<u>Supervision</u>	D	81
<p>Supervises 8 clerical employees, ensuring that established standards are maintained and allocating staff as required to ensure efficient use; informs employees of strengths and weaknesses of performance; proposes changes in number or classification of positions.</p>		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 42: OFFICE MANAGER (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position'

Experience

- Experience in providing clerical support for such functions as personnel or accounts or purchasing or stenographic and typing services; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of governmental regulations and directives regarding finance, personnel, stores control and requisitioning.
- Knowledge of bookkeeping principles and practices.
- Knowledge of the use and care of office equipment.

Abilities

- Ability to develop and implement office operational procedures.

Clerical Regulatory S
of Q No. 42

- Ability to resolve operating problems,
schedule and assign work and assess staff
performance.

- Ability to prepare correspondence.

Personal Suitability

- Effective interpersonal relationships.

- Reliability, tact and cooperativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 43

Level: 6

Descriptive Title: PERSONNEL UNITS CO-ORDINATOR

Point Rating: 835

Summary

Under the general supervision of the Chief of Personnel Administration, supervises and co-ordinates a variety of clerical procedures associated with Personnel Administration in two branches, and a typing and transcribing unit; plans and develops work methods and procedures; advises personnel and line officers on regulations and departmental policies affecting pay and leave, and consolidates accommodation, equipment and supply requirements of the Division.

Duties

% of Time

- Supervises and co-ordinates the work of the Pay and Leave, Establishment and Personal History Records Section, and the Word Processing Unit of the Personnel Division by establishing work standards, schedules and practices to ensure efficient service; allocates staff, ensures that departmental training policies are carried out, appraises employee performance, ensures that standards of quality and quantity are met and that discipline is maintained. 30

- Advises personnel and line officers by telephone, correspondence and personal contact, of regulations and departmental policies concerned with pay and leave. 20

- Resolves problem cases in areas of pay and leave by interpreting regulations or by obtaining interpretations from the appropriate central agency. 20

- Assists the Compensation Services Unit in the control of proceedings relating to superannuating. 10

- Devises new work procedures and methods to accommodate changing legislation, regulations and departmental policy; recommends modifications of the existing system to the supervisor and implements these when approved. 10

- Participates in routine Operational and Administrative Support Category staffing actions, to ensure that selection standards and procedures are known and understood by Board members, and that the merit principle is followed. 5

% of Time

- Consolidates requests for accommodation, equipment and supplies for the Division and submits them to the supervisor for consideration. 5

Specifications

Degree Points

Knowledge

G 310

The work requires knowledge of legislation, regulations, collective agreements and departmental policy with respect to pay, superannuating, leave and attendance, staffing procedures, selection standards, and word processing. Also required is a knowledge of the record-keeping systems in the Unit to ensure that the information they provide answers the needs of the Division and of the central personnel agencies.

Complexity

D 2 267

The work requires the developing and recommending of revisions in methods and systems of keeping personnel records to accommodate changes in the controlling legislation. Judgment is required in interpreting legislation which involves such matters as employee benefits; providing explanations and selecting precedents. The work includes applying a variety of associated acts and regulations, and collective agreements; participating in routine staffing actions, and training and supervising staff.

Consequence of Error

3 73

Failure to modify work procedures in response to changes in legislation and regulations will cause embarrassment to the department and be subject to employee and union complaint. Interpretations of benefit legislation are not normally checked by seniors. Inefficient record-keeping procedures will cause considerable loss of work-time and productivity.

Contacts

B 5 80

Contacts are with seniors in the departments and with clerical employees in other agencies such as Department

Degree Points

of Supply and Services, Treasury Board or Public Service Commission, to give or obtain information. Contacts are also made requiring discussion and elaboration with seniors in the department, in other departments and in central agencies.

Supervision

E 105

Supervises and co-ordinates the work of nine clerical employees and a subordinate supervisor in the four units by establishing work standards, priorities and work schedules and by allocating staff, evaluating performance and formally recommending disciplinary action and changes in establishment and classification.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 43: PERSONNEL UNITS CO-ORDINATOR (CR-6)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in clerical procedures associated with personnel administration and transcribing services; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of the Financial Administration Act and Regulations and the Superannuating Act and Regulations.
- Knowledge of the contents of a collective agreement.
- Knowledge of staffing procedures, selection standards and word processing operations.

