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CLASSIFICATION STANDARD

GENERAL SERVICES

Operational Category

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INTRODUCTION

This standard describes the rating plans to be used to evaluate positions allocated to the General Services Group. It consists of an introduction, definitions of the Operational Category, the occupational group and sub-groups, a basic point-rating plan for all positions in the group, a supervisory rating plan, two element profile guides and bench-mark position descriptions.

All positions in this group will be evaluated, using the basic point-rating plan. Supervisory positions will be allocated to the sub-group by reference to their nonsupervisory duties and will be evaluated, using the basic and supervisory rating plans.

Point rating is an analytical, quantitative method of determining the relative values of jobs. It is particularly suited to heterogeneous occupational groups in which jobs consist of varied combinations of tasks. Essentially, point-rating plans define characteristics or factors common to the jobs being evaluated. They define degrees of each factor or element and assign point values to each degree. The total point value determined for each job is the sum of the point values assigned by the raters to the elements.

All methods of job evaluation require the exercise of judgement and the orderly collection and analysis of information in order that consistent judgements can be made. The point-rating method facilitates rational discussion and resolution of differences in determining the relative values of jobs.

Sub-grouping

This occupational group is divided into seven sub-groups, which are defined in the standard.

Factors

The combined factors do not necessarily describe all aspects of jobs. They deal only with those characteristics that can be defined and distinguished and that are useful in determining the relative values of jobs.

Four factors are used in the basic plan and one factor is used in the supervisory plan. Each factor is defined in terms of two or more related elements.

Point Values

The maximum point value assigned to each factor in the basic plan reflects its relative importance. Similarly, point values have been assigned to the degrees of the elements in the basic plan.

General Services

In the basic plan the point values for the degrees of the elements of each factor increase arithmetically. With two exceptions, the minimum point value assigned to each element is one-fifth of the maximum. In the Hazards element of the Working Conditions factor the minimum point value is one-tenth of the maximum. In the Specific Vocational Training element of the Skill and Knowledge factor the minimum point value is one-twelfth of the maximum.

Degree Co-ordinates,

The degree co-ordinates assigned in the supervisory plan reflect the nature of supervisory responsibility and the number of employees supervised.

Rating Plant

In the basic rating plan the following factors, element, weights and point values are used :

<u>Factor</u>	<u>Element</u>	<u>Percentage of Total Points</u>	<u>Point Values</u>	
			<u>Minimum</u>	<u>Maximum</u>
Skill and Knowledge		50		
	Basic Knowledge		15	75
	Comprehension and Judgment		25	125
	Specific Vocational Training		25	300
Effort		20		
	Mental Effort		20	100
	Physical Effort		20	100
Responsibility		20		
	Resources or Services		25	125
	Safety of Others		15	75
Working Conditions		10		
	Environment		12	60
	Hazards		4	40

		100		

In the supervisory rating plan, the following factor and elements are used:

<u>Factor</u>	<u>Element</u>
Supervision	Nature of Supervisory Responsibility Number of Employees Supervised

Bench-mark Positions

Bench-mark position descriptions are used to exemplify degrees of elements. Each description consists of a brief summary, a list of the principal duties with the percentage of time devoted to each, and a specification describing each of the elements as it appears in the position. The bench-mark positions have been evaluated, and the degree and, where applicable, the point value assigned to each element are shown in the specifications.

The rating scales identify the bench-mark position descriptions that exemplify each degree. These descriptions are an integral part of the rating plans and are used to ensure consistency in applying the rating scales.

Use Of Standard

There are eight steps in the application of this standard.

1. Allocation of the position to the category and the group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions.
2. Allocation of the position to the sub-group is confirmed by reference to the sub-group definitions and to the bench-mark position descriptions.
3. The position description is studied to ensure understanding of the position as a whole and its relation to positions with similar duties and to positions above and below it in the organization.
4. The tentative degree of each element in the position being rated is determined by comparison with degree definitions in the rating scales. The Specific Vocational Training and the Resources or Services elements do not have degree definitions, and for these the tentative degree is determined by the comparative ranking of the position being rated with the bench-mark positions. For these two elements raters may use the Element Profile Guide as a check on the degree tentatively selected.
5. The description of the element in each of the bench-mark positions exemplifying the degree tentatively established is compared with the description of the element in the position being rated. Comparisons are also made with descriptions of the element in bench-mark positions for the degrees above and below the one tentatively established.
6. The point values for all elements are added to determine the tentative total point rating in the basic plan.
7. The degree co-ordinates indicate the level of supervision in the supervisory plan.
8. The position being rated is compared as a whole to positions in the same sub-group or in other sub-groups to which similar total point values and degree co-ordinates have been assigned, as a check on the validity of the total rating.

General Services

Determination of Levels

The ultimate objective of job evaluation is the determination of the relative values of positions in each occupational group or sub-group. Non-supervisory positions that fall within a designated range of points in terms of the point values assigned using the basic plan will be regarded as of equal difficulty and will be allocated to the same level. Supervisory positions will be rated under both the basic point rating plan and the supervisory plan. The base level of each supervisory position will be established by its rating under the basic plan. A supervisory differential will be applied to each supervisory position, its amount being determined by the rating of the position under the supervisory plan.

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.

SUB-GROUP DEFINITIONS

1. Building Services

The performance or supervision of duties pertaining to building cleaning, upkeep and operation, general housekeeping, and laboratory cleanup. This sub-group includes such occupations as cleaner, janitor, elevator operator, housekeeper, laboratory helper and related supervisors.

2. Food Services

The performance or supervision of duties pertaining to the planning, preparing and serving of food. This sub-group includes such occupations as cook, butcher, kitchen-helper, waitress and related supervisors.

3. Laundry Service

The performance or supervision of duties pertaining to wet washing, dry cleaning, drying and pressing clothes and fabrics and to the simple repair of laundry items. This sub-group includes such occupations as spotter, sorter, washman, dry cleaner, laundry seamstress, presser and related supervisors.

4. Messenger Services

The routine collecting and delivery of mail and files, and the pick-up and delivery of special letters, parcels or documents. This sub-group includes such occupations as messenger and confidential messenger.

5. Miscellaneous Personal Services

The performance or supervision of services to accommodate passengers, clients, guests and tourists. This sub-group includes such occupations as barber, first-aid attendant, lifeguard, tailor, tailoress and related supervisors.

6. Protective and Custodial Services

The patrolling, observing, checking and taking preventive action in protecting property from damage or loss, the enforcing of statutory or other regulations and conducting investigations for the conservation and protection of renewable resources, and providing for the well-being of persons. This sub-group includes such occupations as fish or game warden, immigration guard, lookout towerman, park attendant, protection and conservation enforcement officer, security guard, watchman, and related supervisors.

7. Stores Services

The receipt, stowing, custody, issue and recording of stores. This sub-group includes such occupations as warehouseman, storeman, storekeeper and related supervisors.

BASIC POINT RATING PLAN

RATING SCALES

GENERAL SERVICES GROUP

BASIC KNOWLEDGE	75
COMPREHENSION AND JUDGEMENT	125
SPECIFIC VOCATIONAL TRAINING	300
MENTAL EFFORT	100
PHYSICAL EFFORT	100
RESOURCES OR SERVICES	125
SAFETY OF OTHERS	75
ENVIRONMENT	60
HAZARDS	40
	<hr/>
	1,000

SKILL AND KNOWLEDGE

This factor is used to measure the basic knowledge, comprehension and judgement, and specific vocational training required to perform the duties.

Definitions

"Basic knowledge" refers to the language, mathematical and other requirements of the work.

"Comprehension and judgement refers to the need to understand instructions and principles and to make judgements.

"Specific vocational training" refers to the relative amount of training required to learn the techniques and develop the facility to perform the duties of the position.

'Relevant principles and methods" used in the Comprehension and Judgement element refers to the general facts and rules governing. the working of a machine or a system, or the properties of substances and materials, and the systematic and regular ways of achieving desired results

Notes to Raters

The skill and knowledge to which the Basic Knowledge and the Comprehension and Judgement elements refer is acquired by various combinations of formal and private study and experience.

In rating positions under the Comprehension and Judgement element raters are to consider the understanding needed, the nature of the guide-lines, instructions, principles and practices that govern the work, and the latitude allowed in their interpretation.

The skill and knowledge to which the Specific Vocational Training element refers is acquired by one or more of the following means:

1. Vocational education in a technical school or vocational institute.
2. In-service training given by an employer in the form of organized study.
3. On-the-job training under the instruction of qualified workers.
4. Training in related work that has provided the essential skill and knowledge.

As the first four degrees of the Specific Vocational Training element imply relatively short periods and the last four degrees imply relatively long periods, two separate arithmetic progressions are used to reflect the difference.

The degrees of the Specific Vocational Training element that are assigned to the bench-mark positions have been established by the comparative ranking of key positions in the occupational group. The degree tentatively selected in rating a position is to be confirmed by direct comparison of the position being rated with the duties and specifications of the bench-mark positions. For the further assistance of raters, a profile guide has been prepared for this element, which may serve as a check on the degree of the element tentatively selected for a position.

SPECIFIC VOCATIONAL TRAINING ELEMENT PROFILE GUIDE

Sub-group Title	Range of degrees that may be expected for non-supervisory positions
Building Services	1 - 2
Food Services	1 - 4
Laundry Services	1 - 2
Messenger Services	1
Miscellaneous Personal Services	1 - 5
Protective and Custodial Services	1 - 5
Stores Services	1 - 5

RATING SCALE - SKILL AND KNOWLEDGE

BASIC KNOWLEDGE

Basic Knowledge and Degree	Points	Bench-mark Position Descriptions	Page
The work requires speaking, reading or writing the required language, OR counting, adding or subtracting.	1 15	Janitor Janitor Confidential Messenger Watchman	36 53 56 78
The work requires recording information on forms or charts r in brief narrative reports or performing calculations requiring multiplication and division, or handling money and making change.	2 27	Cleaning Service Foreman Butcher Cook Deportation Officer Spare Parts Storeman	31 41 46 71 81
The work requires maintaining records and writing reports or memoranda on work performed, OR performing calculations requiring the use of fractions, percentages or decimals.	3 39	Tailor Senior Guard	65 76
The work requires maintaining a system of records OR writing reports or memoranda on proposed ways of carrying out work assignments.	4 51	Head Steward Warehouse Foreman	61 83
The work requires writing reports or memoranda to forecast staff, time and materials required to carry out the work or to implement new or revised work procedures.	5 63	Chief Park Warden	68
The work requires writing comprehensive reports to support proposals to implement changes in services, or to propose the use of financial, staff or other resources.	6 75		

RATING SCALE - SKILL AND KNOWLEDGECOMPREHENSION AND JUDGEMENT

Comprehension and Judgement and Degree	Points	Bench-mark Position Descriptions	<u>Page</u>
The work requires sufficient understanding to carry out one or two-step instructions and allows little latitude for judgement.	1 25	Janitor Washman Messenger Lookout Towerman	36 53 58 74
The work requires sufficient understanding to carry out detailed written or oral instructions and occasionally allows some latitude for judgement.	2 45	Janitor, Public Building Shift Matron Watchman Spare Parts Storeman	38 63 78 81
The work requires sufficient understanding to work within established practices and instructions and allows some latitude for judgement in their application.	3 65	Cleaning Service Foreman Cook Tailor Deportation Officer Warehouse Foreman	33 46 65 71 83
The work requires some understanding of relevant principles and methods and allows some latitude for judgement in interpreting instructions or in solving problems.	4 85	Head Steward Senior Guard	61 76
The work requires a thorough understanding of a set of relevant principles and methods and allows latitude for judgement in interpreting instructions or in solving problems.	5 105	Chief Park Warden	68
The work requires a thorough understanding of a number of sets of relevant principles and methods and allows latitude for judgement in interpreting instructions or in solving problems.	6 125		

RATING SCALE - SKILL AND KNOWLEDGE

SPECIFIC VOCATIONAL TRAINING

Degree of Specific Vocational Training	Points	Bench-mark Position Descriptions	Page
1	25	Washman Messenger Watchman	53 58 78
2	50	Janitor, Public Building Warehouse Labourer	38 86
3	75	Cleaning Service Foreman Shift Matron Deportation Officer	31 63 71
4	100	Cleaning Service Foreman Butcher Cook Spare Parts Storeman	33 41 46 81
5	150	Tailor Senior Guard Warehouse Foreman	65 76 83
6	200	Head Steward Chief Park Warden	61 68
7	250		
8	300		

EFFORT

This factor is used to measure the demands of the work in terms of the mental and physical effort required to perform the duties.