Abilities

- Ability to co-ordinate personnel unit services.
- Ability to resolve operating problems, schedule and assign work, set standards and priorities, and assess staff performance.
- Ability to prepare correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Tact and dependability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 44

Level: 7

Descriptive Title: HEAD, ACCOUNTING SECTION

Point Rating: 893

Summary

Under the direction of the Chief, General Accounting, assists in the development and implementation of departmental accounting and budgetary control systems for recording and forecasting departmental expenditures, and for providing adequate measurement of departmental resources; provides information to management, at both field and headquarters locations, on accounting systems and procedures such as budgetary control, coding, revenue and recoverable; supervises staff engaged in systems and procedures operations, general accounting for allotment and commitment control, and working capital advances.

Duties

% of Time

Provides information and advice to the departmental management in matters related to the application of general accounting

- by checking department programs for adherence to federal government accounting regulations,
- by controlling and advising on the application and implications of vote netting,
- by determining the advantages, and recommending areas of application of accrual accounting,
- by preparing directives and disseminating information on the Financial Administration Act, Contract Regulations, Travel and Removal Regulations, Treasury Manual of Financial Authorities and Procedures, and
- by studying various procedures to be used and recommending methods to be followed in the determination and application of common service costs.

Assists in the development, implementation and control of general accounting systems and procedures tailored to the requirements of the department

- by compiling the statistical and financial data needed, such as flow charts, to enable managers to carry out systems analysis studies,

25

of Time

- by editing and maintaining a coding and account classification manual which will identify all responsibility centres and units and provide for uniform coding of revenues, expenditures and activities related to the department's program, 20
 - by studying and recommending for acceptance the most appropriate general accounting records to be maintained, as well as the retention and disposal of these records, and
 - by identifying deficiencies which may result from the processing of information through E.D.P. systems, and recommending corrective action.
- Supervises the clerical section of the headquarters accounting function
- by allocating work,
 - by ensuring that the section is adequately staffed,
 - by maintaining accurate work results and recommending promotion and disciplinary action. 20
- Administers the financial and general accounting services at departmental headquarters
- by maintaining records and accounting for Revolving Funds and Working Capital Advances, and
 - by pre-auditing and certifying all accounts and processing all documents for payment emanating from departmental headquarters operations. 10
- Coordinates departmental responsibilities for Fiscal Accounts Balancing
- by ensuring that records reach all agencies for comparison at several sources, i.e. Department of Supply and Services, Department of Finance, Fiscal Accounting Division; 10
 - by ensuring that all expenditure assets and liability accounts have fiscal account codes and
 - by reviewing and processing of all necessary corrections.
- Coordinates departmental responsibilities for Public Accounts presentation by ensuring that all necessary information is recorded during the fiscal year, and by preparation of various support statements. 5
- Answers on a departmental basis queries from the Auditor General's Office.

% of Time

Carries out cash control system to ensure adequate cash supply to meet departmental salaries and other obligations.

5

Performs related duties, such as supervising the consolidation of financial data required in reply to answers for questions from the House of Commons, preparing correspondence, financial statements and reports, and serving on committees concerning financial and accounting matters.

5

Specifications

Degree Points

Knowledge

H

350

The work requires extensive knowledge of installing and maintaining financial systems and procedures, and assisting in their development; the application of general accounting techniques, systems and methods; general record keeping, accrual and cash accounting, financial planning, management reporting and internal control techniques. It is also necessary to have an appreciation of electronic data processing systems and machines and their application to departmental financial systems.

Complexity

D 2

267

The work requires adaptation of accounting office procedures for the department both at field and headquarters locations. Explanation of the instruction regarding fiscal and public accounting is required. Initiative and judgment are essential in recommending changes in systems which will best serve the needs of various levels of management. Methods and procedures include accrual accounting, vote netting, flow charting and coding.

Consequence of Error

4

100

This position is responsible for final authorization before cheque issue, so that errors such as misappropriation of departmental funds and overspending of cash budgets may result. Cash forecasting errors could result in delay in

Degree Points

the department issuing cheques to suppliers. Wrong information provided for the Auditor General or Parliament could cause serious embarrassment to senior departmental officials. Accuracy checks are made throughout the operation, but final responsibility rests with this position.