Notes to Raters

In rating positions under the Mental Effort element raters are to consider the fatigue caused by the attention, concentration, perception and mental-sensory coordination required by the work.

In rating positions under the Physical Effort element raters are to consider the fatigue caused by the kind, frequency, intensity and duration of muscular exertion, the work positions, and the weight of objects handled.

RATING SCALE - EFFORT

MENTAL EFFORT

Mental Effort and Degree	Points	Bench-mark Position Descriptions
<p>The work requires a normal level of attention or mental-sensory co-ordination, with no significant periods of concentration.</p> <p style="text-align: right;">1</p>	<p>20</p>	<p style="text-align: right;"><u>Page</u></p> <p>Charwoman 29 Janitor 36 Messenger 58 Watchman 78</p>
<p>The work requires a moderate level of attention or mental-sensory co-ordination, with short periods of concentration.</p> <p style="text-align: right;">2</p>	<p>46</p>	<p>Cleaning Service Foreman 33 Cook 46 Shift Matron 63 Spare Parts Storeman 81</p>
<p>The work requires a high level of attention or mental-sensory co-ordination, with frequent short periods of concentration.</p> <p style="text-align: right;">3</p>	<p>73</p>	<p>Head Steward 61 Senior Guard 76 Warehouse Foreman 83</p>
<p>The work requires a high level of attention or precise mental sensory co-ordination, with sustained periods of concentration.</p> <p style="text-align: right;">4</p>	<p>100</p>	

RATING SCALE - EFFORT

PHYSICAL EFFORT

Physical Effort and Degree	Points	Bench-mark Position Descriptions	
<p>The work requires little physical effort, such as intermittent standing, walking or handling of light-weight objects. The duties occasionally require greater physical effort for short periods.</p>	<p>1 20</p>	<p>Cleaning Service Foreman Tailor Lookout Towerman Warehouse Foreman</p>	<p><u>Page</u> 31 65 74 83</p>
<p>The work requires moderate physical effort, such as continual standing or walking where only limited periods of relief are possible, or continual handling of light-weight objects. The duties occasionally require greater physical effort for short periods.</p>	<p>2 46</p>	<p>Charwoman Butcher Cook Messenger Shift Matron Watchman Spare Parts Storeman</p>	<p>29 41 46 58 63 78 81</p>
<p>The work requires considerable physical effort, such as frequent climbing, working from ladders, handling of medium-weight objects, or working in a difficult position. The duties occasionally require greater physical effort for short periods.</p>	<p>3 73</p>	<p>Janitor Kitchen Helper Washman Warehouse Labourer</p>	<p>36 48 53 86</p>
<p>The work requires great physical effort, such as frequent handling of heavy weight objects in a difficult work position.</p>	<p>4 100</p>		

RESPONSIBILITY

This factor is used to measure the responsibility for resources used, services provided, and the safety of others.

Definitions

"Responsibility for safety of others" refers to the responsibility for the exercise of care to prevent injury or distress to other people, and the usual extent of that injury or distress.

Notes to Raters

The degrees of the Resources or Services element that are assigned to the bench-mark positions have been established by the comparative ranking of key positions in the occupational group. In selecting a tentative rating for a position under this element the following characteristics of the work are to be considered:

1. The nature and value of the resources used or the nature and importance of the services provided.
2. The extent to which the description of the position implies accountability.
3. The consequences of an error in judgement.

Any one of these characteristics is only an indication of the degree of responsibility in this element, and the whole context within which the work is performed is to be considered. The degree tentatively selected for a position is to be confirmed by direct comparison of the position being rated with the duties and specifications of the bench-mark positions.

In rating positions under the Safety of Others element, only the injuries that are probable are to be considered, and not those that are only remotely possible.

For the further assistance of raters a profile guide has been prepared for the Resources or Services element, which may serve as a check on the degree of the element tentatively selected for a position.

RESOURCES OR SERVICES ELEMENT PROFILE GUIDE

Sub-group Title	Range of degrees that may be expected for non-supervisory positions
Building Services	1 - 2
Food Services	1 - 2
Laundry Services	1
Messenger Services	1 - 3
Miscellaneous Personal Services	1 - 2
Protective and Custodial Services	1 - 3
Stores Services	1 - 2

RATING SCALE - RESPONSIBILITY
RESOURCES OR SERVICES

Degree of Responsibility for Resources or Services	Points	Bench-mark Position Descriptions	Page
Limited	1	Janitor Cook Spare Parts Storeman	36 46 81
Moderate	2	Cleaning Service Foreman Tailor Warehouse Foremen	31 65 83
Significant	3	Head Steward Chief Park Warden	61 68
Major	4		

RATING SCALE - RESPONSIBILITY
SAFETY OF OTHERS

Responsibility for Safety of other and Degree	Points	Bench-mark Position Descriptions	Page
There is little possibility of injury or distress to others .	1	Janitor Cook Spare Parts Storeman	36 46 81
Reasonable care is required to prevent injury or distress to others. When injury or distress occurs it is of a minor nature.	2	Cleaning Service Foreman Head Steward Deportation Officer Warehouse Foreman	33 61 71 83
Special care is required to prevent injury or distress to others. When injury occurs it is of a "lost-time" nature, such as serious burns, eye injuries, or crushed body members. Where distress occurs it results in aggravation of emotional strain.	3	Senior Guard Chief Park Warden	76 68

WORKING CONDITIONS

This factor is used to measure the disagreeable conditions of the work as indicated by the environment in which the duties are performed and the exposure to hazards.

Definitions

"Environment" refers to the disagreeable conditions under which the duties are performed such as

- exposure to extremes of heat, cold, obnoxious odours, noise
wet, vibration, or dust and dirt,
- the required wearing of cumbersome protective clothing or equipment.

"Hazards" refers to the requirement to work under conditions that may result in sickness or injury to the employee, although usual safety measures have been taken.

Notes to Raters

In rating positions under the Environment element only those conditions that make the work disagreeable are to be considered. Raters are to consider the frequency of the exposure and the severity of the disagreeable conditions.

In rating positions under the Hazards element only the hazards that are probable are to be considered, and not those that are only remotely possible. Raters are to consider the frequency of the exposure and the probable severity of the injury.

RATING SCALE - WORKING CONDITIONS

ENVIRONMENT

Environment and Degree	Points	Benchmark Position Descriptions												
Good working environment, with few disagreeable conditions. <div style="text-align: right;">1</div>	12	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="text-align: right; border-bottom: 1px solid black;"><u>Page</u></th> </tr> </thead> <tbody> <tr> <td>Charwoman</td> <td style="text-align: right;">29</td> </tr> <tr> <td>Lookout Towerman</td> <td style="text-align: right;">74</td> </tr> <tr> <td>Spare Parts Storeman</td> <td style="text-align: right;">81</td> </tr> </tbody> </table>		<u>Page</u>	Charwoman	29	Lookout Towerman	74	Spare Parts Storeman	81				
	<u>Page</u>													
Charwoman	29													
Lookout Towerman	74													
Spare Parts Storeman	81													
Fair working environment, such as significant exposure to one disagreeable condition, or occasional exposure to either several disagreeable conditions or to one very disagreeable condition. <div style="text-align: right;">2</div>	36	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Janitor</td> <td style="text-align: right;">36</td> </tr> <tr> <td>Butcher</td> <td style="text-align: right;">41</td> </tr> <tr> <td>Kitchen Helper</td> <td style="text-align: right;">48</td> </tr> <tr> <td>Washman</td> <td style="text-align: right;">53</td> </tr> <tr> <td>Deportation Officer</td> <td style="text-align: right;">71</td> </tr> <tr> <td>Watchman</td> <td style="text-align: right;">78</td> </tr> </tbody> </table>	Janitor	36	Butcher	41	Kitchen Helper	48	Washman	53	Deportation Officer	71	Watchman	78
Janitor	36													
Butcher	41													
Kitchen Helper	48													
Washman	53													
Deportation Officer	71													
Watchman	78													
Poor working environments, such as significant exposure to several disagreeable conditions or to one very disagreeable condition. <div style="text-align: right;">3</div>	60													

RATING SCALE - WORKING CONDITIONS

HAZARDS

Frequency of Unavoidable Exposure to Hazards, and Degree	<u>Probable Severity of Injury, and Degree</u> Minor injuries such as cuts, bruises or burns. A	“Lost-time” injuries such as fractures, serious burns, eye injuries or loss of finger B
Occasional 1	4 Messenger 58 Tailor 65	23 Janitor 36 Lookout towerman 74
Frequent 2	22 Cook 46 Spare Parts Storeman 81	40

SUPERVISORY RATING PLAN

GENERAL SERVICES GROUP

SUPERVISORY RATING PLAN

This plan is used to measure the continuing responsibility that the incumbent of the position assumes for the work of other employees in terms of the nature of the supervisory responsibility and the number of employees supervised.

Definitions

"Nature of supervisory responsibility" refers to the extent to which supervisory positions have such responsibilities as controlling the quality and quantity of work produced, assigning work, allocating staff, evaluating employee performance, training and disciplining staff, and making recommendations on staff requirements.

"Number of employees supervised" refers to the total number of employees for whom the incumbent of the position exercises supervisory control directly or through subordinate supervisors.

Notes to Raters

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

For the purpose of this standard the number of employees supervised includes the total of the following:

1. The number of employees for whom the incumbent of the position has continuing responsibility.
2. The number of man-years of work performed by casual, part-time and seasonal employees who are supervised by the incumbent of the position.

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

The degree co-ordinates assigned to a position by means of this plan will determine the differential that will be applied to the basic rate for the position.

The rating scale shows the degree co-ordinates assigned for the supervision of various numbers of employees under each of the four degrees. These degrees, which are designated only as A, B, C and D on the scale, are defined in the table appearing on the next page.

General Services

Nature of Supervisory Responsibility and Degree	Bench-mark Position Descriptions	
<p>Takes the lead as a working member of a group; explains work to new workers; sets the work pace for the group.</p>	A	<u>Page</u>
<p>Takes the lead as a working member of a group; assigns and explains work; helps workers to solve work problems by giving detailed instructions and demonstrations; motivates the group to meet specific quantity and quality standards.</p>	B	<p>Tailor 65</p>
<p>Directly or through subordinate supervisors, assigns jobs, using a knowledge of individual worker capabilities; directs subordinates in the choice of work methods; reviews work in progress; accepts or rejects completed work; co-ordinates the work of individuals to meet schedules; implements a staff training program; proposes disciplinary action; appraises employee performance.</p>	C	<p>Cleaning Service Foreman 31 Cleaning Service Foreman 33 Head Steward 61 Senior Guard 76 Warehouse Foreman 83</p>
<p>Allocates staff and assigns jobs through subordinate supervisors; co-ordinates the work of subdivisions of the group to meet schedules and assigns priorities to the work within the subdivisions; reviews adequacy of work performance standards and recommends changes as required; implements a staff training program ensuring the optimum development of workers in the group; discusses performance of workers with subordinate supervisors; recommends changes in the number or classification of positions; formally recommends disciplinary action.</p>	D	

RATING SCALE - SUPERVISION

Number of Employees Supervised, and Degree	Degree of Nature of Supervisory Responsibility			
	A	B	C	D
Any number of employees 1	/	/	/	/
1 - 5 2				
6 - 15 3	/			
16-30 4				
31-50 5	/			
Over 50 6				

6

BENCH-MARK POSITION DESCRIPTION INDEX

<u>SUB-GROUP</u>	In Sub-group and Alphabetical Order		<u>TOTAL POINTS</u>	<u>PAGE</u>
	<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>		
<u>Building Services</u>				
	1	Charwoman	187	29
	2	Cleaning Service Foreman	332	31
	3	Cleaning Service Foreman	377	33
	4	Janitor	257	36
	5	Janitor, Public Building	332	38
<u>Food Services</u>				
	6	Butcher	356	41
	7	Camp Cook	415	43
	8	Cook	382	46
	9	Kitchen Helper	256	48
<u>Laundry Services</u>				
	10	Presser	187	51
	11	Washman	256	53
<u>Messenger Services</u>				
	12	Confidential Messenger	244	56
	13	Messenger	187	58
<u>Miscellaneous Personal Services</u>				
	14	Head Steward	581	61
	15	Shift Matron	313	63
	16	Tailor	409	65
<u>Protective and Custodial Services</u>				
	17	Chief Park Warden	712	68
	18	Deportation Officer	403	71
	19	Lookout Towerman	266	74
	20	Senior Guard	549	76
	21	Watchman	264	78
<u>Stores Services</u>				
	22	Spare Parts Storeman	338	81
	23	Warehouse Foreman	496	83
	24	Warehouse Labourer	257	86

BENCH-MARK POSITION DESCRIPTIONS

In Ascending Order of Point Values

<u>DESCRIPTIVE TITLE</u>	<u>BENCH-MARK POSITION NO</u>	<u>TOTAL POINTS</u>	<u>PAGE</u>
Charwoman	1	187	29
Messenger	13	187	58
Presser	10	187	51
Confidential Messenger	12	244	56
Kitchen Helper	9	256	48
Washman	11	256	53
Janitor	4	257	36
Warehouse Labourer	24	257	86
Watchman	21	264	78
Lookout Towerman	19	266	74
Shift Matron	15	313	63
Cleaning Service			
Foreman	2	332	31
Janitor, Public Building	5	332	38
Spare Parts Storeman	22	338	81
Butcher	6	356	41
Cleaning Service			
Foreman	3	377	33
Cook	8	382	46
Deportation Officer	18	403	71
Tailor	16	409	65
Camp Cook	7	415	43
Warehouse Foreman	23	496	83
Senior Guard	20	549	76
Head Steward	14	581	61
Chief Park Warden	17	712	68

BENCH-MARK POSITION

DESCRIPTIONS SUBGROUP: BUILDING SERVICES,

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
1	Charwoman	29
2	Cleaning Service Foreman	31
3	Cleaning Service Foreman	33
4	Janitor	36
5	Janitor, Public Building	38

BENCH-MARK POSITION DESCRIPTION

General Services
B.M.P.D. No. 1

Bench-mark Position Number: 1

Level: 1

Descriptive Title: CHARWOMAN

Sub-group: BUILDING SERVICES

Basic Point Rating: 187

Supervisory Rating: n/a

Summary

Under the supervision of a cleaning service foreman in a government building at Halifax, performs light cleaning and related duties in offices and other areas, and performs related duties.

Duties

% of Time

- Keeps offices, halls, stairways, lavatories and other areas in a clean and orderly condition during a regular part-time shift
 - by dusting furniture, office equipment, window sills, stairways, and walls or partitions up to shoulder height,
 - by dry mopping or sweeping floors and stairways, using mops and brooms,
 - by cleaning, waxing and polishing furniture and equipment, using liquid wax and polishing cloths,
 - by emptying waste and trash containers, and
 - by replenishing dispensers and cleaning women's lavatories, using brushes, mops and disinfectants.

- Performs related duties, such as vacuuming rugs and polishing metal fixtures and fittings.

Specifications

Points

Skill and Knowledge

- Basic Knowledge - The work requires reading and speaking in order to identify cleaning materials and to communicate with the supervisor. 1 15
- Comprehension and Judgement - The work requires an understanding of simple oral instructions concerning routine work procedures. Little judgement is required. 1 25
- Specific Vocational Training - The work requires a short demonstration of the tasks performed. 1 25

Effort

- Mental - The work requires normal attention to recognize the need for cleaning. The measure of quality is obvious. 1 20
- Physical - The work requires constant standing combined with light body movement while using light hand-cleaning aids. Occasional lifting of trash receptacle is required. 2 46

Degree Points

Responsibility

Resources or Services - The work requires cleaning to a strict standard and the economical use of supplies.	1	25
Safety of Others - The work permits little possibility of injury to others.	1	15

Working Conditions

Environment - The environment is good, with slight exposure to dust and dirt from sweeping and from cleaning in lavatories.	1	12
Hazards - The work involves occasional exposure to minor injuries such as cuts or bruises.	A1	4

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 2

Level: 4

Sub-group: BUILDING SERVICES

Descriptive Title: CLEANING SERVICE FOREMAN

Basic Point Rating: 332

Supervisory Rating: C3

Summary

Under the general supervision of a senior cleaning service foreman, supervises a group of building cleaners engaged in cleaning a public building at Ottawa, Ont.; maintains control of cleaning supplies and tools; and performs related duties.

Duties

% of Time

- Supervises a group of approximately 12 building cleaners working on a shift basis
 - by assigning duties as required to meet workloads with resources available,
 - by inspecting work in progress and on completion to ensure adherence to quality and quantity standards set by the department,
 - by instructing employees on correct cleaning methods and proper use and care of supplies and equipment,
 - by preparing regular work schedules,
 - by maintaining attendance records of subordinates,
 - by maintaining building cleaning log-books and reporting regularly on services performed, and
 - by assessing and reporting on the performance of subordinates and proposing disciplinary action.

90

- Maintains control of supplies and tools
 - by requisitioning necessary supplies,
 - by having custody of tools and supplies, and
 - by keeping records of materials used and tools issued.

5

- Performs related duties, such as reporting the need for repair to the building or fixtures.

5

Specifications

Degree

Points

Skill and Knowledge

- Basic Knowledge - The work requires the use of simple arithmetic processes in recording time worked, work performance and supplies used, and some writing skill in completing simple form reports.

2 27

- Comprehension and Judgement - The work requires carrying out detailed written and oral directives and instructions, through subordinate employees, to achieve a clearly defined work objective.

2 45

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires a knowledge of building cleaning methods and products, and skill in motivating a work force to achieve a work objective where self-motivation is not normally present.	3	75
 <u>Effort</u>		
Mental - The work requires moderate attention in arranging workloads, inspecting the work of cleaning staff, directing subordinates' efforts towards the task at hand, maintaining records and accounting for supplies.	2	46
Physical - The work requires little physical effort. Some walking is necessary during inspections or when checking supplies.	1	20
 <u>Responsibility</u>		
Resources or Services - The work requires accountability for the established standard of cleaning done in a designated work area. The cleaning service is such that embarrassment to the department and undue depreciation of the building will occur if the standard of cleaning is not maintained.	2	58
Safety of Others - The work requires the assurance that employees learn the proper use of equipment and proper work methods, to avoid possible injury or accidents.	2	45
 <u>Working Conditions</u>		
Environment - The work is performed within controlled surroundings where little or no association with adverse conditions is encountered.	1	12
Hazards - The work involves little exposure to hazards.	A1	4
 <u>Supervision</u>		
The work requires the supervision of approximately 12 cleaners, assigning duties, arranging work schedules, maintaining clearly defined quantity and quality work standards, instructing new employees, assessing competence of workers, resolving minor grievances and reporting-serious grievances or disciplinary proposals to a senior supervisor. The assignment of staff implies co-ordination of the work of the group, since the size of the work force may be reduced through absenteeism while the workload remains relatively constant.	C3	

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 3

Level: 4

Descriptive Title: CLEANING SERVICE FOREMAN

Sub-group: BUILDING SERVICES
Basic Point Rating: 377
Supervisory Rating: C5

Summary

Under the general supervision of a station services officer, supervises a group of building cleaners and subordinate supervisors engaged in cleaning 32 buildings at Uplands Airport, Ottawa; maintains control of cleaning supplies and tools; and performs related duties.

Duties

% of Time

- Supervises a group of approximately 39 building cleaners and subordinate supervisors at Uplands Airport
 - by assigning duties as required to meet workloads with the resources available,
 - by inspecting work in progress and on completion to ensure adherence to quality and quantity standards set by the Department of National Defence,
 - by instructing employees, through subordinate supervisors, on correct cleaning methods and the proper use of equipment and supplies, 75
 - by preparing regular work schedules,
 - by maintaining records of attendance, leave, overtime and accident, and
 - by assessing and reporting on the efficiency of subordinates, and proposing disciplinary action.