Contacts

B 5 80

The position involves contact with one or more Division Chiefs and Unit Heads in the Financial Services section of the department. Answers are given to questions from senior representatives of the Auditor General. The purpose of most contacts is to ensure a uniform approach in the development of accounting systems and in the reporting of financial information.

Supervision

D 96

Provides direct supervision for 12 employees at the clerical level in the headquarters accounting section. Allocates work, ensures that the section **is** adequately staffed, maintains required work standards and recommends promotional and disciplinary action.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 44: HEAD, ACCOUNTING SECTION (CR-7)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and French language is essential for this position.

Experience

- Experience in financial administration services including general accounting and budgetary control.

RATED REQUIREMENTS

Knowledge

- Knowledge of the Financial Administration Act, contract Regulations, Travel and Removal Regulations, and the Treasury Manual of Financial Authorities and Procedures.
- Knowledge of accounting and record keeping systems and methods.
- Knowledge of financial planning, management reporting and internal control techniques.

Abilities

- Ability to administer financial and general accounting services.
- Ability to schedule and allocate work, resolve operating problems and assess staff performance.
- Ability to prepare statements, reports and correspondence.

November 1976

Personal Suitability

- Effective interpersonal relationships.
- Thoroughness and reliability.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 45

Level: 7

Descriptive Title: STATISTICS CLERK SUPERVISOR

Point Rating: 905

Summary

Under the general supervision of a statistician supervises the editing of completed questionnaires from six units; edits complex questionnaires written by companies, compiles tabulations and statements to meet special requests, examines and analyses completed questionnaires, instructs employees in operational procedures associated with statistical surveys, and performs related duties.

Duties

% of Time

- Supervises editing of questionnaires by assigning work, by validating it after completion and by ensuring that editing instructions reflect current conditions in the industries concerned. 15
- Edits financial returns from companies by constructing cash flow statements and income and returned income account statements to verify collected data. 25
- Writes the first draft of the text accompanying statistical tabular material by composing explanatory information in summary form, indicating significant features. 10
- Compiles tabulations and statements by searching for, writing, re-assembling and collating statistical data from many sources to answer special requests for information. 20
- Examines questionnaires by checking with previous reports, comparing data with questionnaires in other surveys and analyzing the interrelationships of the items included in the questionnaires to determine completeness, accuracy and consistency and to eliminate duplication. 20
- Instructs employees in distribution, collection and editing methods and procedures associated with statistical surveys. 10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u> The work requires knowledge of methods, procedures and the conceptual framework of surveys as they relate to the sampling of companies. It also requires knowledge of the subject-matter field, coding, accounting and bookkeeping practices and analytical ability. This knowledge is normally acquired by completion of secondary school (commercial subjects).	G 2	350
<u>Complexity</u> The procedures and methods used are for the most part well established. There is a requirement, however, to resolve inconsistencies in the data reported by comparing and analyzing interrelationships and deducing and reconstructing data and to recognize instances where present instructions do not apply to reported data. The duties are primarily related to editing and analyzing completed questionnaires, compiling and tabulating data, and supervising and instructing staff.	D 2	267
<u>Consequence of Error</u> Completed work is not normally checked; however, the review required if significant error is suspected can cause loss of time of several employees, and involve embarrassing reaction from the sources concerned.	3	73
<u>Contacts</u> Working relationships with officers of the department and other agencies are for the purpose of exchanging information requiring limited explanation. There is also a requirement for contacts with these officers for the purpose of discussing, elaborating and explaining data.	B 5	80
<u>Supervision</u> Through subordinate supervisors controls six work groups with 34 employees, by organizing editing methods and distribution and collection procedures; establishing standards for quality and quantity of work; planning for estimated work-load and training staff.	E	135

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 45: STATISTICS CLERK SUPERVISOR (CR-7)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in conducting statistical surveys including the collection, compilation, editing and storage of statistical information; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of procedures associated with statistical surveys.
- Knowledge of sampling and coding methods.
- Knowledge of accounting and bookkeeping practices.