- Maintains control of cleaning supplies and tools
 - by requisitioning necessary supplies and tools,
 - by issuing supplies and tools to workers in various buildings,
 - by maintaining records of materials used and tools supplied, and
 - by co-operating with representatives of cleaning equipment companies to establish techniques. 20

- Performs related duties, such as distributing linen and assigning quarters in the absence of the barrack warden, serving on selection boards to recruit cleaners, and participating in various departmental studies to improve the quality of cleaning at the airport. 5

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires the use of simple arithmetic processes in keeping time, work and supply records, and elementary writing skills in completing simple form reports. 2 27

	<u>Degree</u>	<u>Points</u>
Comprehension and Judgement - The work requires planning for and achieving a defined work objective through subordinate supervisors and interpreting departmental policies and procedures as <i>they</i> apply to the cleaning function.	3	65
Specific Vocational Training - The work requires a good knowledge of building-cleaning methods and products, and skill in working through subordinate supervisors to motivate a work force normally lacking in self motivation to achieve desired results.	4	100
<u>Effort</u>		
Mental - The work requires moderate attention in allocating the work force to meet the workload, inspecting work performed, ensuring that work standards are met and maintaining records.	2	46
Physical - The work requires some walking during inspections or checking of supplies.	1	20
<u>Responsibility</u>		
Resources or Services - The work requires accountability for the standard of cleaning in a designated area. The cleaning service supplied is such that embarrassment to the department and undue depreciation of the buildings will occur if the standard of cleaning is not maintained.	2	58
Safety of Others - The work requires the assurance that employees learn the proper use of equipment and proper work methods to avoid possible injury or accident.	2	45
<u>Working Conditions</u>		
Environment - The work is performed within controlled surroundings and requires little or no exposure to adverse conditions.	1	12
Hazards - The work involves little exposure to hazards.	A ₁	4

Degree Points

Supervision

The work requires the supervision of approximately 30 full-time employees, assigning duties, arranging work schedules, maintaining clearly defined quantity and quality work standards, instructing new employees, assessing competence of workers, resolving minor grievances and reporting serious grievances and disciplinary proposals to a senior supervisor. C5
The assignment of staff implies co-ordination of the work of the group, since the size of the work force may be reduced through absenteeism while the workload remains relatively constant.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 4

Level: 2

Sub-group: BUILDING
 SERVICES

Descriptive Titles JANITOR

Basic Point Rating: 257

Supervisory Rating: n/a

Summary

Under the supervision of a head janitor at Royal Roads, Victoria, B.C., performs light and heavy cleaning duties in dormitories and other areas, and performs related duties.

Duties

% of Time

- Performs light cleaning duties in dormitories and other areas, using hand brooms, mops and brushes
 - by sweeping floors and stairways,
 - by dusting furniture and woodwork,
 - by cleaning and disinfecting washrooms, showers and toilet facilities,
 - by emptying ash trays and trash receptacles, and
 - by lighting fires and removing ashes from fireplaces.

60

- Performs heavy cleaning duties in dormitories and other areas, using cloths, mops, brushes and hand or power-operated equipment
 - by washing and waxing floors and stairways,
 - by polishing waxed floor surfaces,
 - by stripping wax from floors, using specified compounds,
 - by washing walls and ceilings, and
 - by washing and polishing inside windows at all heights and outside windows at ground level.

25

- Performs related duties, such as removing snow and ice from entrances, exits and fire escapes.

15

Specifications

Degree

Points

Skill and Knowledge

- Basic Knowledge - The work requires reading and speaking in order to identify cleaning material and to communicate with the supervisor.

1 15

- Comprehension and Judgement - The work requires an understanding of simple oral instructions in order to follow routine work procedures. Little judgement is required.

1 25

- Specific Vocational Training - The work requires a short demonstration of the tasks performed.

1 25

	<u>Degree</u>	<u>Points</u>
<u>Effort</u>		
Mental - The work requires normal attention to recognize the need for cleaning. The measure of quality is obvious.	1	20
Physical - The work requires constant standing combined with body movement, some heavy lifting in moving furniture preparatory to and after scrubbing and waxing floors, lifting and carrying heavy buckets, shoveling snow, working overhead while cleaning, and working from a ladder.	3	73
<u>Responsibility</u>		
Resources or Services - The work requires some account ability for the quality of work and for the economical use of supplies. Supervision is close and the cost of work aids is relatively low.	1	25
Safety of Others - The work permits little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - The work requires some exposure to disagree able weather and exposure to wet while scrubbing and washing.	2	36
Hazards - The work involves some exposure to accidents while working from ladders and to injury in reaching or lifting. Falling from ladders could cause back injury or broken limbs.	B ₁	23

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 5

Level: 4

Sub-group: BUILDING SERVICES

Descriptive Title: JANITOR, PUBLIC BUILDING

Basic Point Rating: 332

Supervisory Rating: n/a

Summary

Under the general supervision of a zone property manager, cleans, maintains and secures a small public building that houses the post office at Atikokan, Ont.; tends the heating plant; services the walks and adjacent grounds; and performs related duties.

Duties

% of Time

- Cleans and maintains a post office building
 - by sweeping, scrubbing, washing, waxing and polishing floors and stairways, using hand or power operated equipment,
 - by washing windows and walls,
 - by cleaning accumulated soot from the chimney,
 - by removing, repairing and replacing storm windows,
 - by making minor repairs or calling in skilled workers, and
 - by requisitioning supplies or making small local purchases.65
- Secures the building
 - by unlocking and locking doors to suit office hours, and
 - by ensuring the windows are closed.3
- Tends the heating plant
 - by lighting and maintaining the fire in an automatic coal stoked, hot water heating furnace, and removing ashes, and
 - by arranging for fuel delivery as required.5
- Services the walks and adjacent grounds
 - by mowing and watering lawns, and by planting and tending flower beds, and
 - by shoveling snow from walks, steps and parking areas, and removing ice deposits as required.20
- Performs related duties, such as reporting to the region on repair requirements, supervising casual labourers engaged in snow removal, recharging fire extinguishers and organizing a fire warden service for the building. 7

Specifications

Decree

Points

Skill and Knowledge

Basic Knowledge - The work requires the use of elementary arithmetic in ordering supplies, taking rough measures for repair, and some reading of instruction manuals and directions for the use of equipment and supplies.

1

15

Hazards - The work involves some exposure to accidents that may involve lost time, such as broken limbs, strains or sprains from falling off ladders or from reaching or lifting. B1 23

out cleaning and minor maintenance duties and, occasionally, discretion in securing the building and undertaking minor repairs. 2 45

Specific Vocational Training - The work requires some knowledge of certain sub-trade practices and the use of cleaning equipment and agents. 2 50

Effort

Mental - The work requires normal attention while performing a variety of tasks. The worker sets his own pace. 1 20

Physical - The work requires prolonged periods of standing or walking combined with body movement, some heavy lifting of furniture, lifting and carrying of buckets, shoveling snow, mowing lawn, digging garden, working from ladders, and working overhead with tools and work aids. 3 73

Responsibility

Resources or Services - The work requires some responsibility for securing the building by locking doors and windows and guarding against fire and natural hazards, and for proper cleaning and heating. The building is occupied by post office employees during the time it is open to the public; 1 25

Safety of Others - The work requires that some care be taken for the safety of building occupants and users by sanding icy spots and following fire protection and prevention practices 2 45

Working Conditions

Environment - The work requires some exposure to disagreeable weather and to wet conditions while washing and scrubbing. 2 36

BENCH-MARK POSITION DESCRIPTIONS

SUB-GROUP: FOOD SERVICES

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
6	Butcher	41
7	Camp Cook	43
8	Cook	46
9	Kitchen Helper	48

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Numbers 6

Level: 4

Sub-group: FOOD SERVICES

Descriptive Title: BUTCHER

Basic Point Rating: 356

Supervisory Rating: n/a

Summary

Under supervision, at the Canadian Forces Base, Camp Borden, Ont., performs butchering tasks for four kitchens by receiving, processing, storing, and issuing meat and fish products, and performs related duties.

<u>Duties</u>	<u>% of Time</u>
- Receives meat rations in bulk quantities at a central butcher shop by inspecting meat being delivered to determine its quality and quantity, and completing receipt vouchers by noting any shortages in orders or substitute items.	5
- Processes and stores meat <ul style="list-style-type: none"> - by dividing sides and quarters into roasts, steaks, chops and other portion cuts according to good practices and the kitchen demands, - by slicing and grinding meat as required, - by pickling and curing special meats, and - by placing meat in storage until time of issue. 	80
- Issues meat to kitchens by selecting and assembling items according to written orders, and by posting records of meat items issued and held in storage.	10
- Performs related duties, such as cleaning the bench area and tools used and supervising the cleaning of refrigerators and the shop area generally.	5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
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Skill and Knowledge

Basic Knowledge - The work requires the use of arithmetic processes in receiving, apportioning and issuing meat and fish, and of reading and writing in filling orders, reporting inventory and preparing material lists.	2	27
Comprehension and Judgement - The work requires an understanding of meat cutting and handling practices and the interpreting of menus and ration sheets into meat requirements. Judgement is exercised in using cuts available to fill kitchen requests.	3	65

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires formal training or significant experience in butchering and meat cutting practices and techniques and a good knowledge of handling perishable food products.	4	100
 <u>Effort</u>		
Mental - The work requires normal attention in cutting meat and in receiving and issuing meat to avoid loss of material and to maintain records.	1	20
Physical - The work requires considerable standing combined with body movement in handling meat cuts, cutting meat and assembling orders. Work aids are available for handling the heavy portions of meat, but occasional lifting or handling of heavy portions is required.	2	46
 <u>Responsibility</u>		
Resources or Services - The work requires that discrepancies in quantity and quality of products received be reported to the supervisor and that regular butchering and storage practices be followed.	1	25
Safety of Others - The work is performed in a small well planned shop area where the main duties are performed by the butcher himself, and there is little possibility of injuring others.	1	15
 <u>Working Conditions</u>		
Environment . The work requires significant exposure to contrasting temperatures when performing tasks alternately in and out of the refrigerator unit.	2	36
Hazards - The work requires the regular use of hand and power cutting tools in meat cutting, resulting in regular exposure to injury such as cuts and bruises.	A ₂	22

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 7

Level: 5

Sub-group: FOOD SERVICES

Descriptive Title: CAMP COOK

Basic Point Rating: 415

Supervisory Rating: n/a

Summary

Under the general supervision of the resident engineer, Terra Nova National Park, Nfld., prepares and cooks meals according to standard menus and numbers of persons served; carries out housekeeping duties; performs clerical duties; and supervises one or two part-time cooks.

Duties

% of Time

- Prepares and cooks meals according to standard menus and numbers of persons served
 - by peeling, washing, trimming and preparing vegetables for cooking, 53
 - by cooking vegetables and baking breads and pastries, and
 - by boiling, broiling, frying and roasting meats.

- Carries out housekeeping duties to provide sanitary conditions in the camp kitchen and eating area
 - by washing dishes, utensils, pots and pans, using hot water, soap and disinfectants,
 - by arranging dishes and eating utensils on tables and stacking excess dishes, utensils and cookware in proper locations, 24
 - by sweeping, scrubbing and cleaning floors, walls, tables, counters and stove, using required cleaning agents, dust inhibitors and disinfectants.

- Performs clerical duties
 - by listing food requirements and passing the list to the resident engineer for approval and ordering,
 - by taking an inventory of food and kitchen supplies and preparing a monthly report of cookhouse activities to be used in determining the cost of meals,
 - by keeping records of meals served to individuals for the purpose of assessing accommodation charges for these individuals, and 13
 - by collecting fees for meals served to visitors and casual workers not accommodated in the camp area.

- Supervises the activities of one or two part-time cooks who are assigned to help with kitchen duties when the number of meals served requires such assistance. 10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Skill and Knowledge</u>		
Basic Knowledge - The work requires the use of arithmetic processes in adjusting recipes, in determining cooking time and in measuring ingredients. The work also requires the recording of numbers of meals served to individuals and the completing of monthly inventories of supplies on hand.	2	27
Comprehension and Judgement - The work requires an understanding of food preparation to comply with good cooking practices. There is also a requirement to provide well-balanced and appealing meals by interpreting recipes and relating menus to quantities desired and foodstuffs and ingredients available.	3	65
Specific Vocational Training - The work requires formal training or significant experience in cooking practices and techniques sufficient to skillfully interpret and apply recipes.	4	100
<u>Effort</u>		
Mental - The work requires moderate attention while preparing and cooking foods, with periods of concentration when measuring and mixing ingredients and during critical phases of the cooking process.	2	46
Physical - The work requires considerable walking and standing while preparing foods, cooking meals and performing cleaning duties, with occasional lifting and handling of foodstuffs and cooking ingredients in large quantities.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires relative independence of action in preparing and serving wholesome meals and in the proper storage and use of foodstuffs and cooking ingredients purchased in large quantities. There is also a requirement to record the numbers of meals served to individuals and to collect meal fees from non-resident guests, as required.	2	58

	<u>Degree</u>	<u>Points</u>
Safety of Others - The work requires the preparing, cooking and serving of food where the main duties are performed in relative isolation with little possibility of injury to other persons.	1	15
<u>Working Conditions</u>		
Environment - The duties are performed in a camp kitchen where there is exposure to heat, steam and wet conditions while preparing and cooking food and performing cleaning duties.	2	36
Hazards - The work involves frequent exposure to minor injuries such as cuts, bruises, burns and scalds while preparing foodstuffs, cooking food and performing cleaning duties.	A2	22

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Numbers 8

Level: 5

Sub-groups FOOD SERVICES

Descriptive Title: COOK

Basic Point Rating; 382

Supervisory Rating: n/a

Summary

Under the supervision of a head cook, with the aid of menus and recipes, performs general duty cooking at the Canadian Forces Base, Camp Borden, Ont.

Duties

% of Time

- Does general duty cooking, following menus and recipes
 - by making coffee,
 - by preparing soup stock from meat bones and meat trim and preparing soups from soup stock,
 - by roasting, grilling and frying meat as required,
 - by cooking vegetables,
 - by baking pies, cakes, cookies and desserts,
 - by preparing and arranging salads,
 - by preparing and packing lunches for field use, and
 - by slicing meat and cutting cakes and pies.
- 100

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires the use of arithmetic processes in measuring ingredients, adjusting recipes and determining cooking time. 2 27
- Comprehension and Judgement - The work requires an understanding of food preparation to comply with good cooking practices. There is also a requirement to interpret recipes and ration sheets in relation to ingredients, quantity desired, and temperatures required, to produce palatable dishes. 3 65
- Specific Vocational Training - The work requires formal training or significant experience in cooking practices and techniques sufficient to skillfully interpret and apply recipes. 4 100

Effort

- Mental - The work requires moderate attention while preparing and cooking foods, with periods of concentration when measuring and mixing ingredients and during critical phases of the cooking process. 2 46

	<u>Degree</u>	<u>Point</u>
Physical - The work requires considerable standing combined with light body movement while preparing foods and cooking meals, and occasional lifting of heavy foodstuff.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires some responsibility for producing palatable foods while following recipes.	1	25
Safety of Others - The work requires individual effort, with little association with others and little possibility of injury to other persons.	1	15
<u>Working Conditions</u>		
Environment - The work requires prolonged exposure to heat from cooking and serving equipment, and occasional exposure to cold temperatures in refrigerators.	2	36
Hazards - The work involves frequent exposure to burns, cuts and scalds while working in proximity to stoves, ovens and steam and with knives and cutting utensils.	A ₂	22

	<u>Degree</u>	<u>Point</u>
Comprehension and Judgement - The work requires the understanding of simple oral instructions in order to perform elementary tasks. Little judgement is required.	1	25
Specific Vocational Training - The work requires a short demonstration of procedures and routines.	1	25
<u>Effort</u>		
Mental - The work requires normal attention to assigned tasks and to recognize the need for cleaning. The measure of quality is readily determined.	1	20
Physical - The work requires prolonged periods of standing or walking, and lifting and carrying trays of dishes and containers of vegetables.	3	73
<u>Responsibility</u>		
Resources or Services - The work requires some account ability for the quality of cleaning and for the proper handling of foodstuffs and dishes.	1	25
Safety of Others - The work is not performed in co-operation with others, and there is little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - The work requires considerable exposure to wet conditions, both hot and cold, while scrubbing, washing and cleaning, and frequent subjection to temperature extremes between refrigerators and kitchen.	2	36
Hazards - The work involves exposure to burns and scalds from working in proximity to stoves, steam and hot water, to injuries such as cuts from knives and broken glass, and to some hazards from lifting and bending.	A2	22

BENCH-MARK POSITION DESCRIPTIONS

SUB-GROUP: LAUNDRY SERVICES

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
10	Presser	51
11	Washman	53

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 10

Level: 1

Sub-group: LAUNDRY SERVICES

Descriptive Title: PRESSER

Basic Point Rating: 187

Supervisory Rating: n/a

Summary

Under the supervision of the dry-cleaning supervisor, Department of Public Works, Fort Churchill, Man., operates a steam press.

<u>Duties</u>	<u>% of Time</u>
- Operates a steam press to press jackets, suits, dresses and other items of clothing by arranging newly dry-cleaned garments on the press for the desired result and lowering the heated press for the required time, and by placing the pressed clothes on hangers for delivery.	100

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
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Skill and Knowledge

Basic Knowledge - The work requires counting for quantity check, and communicating orally with the supervisor.	1	15
Comprehension and Judgement - The work requires understanding simple oral instructions in order to perform repetitive tasks. Little judgement is required.	1	25
Specific Vocational Training - The work requires a brief demonstration of the techniques used in pressing a variety of garments.	1	25

Effort

Mental - The work requires normal attention in properly arranging articles for pressing. Quality of the work is readily determined by inspection.	1	20
Physical - The work requires continuous standing while working with light-weight material.	2	46

Responsibility

Resources or Services - The work requires that care be taken to retain the appearance of the garments and to avoid heat damage.	1	25
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	<u>Degree</u>	<u>Points</u>
Safety of Others - The work is performed in relative isolation, with little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - The work is performed in somewhat higher than normal temperatures and humidity.	1	12
Hazards - The work requires some exposure to injuries such as slight burns.	A1	4

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 11 Level: 2
Sub-groups LAUNDRY SERVICES

Descriptive Title: WASHMAN Basic Point Rating: 256
Supervisory Rating. n/a

Summary,

Under the supervision of the laundry supervisor, Inuvik, N.W.T., tends clothes washing, extracting and drying machines in a laundry.

Duties

% of Time

- Tends three washing machines of 50-, 100-, and 300-pound capacity respectively, two extractors and three tumblers
 - by sorting laundry according to colour and fabric in preparation for washing,
 - by weighing and loading laundry into washing machines,
 - by adding to the wash the required amounts of soap, bleaches, disinfectants and starch,
 - by unloading washers and loading extractors,
 - by unloading extractors and loading tumblers, and
 - by removing the laundry from the tumblers following the drying cycle.
- 100

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires reading simple gauges and meters in tending washers, extractors and dryers. 1 15
- Comprehension and Judgement - The work requires tending laundry machines where washing formulae are stipulated and the sequence of operations is established. There is also a requirement to sort laundry items by fabric and colour in preparation for laundering. 1 25
- Specific Vocational Training - The work requires an explanation of the duties, demonstration of laundering processes, and familiarization with washing formulae. 1 25

Effort

- Mental - The work requires normal attention in the sorting of clothes, the loading and unloading of machines, and in adding required washing compounds. 1 20

	<u>Degree</u>	<u>Points</u>
Physical - The work requires continuous standing combined with body movement in sorting and handling dry laundry and considerable heavy lifting in loading and unloading wet wash during the laundering process.	3	73
<u>Responsibility</u>		
Resources or Services - The work requires some accountability for preservation of shape and size of fabrics washed, but the use of specified formulae and routines and the programmed settings of machines tend to limit responsibility.	1	25
Safety of Others - The work permits little possibility of injury to others as duties associated with the job involve little contact with other people.	1	15
<u>Working Conditions</u>		
Environment - The work is performed in somewhat higher than normal temperatures and humidity, where wet conditions are normal.	2	36
Hazards - The work involves frequent exposure to minor injuries such as cuts, bruises or burns from hot water and steam, or to the danger of slipping on wet floors.	A2	22

BENCH-MARK POSITION DESCRIPTIONS

SUB-GROUP: MESSENGER SERVICES

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
12	Confidential Messenger	56
13	Messenger	58

	<u>Degree</u>	<u>Points</u>
Physical - The work requires considerable walking and standing while carrying light-weight printed material. Motor transport is used to travel extended distances or to transport large packages of documents. Some greater physical effort is required while handling mail bags.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires that the security of classified documents be maintained during their transport within the Ottawa area and that any knowledge of their contents be not disclosed.	2	58
Safety of Others - The work involves contact with other people, but there is little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - The work requires continual movement between an office environment and the out-of-doors, where there is exposure to weather conditions at all times of the year.	2	36
Hazards - Health and accident hazards are negligible.	A ₁	4

BENCH-MARK POSITION DESCRIPTION,

Bench-Mark Position Numbers 13

Levels 1

Sub-group: MESSENGER
SERVICES

Descriptive Titles MESSENGER

Basic Point Rating: 187
Supervisory Rating: n/a

Summary

Under the supervision of the file room supervisor in the Department of Public Works, picks up and delivers files and correspondence within a branch; prepares a list of all files transferred within and from the branch; and performs related duties.

Duties

% of Time

- Picks up and delivers files and correspondence within a branch
 - by picking up items from the file control section and taking these to the messenger roan for sorting into appropriate bins,
 - by delivering the files and other printed material from the sorting bins to the designated persons in the branch,
 - by picking up files, mail and other material within the branch and delivering these to the file control section or the mail room, or redistributing them as indicated, and
 - by collecting the daily correspondence from the typing units and delivering it to the designated branch officers for signature.

85

- Prepares a list of all files transferred within and from the branch by recording the transfer of all files within the branch, and by preparing transfer slips for all files transferred to other branches.

10

- Performs related duties as required
 - by delivering printing requirements to the printing unit (located outside the building),
 - by collecting completed work from the printing unit,
 - by distributing the daily attendance sheets to a section within the branch, and
 - by delivering special messages.

5

Specifications

Degree Points

Skill and Knowledge

Basic Knowledge - The work requires reading and following simple written instructions in collecting, sorting and delivering files, correspondence and other material. Simple recording procedures are required in noting the transfer of files.