Abilities

- Ability to organize and control a system for distributing, collecting and editing questionnaires.
- Ability to schedule and assign work, set standards and priorities and train staff.
- Ability to prepare reports and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Initiative, tact, dependability and cooperativeness.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 46

Level: 7

Descriptive Title: OFFICE SERVICES COORDINATOR

Point Rating: 933

Summary

Under the direction of the Chief Administrative Officer, plans and directs the clerical operations related to accommodation, furnishings, inventory, communications and office supplies, including printing and duplicating, for the headquarters and regional establishments, and mail, records and messenger service at headquarters; instructs subordinate supervisors, writes staff instructions; drafts departmental directives and performs other related duties.

Duties

% of Time

- Plans and directs a continuing study of departmental requirements for office services in keeping with governmental directives and practices by ensuring that a record is kept of the volume, nature and trend of demands from user branches, by discussing with users anticipated programs changes and by determining the staff and material resources required to maintain the existing service and to meet changing requirements; and recommends changes in established departmental practices and procedures. 35

- Supervises recording of requests for accommodation, furnishings, office supplies and services such as printing, duplicating and inter-office communications, preparation of requisitions, and issuing of supplies by ensuring that directives are followed, by instructing subordinate supervisors in procedures and by re-assigning staff to provide employee training; approves requisitions for supplies and services within designated authority. 20

- Supervises the headquarters mail, records and messenger service by developing work production standards, analyzing work production reports, ascertaining the quality of service rendered by soliciting comment from user branches, by investigating complaints and by instructing subordinate supervisors in work methods and practices; evaluates or reviews 20

% of Time

the evaluations of employee performance; interviews and counsels employees who present problems of attitude or performance; recommends disciplinary action.

- Directs the taking of a perpetual equipment inventory by drafting departmental directives to headquarters and field offices, supervising the transfer of reported information to a master record and investigating anomalies; recommends to the departmental Board of Survey deletion from inventory and disposal of obsolete, unserviceable and lost articles; acts as secretary to the Board of Survey by compiling the agenda of meetings, recording the substance of subjects discussed and gathering information required by the Board. 10

- Obtains parking space for departmental and employees' vehicles by compiling and submitting the required documentation to the Department of Public Works; recommends a departmental system of procedures and priorities for the allotment of parking at Ottawa and allots space according to the approved system. 10

- Compiles summaries and prepares reports on fire losses and recommends changes in procedures for the disposal of property. 5

Specifications

Degree Points

Knowledge

G 310

The work requires knowledge of governmental and departmental regulations, directives, manuals and practices governing accommodation, procurement, communications, printing, records management and stores control. The work also requires the ability to plan work, to supervise and train staff, and to prepare reports and recommendations.

Complexity

D 3 300

Solutions to problems must be found by adapting existing methods or by devising new ways to cope with changing requirements. The work, which includes the supervision and performance of clerical procedures related to accommodation, furnishings, inventory, printing and records, is highly varied.

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Errors</u>	3	73
Faulty procedures or incorrect instructions to the staff supervised can cause considerable loss of work time.		
<u>Contacts</u>	C ₅	100
Contacts requiring discussion and elaboration of information are frequent with seniors within the department and in other departments. There are contacts with senior officials in other departments to make representations on behalf of the department.		
<u>Supervision</u>	E	150
Supervises a staff of seventy; establishes standards of quality and quantity of work, establishes priorities, allocates and evaluates staff and recommends changes in number or classification of positions.		

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 46: OFFICE SERVICES CO-ORDINATOR (CR-7)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

- Successful completion of two years of secondary school education according to provincial standards or equivalency.

Language Requirement

- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in conducting clerical operations related to accommodation, inventory, printing and duplicating and mail, records and messenger services; experience in supervision.

RATED REQUIREMENTS

Knowledge

- Knowledge of governmental and departmental regulations concerning accommodation, procurement, printing and records management.
- Knowledge of communications regulations and stores control.
- Knowledge of work methods and procedures.

Abilities

- Ability to determine requirements and associated resources for office services.
- Ability to schedule and assign work, set standards and priorities and assess staff performance.
- Ability to prepare reports, instructions and correspondence.

Personal Suitability

- Effective interpersonal relationships.
- Tact, initiative and reliability.