1 15

	<u>Decree</u>	<u>Points</u>
Comprehension and Judgement - The work requires that specific instructions and established routines be followed to carry out repetitive tasks.	1	25
Specific Vocational Training - The work requires a brief demonstration and description of the duties, procedures and routines.	1	25
<u>Effort</u>		
Mental - The work is repetitive, but does require normal attention in collecting, sorting and delivering files, correspondence and other material.	1	20
Physical - The work requires continuous walking and standing while performing the collecting, sorting and delivering duties associated with it.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires some accountability for the recording of files and for proper sorting and delivery of mail. Misplacement of files and mail would result in lost time and annoyance.	1	25
Safety of Others - The work involves contact with other people, but there is little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - The work is performed in pleasant surroundings with relatively few disagreeable conditions.	1	12
Hazards - The work involves little exposure to injury.	A ₁	4

BENCH-MARK POSITION DESCRIPTIONS

SUB-GROUP: MISCELLANEOUS PERSONAL SERVICES

<u>BENCH-MARK POSITION NO</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
14	Head Steward	61
15	Shift Matron	63
16	Tailor	65

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 14

Levels 9

Sub-groups MISCELLANEOUS
PERSONAL SERVICES

Descriptive Title: HEAD STEWARD

Basic Point Ratings 581
Supervisory Rating: C₄

Summary

Under the direction of the officers' mess committee at the Canadian Forces Base, Trenton, Ont., plans and controls the operation of the officers' mess; plans and prepares for official mess functions; and assists the officers' mess committee.

Duties

% of Time

- Plans and controls the operation of the officers' mess and supervises 24 employees
 - by training, supervising and directing the activities of bar stewards, housekeeping and cleaning staff and clerical staff associated with the officers' mess,
 - by arranging accommodations for members and guests,
 - by keeping records regarding accommodations, rations, inventory, accounts payable and receivable, personnel and building maintenance, and
 - by collecting mess. funds and accounting for mess funds and petty cash.

80

- Plans and prepares for official mess functions by scheduling entertainment for official functions, and arranging menus, in co-operation with the food services officer, for regularly scheduled and special events.

10

- Assists the officers' mess committee by acting as secretary ex officio, to prepare routine correspondence and requisitions for materials required in the officers' mess.

10

Specifications

Degree

Points

Skill and Knowledge

- Basic Knowledge - The work requires making mathematical calculations in accounting for the financial operation of the officers' mess and in the maintenance of record-keeping systems.

4 51

- Comprehension and Judgement - The work requires an understanding of management principles and techniques and the exercising of judgement and discretion in dealing with guests, members and staff.

4 85

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires considerable administrative experience, good knowledge of military protocol and of supervision, an appreciation of public relations, and tact.	6	200
 <u>Effort</u>		
Mental - The work requires close attention and periods of concentration in planning, scheduling and coordinating services associated with the officers' mess; in supervising employees; in handling cash and attractive items; and in attending to the details of business functions.	3	73
Physical - Duties involve light work requiring intermittent sitting, standing and walking.	1	20
 <u>Responsibility</u>		
Resources or Services - The work requires responsibility for the management of the mess and for the proper conduct of mess functions. The responsibility for assets and records is significant.	3	91
Safety of Others - The work requires ensuring that the staff use proper working methods to prevent injury to themselves or guests, that recognized safety precautions be observed by both staff and guests, and that normal accident-prevention measures be taken.	2	45
 <u>Working Conditions</u>		
Environment - The work is performed in controlled surroundings where few disagreeable conditions exist.	1	12
Hazards - The work involves little exposure to injury or hazards to health.	A ₁	4
 <u>Supervision</u>		
The work requires the supervision of 24 full-time employees, assigning duties and checking work in order to maintain high standards, arranging work schedules, instructing new employees, assessing competence of workers, resolving minor grievances and reporting serious grievances and disciplinary proposals to the mess committee. Co-ordination is always required of the various groups of employees, and the fluctuation of workload that results from the numerous special events makes the scheduling of work vital.	C ₄	

BENCH-MARK POSITION DESCRIPTION.

Bench-mark Position Numbers 15

Levels 3

Sub-groups MISCELLANEOUS
PERSONAL SERVICES

Descriptive Title: SHIFT MATRON

Basic Point Rating: 313
Supervisory Rating: n /a

Summary

Under supervision of the matron in charge at the Halifax immigration accommodation quarters, provides care and assistance to resident women and children, and performs housekeeping tasks and related duties.

Duties

% of Time

- Provides assistance to women and children living in quarters
 - by helping them to locate in assigned accommodation, explaining the housekeeping and food service facilities available, and issuing bedding and other barrack stores that they may require,
 - by arranging for guests to use washing machines, electric irons, cooking equipment and other facilities provided for their comfort and convenience, and
 - by assisting women to prepare food for children and by reporting sickness or discomfort among the guests.50

- Performs housekeeping duties
 - by cleaning and dusting women's living quarters,
 - by checking and listing laundry items on issue and receipt, recording stores items on loan to guests, and
 - by requisitioning expendable stores items such as soap and toilet sundries.45

- Performs escort duties occasionally by accompanying female detainees and children to embarkation ports. 5

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires counting for quantity checks on laundry and housekeeping items, reading instructions on cleaning and housekeeping materials, requisitioning supplies and communicating orally with the supervisor and persons being detained or accommodated. 1 15

- Comprehensive and Judgement - The work requires an understanding of written and oral instructions and the use of discretion in meeting domestic situations

	<u>Degree</u>	<u>Points</u>
that arise among persons in the accommodation quarters, in answering their requests, and in ensuring their safety and well-being.	2	45
Specific Vocational Training - The work requires experience in housekeeping and the care of people in custody.	3	75
<u>Effort</u>		
Mental - The work requires attention to activities in the quarters and to specific requirements of individual guests.	2	46
Physical - The work requires constant standing and walking through the quarters to assist guests, to issue light-weight materials, and to perform light cleaning duties.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires some accountability for the cleaning of the area and for services to guests.	1	25
Safety of Others - The work requires some responsibility for persons accommodated or held in custody, and for recognizing and removing potential hazards.	2	45
<u>Working Conditions</u>		
Environment - The work is performed in a controlled environment under good conditions.	1	12
Hazards - The work requires little exposure to hazards.	A ₁	4

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 16

Level: 5

Descriptive Title: TAILOR

Sub-group: MISCELLANEOUS
PERSONAL SERVICES

Basic Point Rating: 409
Supervisory Rating: B₂

Summary

Under supervision, at the Canadian Forces Base, Greenwood, N.S., finishes and supervises the alteration of new uniforms; fits uniforms to required measure; and co-ordinates the activities of the tailoring shop.

Duties

% of Time

- Finishes and supervises the alteration of new uniforms by sewing decorations, badges and rank insignia on uniforms according to entitlement, and by ensuring that alterations on new uniforms have been completed in accordance with alteration tickets. 65
- Fits uniforms to required measure by marking stock uniforms for alteration and preparing the required alteration tickets, and by measuring personnel when necessary and completing the forms required for the procurement of made-to-measure uniforms or overcoats. 15
- Co-ordinates the activities of the tailoring shop
 - by allocating work to one employee, and when and where the workload is beyond the capability of the shop, sending uniforms to a contractor for alteration,
 - by checking items returned from contractors to ensure that all work detailed on the alteration ticket has been properly completed, 20
 - by checking with the non-commissioned officer in charge of clothing regarding schedules and requirements for clothing parades,
 - by checking shop equipment for serviceability, and
 - by requisitioning supplies and equipment required in the operation of the shop.

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires making arithmetic calculations in taking and applying measurements in the fitting of uniforms. 3 39
- Comprehension and Judgement - The work requires that established techniques be understood and discretion be used in adjusting uniforms to individual fit. 3 65

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires training or considerable experience in tailoring practices to perform and lead the activities of a small tailoring shop.	5	150
<u>Effort</u>		
Mental - The work requires attention during regular work and concentration when interpreting measurements and applying them to the cutting of cloth.	2	46
Physical - The work involves intermittent sitting, standing and walking and the handling of light-weight materials.	1	20
<u>Responsibility</u>		
Resources or Services - The work requires accountability for the proper fitting of uniforms and for the provision of a reasonably prompt service. Loss from errors would involve only the cost of the garment and some inconvenience.	2	58
Safety of Others - The work involves little possibility of injury to others.	1	15
<u>Working Conditions</u>		
Environment - Duties are performed in the pleasant surroundings of a tailoring shop where disagreeable conditions are limited.	1	12
Hazards - There is little possibility of accidents.	A1	4
<u>Supervision</u>		
The work requires the supervision of one seamstress assigning tasks, providing detailed instruction when required, checking work for conformance to standard and compliance with instructions, and assessing employee performance.	B2	

BENCH-MARK POSITION DESCRIPTIONS

SUB-GROUP: PROTECTIVE AND CUSTODIAL SERVICES

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
17	Chief Park Warden	68
18	Deportation Officer	71
19	Lookout Towerman	74
20	Senior Guard	76
21	Watchman	78

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 17

Level: 11

Descriptive Title: CHIEF PARK WARDEN

Sub-group: PROTECTIVE AND
CUSTODIAL SERVICE

Basic Point Rating: 712

Supervisory Rating: C₅

Summary

Under the direction of Park Superintendent, directs and supervises the warden service at Riding Mountain National Park, Man., prepares correspondence and reports on conservation, protection and other problems; meets and advises public groups concerning visitor safety; participates in the hiring, supervision and lay-off of seasonal maintenance and protective staff; recommends improvements to or replacement of park facilities; and performs related duties.

Duties

% of Time

- Directs and supervises 18 wardens in 13 warden districts, and a herdsman at a buffalo enclosure
 - by allocating staff and assigning duties,
 - by making tours of inspection to observe and appraise work performance, and to ensure the adequacy of patrols,
 - by distributing and interpreting departmental instructions,
 - by initiating action to apprehend violators or prevent offences,
 - by inspecting timber, grazing and haying operations,
 - by initiating game counts, fisheries and wild-life studies, and reduction programs,
 - by obtaining the necessary evidence to charge offenders, and
 - by taking charge of firefighting, lifesaving, rescue or other emergency operations.60

- Prepares reports and correspondence for the Superintendent on conservation, protection and other matters
 - by investigating problems concerning the adequacy of the warden service, and
 - by receiving and reviewing wardens' diaries and game observation cards, and consolidating these and other data into formal reports.16

- Meets and advises large numbers of visitors and public groups concerning visitor safety in the Park
 - by stressing the importance of safety precautions and regulations, and
 - by explaining the purpose and concepts of the National Parks, in order to foster conservation practices and maintain good public relations.7

- Supervises, through subordinates, approximately 17 seasonal attendants and labourers employed as maintenance and project crews, towermen, lifeguards, fire hall attendants and ski-patrolmen
 - by advising the Superintendent on present requirements and lay-offs,6

% of Time

- by providing for the interview and assessment of prospective workers,
 - by outlining the work objectives and giving instructions,
 - by inspecting work, and
 - by delegating responsibility of supervision to subordinates.
- Recommends improvements to or replacement of Park facilities
- by developing improvement proposals for presentation at conferences, and
 - by serving as a member of an investigating committee set up to study proposals.
- Performs related duties such as preparing estimates of equipment needs of the warden service, accounting for revenues, exchanging information with other agencies, organizing local training programs for wardens, and assisting in the implementation of a regional training program.

Specifications Degree Points

Skill and Knowledge

Basic Knowledge - The work requires estimating the equipment, staff and supply needs of the warden service in the Park, writing reports to support improvements in facilities, and communicating with public individuals and groups to maintain good public relations while enforcing restrictive park regulations. 5 63

Comprehension and Judgement - The work requires a thorough understanding of park regulations and warden instructions, and a thorough understanding of the broad principles of management of a variety of renewable resources. Judgement is required when interpreting regulations, recognizing and reacting to unusual conditions, taking charge of emergency operations, and assessing employee performance. 5 105

Specific Vocational Training - The work requires training in the protection and conservation of renewable resources, in the operation and maintenance of rescue and other equipment, and in the prevention and suppression of forest fires, and requires substantial experience in enforcing regulations, developing park facilities, supervising and training a widely dispersed staff, and addressing public groups. 6 200

Effort

Mental - The work requires planning and inspecting protection activities and analyzing work reports, and requires close attention to various concurrent works being performed in dispersed areas. 3 73

	<u>Degree</u>	<u>Points</u>
Physical - The work requires traveling throughout the Park by truck, jeep, power boat or snowmobile, and directing forest-fire control measures, which oblige the worker to be continually on the move while in the field.	2	46
 <u>Responsibility</u>		
Resources or Services - The work requires responsibility for directing operations during firefighting, lifesaving, and other emergency conditions, where poor planning of tactics, lack of proper precautions, or lack of adequate training of subordinates could result in serious fire or other losses and in embarrassment to the department. Oversees and inspects timber, grazing and haying operations. There is also a responsibility to provide information and advice to park visitors so that they may participate in park activities while keeping within the regulations dictated by sound resources management practice.	3	91
Safety of Others - The work requires great competence in controlling the use of the renewable resources by inexperienced visitors, to reduce the possibility of injury to people and to effect rescue work when injuries occur, and in directing forest firefighting operations where loss of life may result from incorrect action.	3	75
 <u>Working Conditions</u>		
Environment - Tours of inspection are performed in all types of weather, ranging from sub-zero winter conditions, to forest-fire heat conditions. During emergency operations long and irregular hours are required, and the worker is continually on call.	2	36
Hazards - The work requires occasional exposure to serious injuries from animal attacks, forest fires or falls from towers.	B ₁	23
 <u>Supervision</u>		
The work requires allocating a staff of 36 to 13 warden districts and various other areas, co-ordinating their work, implementing a local in-service training program, appraising employee performance, giving direction in the choice of work methods, and proposing disciplinary action.	C5	

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 18

Level= 5

Descriptive Title: DEPORTATION OFFICER

Sub-group: PROTECTIVE AND
CUSTODIAL SERVICES

Basic Point Rating: 403

Supervisory Rating: n/a

Summary

Under the general supervision of the Assistant Regional Supervisor of Admissions, Pacific Region, escorts detained persons to regional headquarters; arranges necessary documentation for persons who have been ordered deported from Canada; escorts deportees to points of exit at international boundaries; assists the Deserter Control Program officer; assists with shipping section duties; and performs related duties.

Duties % of Time

- Escorts detained persons and deportees from outpost areas in British Columbia and the Yukon Territory to the Regional headquarters in Vancouver for inquiry proceedings or deportation, and accompanies detainees to hospitals or local clinics for treatment or examination. 20

- Arranges the necessary documentation for persons who have been ordered deported from Canada
 - by escorting deportees to photographic studios to have passport photographs taken,
 - by obtaining photographs required for travel documents,
 - by obtaining or revalidating travel documents and transportation tickets for deportees, 20
 - by preparing delivery receipts and other related documents prior to the departure of the deportees, and
 - by collecting and safeguarding money, baggage and personal effects of deportees or persons held in detention.

- Escorts deportees, including inmates of jails, penitentiaries, hospitals and mental institutions, to points of exit at the international boundaries by accompanying deportees by train as far as Winnipeg, and by accompanying inmates of mental institutions to hospitals south of the international boundary. 20

- Assists the Deserter Control Program officer by locating and apprehending ships' deserters, and by escorting seamen to their ships at the last port of call in British Columbia or, where applicable in the United States (Washington, Oregon and California. 20

- Assists with shipping section duties
 - by boarding, inspecting and clearing ocean-going vessels, 15
 - by issuing documentation (Immigration form 242) to crew members where applicable, and
 - by controlling debarkation from ships to facilitate passenger examination.

	<u>% of Time</u>	
- Performs related duties, such as preparing reports of incidents encountered during the performance of escort duties.	5	
<u>Specifications</u>		<u>Degree</u> <u>Points</u>
<u>Skill and Knowledge</u>		
Basic Knowledge - The work requires the use of arithmetic processes in arranging travel accommodation. It also requires completing forms and recording information associated with deportation procedures and passenger examination.	2	27
Comprehension and Judgement - The work requires an understanding of deportation and custodial procedures and regulations. Self-reliance is required to carry out projects where instructions and background information on individual cases have been provided.	3	65
Specific Vocational Training - The work requires a knowledge of relevant legislation, departmental policies, and apprehension and custodial techniques.	3	75
<u>Effort</u>		
Mental - Close attention and alertness to various conditions are required while escorting detainees and deportees to and from the regional headquarters.	3	73
Physical - The work requires limited physical effort and intermittent walking and standing during travel and escort duties, and, occasionally, greater physical effort in apprehending and subduing hostile persons.	1	20
<u>Responsibility</u>		
Resources or Services - The work involves the custody of all documents, personal belongings, money, transportation tickets and travel warrants belonging to deportees and detained persons and responsibility for carrying out duties in the absence of supervision.	2	58
Safety of Others - The work requires assuring the safety of persons held in custody. Some care must be exercised with regard to safety precautions connected with escort duties.	2	45

	<u>Degree</u>	<u>Points</u>
<u>Working Conditions</u>		
Environment - The work requires frequent and extensive absences from home when carrying out assigned duties involving travel.	2	36
Hazards - The work requires little exposure to health and accident hazards.	A1 1	

BENCH-MARK POSITION DESCRIPTION,

Bench-mark Position Numbers 19

Levels 2

Sub-groups PROTECTIVE AND
CUSTODIAL SERVICES

Descriptive Title: LOOKOUT TOWERMAN

Basic Point Rating: 266

Supervisory Rating: n/a

Summary

Under the supervision of the District Warden, Prince Albert National Park, Sask., carries out fire-watching duties for a specific geographical area; compiles weather data; performs maintenance duties on tower structure and equipment, grounds and living quarters, and trails and telephone lines.

Duties

% of Time

- Carries out fire-watching duties for a specific geographic area
 - by observing from an 80-foot tower for any evidence of smoke from forest fires,
 - by using the Osborne Fire Finder to establish the relative position of a fire and relating the reading to a map of the area for location of the fire, and
 - by reporting information by radio to the District Warden during the initial stages of a forest fire.

90

- Compiles weather data by observing weather conditions four times daily and recording observations to produce a daily weather report.

2

- Performs maintenance duties on the tower structure and equipment, grounds and living quarters, and trails and telephone lines
 - by sweeping the tower cupola and cleaning tower windows daily,
 - by checking guy wires daily for proper tension,
 - by checking radio and telephone contact daily,
 - by cutting and collecting brush and grass in the tower area,
 - by removing trees and brush from trails, and
 - by setting telephone poles, rehanging telephone line insulators, and checking ground rods and lightning arresters.

8

Specifications

Degree

Points

Skill and Knowledge

- Basic Knowledge - The work requires reading and copying figures associated with weather observations and the locating of forest fires.

1 15

- Comprehension and Judgement - The work requires that specific instructions and established methods be followed to carry out routine tasks.

1 25

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires familiarity with operating instructions and routines. It also requires that the related equipment and operating procedures be demonstrated.	1	25
<u>Effort</u>		
Mental - The work requires close attention continuously while carrying out a fire-watching service in a specified geographical area.	3	73
Physical - The work requires intermittent sitting, standing and climbing in the performance of fire-watching duties. The handling of light-weight materials is also involved.	1	20
<u>Responsibility</u>		
Resources or Services - The work requires responsibility for a specific service. An error in spotting or locating a fire could result in loss of natural resources through delayed or improperly directed firefighting operations.	2	58
Safety of Others - There is little possibility of injury to others, as the work involves long periods of isolated activity.	1	15
<u>Working Conditions</u>		
Environment - The main duties associated with fire observation activity are performed inside the tower structure, where relatively few disagreeable conditions exist.	1	12
Hazards - Normal safety precautions and emergency operating instructions are provided, but there is a possibility of "lost-time" accidents resulting from falls while climbing or descending the ladder to the observation cupola.	B ¹	23

BENCH-MAARK POSITION DESCRIPTION,

Bench-mark Position Number: 20

Level: 8

Descriptive Title: SENIOR GUARD

Sub-group: PROTECTIVE AND
CUSTODIAL SERVICES

Basic Point Rating: 549

Supervisory Rating: C4

Summary

Under the direction of the Regional Admissions Supervisor, Halifax, N.S., supervises the activities of the guard unit and the building services section of the immigration quarters.

<u>Duties</u>	<u>% of Time</u>
<ul style="list-style-type: none"> - Supervises 19 employees in the guard unit and the building services section of immigration quarters <ul style="list-style-type: none"> - by directing passenger examination, ship clearance and security operations to achieve maximum efficiency, - by providing for the safe custody and welfare of detained and accommodated persons, - by planning and implementing shift schedules for employees to provide continuous accommodation and security services on a 24-hour basis and to provide the services necessary for aircraft and passenger ship arrivals, escort duties, crew musters and verification of departures, - by keeping records and statistics of detained and accommodated persons and arranging for admission and release as directed, - by training and instructing staff to ensure maximum efficiency of the detention program, - by directing the cleaning of the immigration building - by recommending necessary maintenance and repairs to the building, and - by requisitioning maintenance materials and supplies. 	<p>100</p>

<u>Specifications</u>	<u>Decree</u>	<u>Points</u>
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Skill and Knowledge

<p>Basic Knowledge - The work requires maintenance of significant but simple records, the preparation of simple reports and the reading of policy directives.</p>	3	39
<p>Comprehension and Judgement - The work requires a thorough understanding of department policies and regulations, an understanding of custody and detention methods, and an understanding of the techniques of achieving desired results through subordinates.</p>	4	85

	<u>Degree</u>	<u>Points</u>
Specific Vocational Training - The work requires considerable experience in immigration procedures and in the detention and accommodation of immigrants and deportees, and experience in staff supervision.	5	150
<u>Effort</u>		
Mental - The work requires alertness in dealing with persons detained and held in custody, and concentration on several details in co-ordinating passenger examinations, security measures and maintenance of the accommodation area.	3	73
Physical - The duties involve light work requiring intermittent sitting, standing and walking.	1	20
<u>Responsibility</u>		
Resources or Services - The work requires responsibility for security of persons being detained or accommodated and for the maintenance of the accommodation area. Errors could result in embarrassment to the department.	3	91
Safety of Others - The work requires constant care to ensure that proper working procedures are followed and that safety precautions and regulations are strictly enforced to provide for the well-being of persons being detained or accommodated.	3	75
<u>Working Conditions</u>		
Environment - The work is performed in clean surroundings where relatively few disagreeable conditions exist.	1	12
Hazards - The work involves little exposure to injury.	A ₁	4
<u>Supervision</u>		
The work requires the supervision of approximately 19 full-time employees, assigning duties, arranging work schedules, instructing new employees, co-ordinating the work of the group to provide the necessary services around the clock, implementing a training program for guards and assessing their performance, resolving minor grievances and reporting serious grievances and disciplinary proposals to the Regional Admissions Supervisor.	C ₄	

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 21

Levels 2

Descriptive Title: WATCHMAN

Sub-groups PROTECTIVE AND
CUSTODIAL SERVICES

Basic Point Rating: 264

Supervisory Rating: n/a

Summary

Under the supervision of the harbour security officer at the Lady Hammond Road storage yard, Halifax, N.S., carries out watchkeeping patrols of a storage area to guard against illegal entry, theft of materials, and fires or fire hazards; and performs guard and gatekeeping duties.

Duties

% of Time

- Carries out watchkeeping patrols of a storage yard, alternately with a member of the Corps of Commissionaires, to guard against illegal entry, theft of materials and fires or fire hazards
 - by making an hourly foot patrol of the store a yard area (approximately one-half mile per patrol) to detect evidence of any illegal entry into the storage area and to ensure that the materials in the storage area have not been tampered with or removed, and 40
 - by watching, during the regular foot patrols of the area, for any evidence of fire or a potential fire hazard.

- Performs guard and gatekeeping duties by permitting authorized persons to enter the premises, and by remaining in the guard house and attending the telephone during intervals between foot patrols. 60

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires reading and following written instructions. Simple counting and checking of stored items is also required. 1 15

- Comprehension and Judgement - The work requires that written instructions be carried out. There is also a requirement to apply discretion in determining the action to be taken when abnormal conditions, such as fires or apparent theft of materials, occur. 2 45

- Specific Vocational Training - The work requires that watchkeeping duties be detailed and that procedures and routines be demonstrated. 1 25

	<u>Degree</u>	<u>Points</u>
<u>Effort</u>		
Mental - The work requires attention and alertness while performing watchkeeping duties and patrolling the storage area. Duties are routine and their performance causes little fatigue.	1	20
Physical - The work requires considerable walking while carrying out hourly watchkeeping patrols.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires that a storage area housing material and equipment of considerable value be guarded against theft, vandalism and fire.	2	58
Safety of Others - There is little possibility of injury to others, as watchkeeping duties are carried out in relative isolation.	1	15
<u>Working Conditions</u>		
Environment - The work requires significant exposure to relatively unpleasant weather conditions while carrying out watchkeeping patrols.	2	36
Hazards - Normal precautions limit the exposure to injury; however, when working in exposed areas minor cuts or bruises are possible.	A1	4

BENCH-MARK POSITION DESCRIPTIONSSUB-GROUP: STORES SERVICES

<u>BENCH-MARK POSITION NO.</u>	<u>DESCRIPTIVE TITLE</u>	<u>PAGE</u>
22	Spare Parts Storeman	81
23	Warehouse Foreman	83
24	Warehouse Labourer	86

BENCH-MARK POSITION DESCRIPTION,

Bench-mark Position Numbers 22

Levels 4

Sub-groups STORES SERVICES

Descriptive Title: SPARE PARTS STOREMAN

Basic Point Ratings 338

Supervisory Rating: n/a

Summary

Under the supervision of a warehouse foreman in the spare parts section of the Canadian Forces Regional Ordnance Depot, Edmonton, Alberta, issues, receives and maintains in storage a range of spare parts, and posts warehouse records.

Duties

% of Time

- Issues spare parts from stock held in the warehouse on requisition
 - by examining stores requisitions to determine the specific parts required,
 - by identifying items in the warehouse, using an established locating system and catalogue descriptions, and
 - by issuing stock to clients.

50

- Receives new parts
 - by identifying material received and placing it in storage bins allocated for separate items, and
 - by completing receiver's memoranda used to report the acceptance of new material in the warehouse.

20

- Maintains stock in storage
 - by checking numbers of items in storage with bin card records and reporting discrepancies, and
 - by disposing of stock as directed.

15

- Posts warehouse records
 - by completing records of issue,
 - by adjusting inventory records as stock is received and issued,
 - by maintaining records of condemned items, and
 - by maintaining back-order records.

15

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires reading parts descriptions and catalogue identifications, recording stock movement, using simple arithmetic in the maintenance of stock records, and performing simple clerical duties.

2 27

- Comprehension and Judgement - The work requires an understanding of storing and warehousing methods. Some Judgement is required in issuing substitute items.

2 45

	Degree,	Points
Specific Vocational Training - The work requires experience in stores handling with sufficient experience in spare parts stores to recognize differences and similarities in parts and to use technical catalogues.	4	100
<u>Effort</u>		
Mental - The work requires moderate attention to the receipt and issue of stock and periods of concentration when comparing specifications to determine if substitutes are acceptable.	2	46
Physical - The work requires constant standing, walking, continuous handling of light-weight materials, and occasional handling of heavy mechanical parts or packaged items.	2	46
<u>Responsibility</u>		
Resources or Services - The work requires accountability for the maintenance of proper stores procedures, but these are explicitly described and regular checks are made.	1	25
Safety of Others - There is limited responsibility for the safety of others, work being performed in a controlled area that is planned to allow convenient and safe handling of fast-moving small stores items.	1	15
<u>Working Conditions</u>		
Environment - The work is performed in a shop-office environment under agreeable conditions.	1	12
Hazards - Serious accidents are improbable, while minor injuries, such as cuts and bruises, result from handling metal parts and from packaging stores items.	A ₂	22

BENCH-MARK POSITION DESCRIPTION,

Bench-mark Position Number: 23

Level: 7

Sub-group: STORES SERVICES

Descriptive Title: WAREHOUSE FOREMAN

Basic Point Rating: 496

Supervisory Rating: C₃

Summary,

Under the general supervision of a senior warehouse foreman in a central ordnance depot, supervises materials-handling activity directed to receiving, maintaining in warehouse, and issuing a group of stores items; participates in work planning; and performs related duties.

Duties

%of Time

- Supervises eight employees engaged in the materials-handling activity of a section of binned stores in a central ordnance depot
 - by issuing daily work orders for the performance of tasks, which specify procedures to be followed in receiving and distributing bulk stock to bins,
 - by issuing stock requisitions and material lists used to select and assemble stock items at the outgoing clearing areas,
 - by issuing and explaining reference material used for stores identification and stores maintenance purposes,
 - by requisitioning materials-handling equipment and assigning operators to work with section personnel,
 - by inspecting work in progress to ensure its safe and proper conduct, and
 - by relating work performed to established performance standards in order to judge the warehouse efficiency.70

- Participates in work planning and controlling
 - by regularly completing reports on work progress, labour and equipment time expended, in order to provide information used in planning and controlling depot operations,
 - by consulting with foremen of other sections of the depot to facilitate the progression of stores to and from the section supervised, and to obtain the advice of specialists when required,
 - by checking warehouse records for accuracy, investigating discrepancy reports and writing related reports, to facilitate stock audit and control procedures,
 - by preparing estimates of labour and machine time required to meet potential workloads, and
 - by examining stock items to ensure that established procedures provide appropriate control, and recommending changes where required.25

- Performs related duties, such as completing personnel assessment reports and training new employees assigned to the section. 5

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Skill and Knowledge</u>		
Basic Knowledge - The work requires maintaining a system of records showing stores transactions and stock levels, and preparing reports that deal with matters designed to improve the planning and control of work.	4	51
Comprehension and Judgement - The work is performed according to well-established procedures and methods, set out in work orders, reference manuals, standing orders and oral instructions. There is some latitude for independent judgement when detailing men and equipment on a daily basis and arranging activities that relate to other sections.	3	65
Specific Vocational Training - The work requires on-the-job training and experience in all phases of materials handling, in the use of equipment, in the co-ordination of various activities, in planning for the economic use of men and equipment, in the supervision of staff, and in the training of new employees in warehousing techniques and in standard safety practices.	5	150
<u>Effort</u>		
Mental - The work requires continuous attention to a number of materials-handling and clerical processes, with frequent periods of concentration to integrate the work of the unit and to meet time schedules.	3	73
Physical - The work requires intermittent standing, sitting and walking.	1	20
<u>Responsibility</u>		
Resources or Services - The work requires accountability for the custody of stores and for the maintenance of a supply service. Errors by the work group could cause damage to materials and delays in the service.	2	58
Safety of Others - The work requires instructing staff in the safe practices and good housekeeping of materials-handling, taking immediate action to provide first-aid treatment to injured workers, and completing accident reports at the work site.	2	45

Degree Points

Working Conditions

Environment - The work is performed indoors, with few disagreeable conditions.	1	12
Hazards - The work requires movement about the warehouse during materials-handling activities, examining stored items, and resulting in frequent exposure to minor injuries such as cuts or bruises.	A2	22

Supervision

The work requires the supervision of eight full-time employees. Supervisory duties include assigning checking work, instructing staff in work methods and procedures, co-ordinating the work of the group in order to meet work schedules, implementing a training program for new employees, proposing disciplinary action, and regularly assessing employee performance.	C3
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BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 24

Level: 2

Sub-group: STORES SERVICES

Descriptive Title: WAREHOUSE LABOURER

Basic Point Rating: 257

Supervisory Rating: n/a

Summary

Under the immediate supervision of a barrack warden at a Canadian Forces base, receives, issues and stores bedding, laundry, furniture, room keys and similar materials used in the quartering of military personnel; posts records and performs similar related tasks.

Duties

% of Time

- Assists a barrack warden to receive, store, and issue bedding, laundry and other barrack stores according to oral instructions and established storekeeping practices
 - by examining requisitions for stores to determine requirements and the authorization for their issue,
 - by identifying material in storage, selecting correct material for issue, and passing material into and out of storage, and
 - by counting stores items being accepted into storage or issued from stores, and posting adjustments in stock records.

- Performs related duties, such as cleaning in storage areas, replacing linen and stores in barrack rooms, filling in laundry records, and performing similar light labouring tasks.

60

40

Specifications

Degree Points

Skill and Knowledge

- Basic Knowledge - The work requires counting items of stock, adding and subtracting whole numbers when preparing materials for issue and when distributing stock to bins in the storage area. It also requires reading material lists, standing orders and stock requisitioning forms. 1 15

- Comprehension and Judgement - The work requires the performance of routine tasks subject to regular inspection. There is little scope for independent judgement. 1 25

- Specific Vocational Training - The work requires some knowledge of barrack stores and of barrack stores systems and procedures. 2 50

	<u>Degree</u>	<u>Points</u>
<u>Effort</u>		
Mental - The work requires normal care and attention in following oral instructions and well established work practices.	1	20
Physical - The work requires considerable physical effort in moving and handling stores items in a small warehousing area and barrack rooms.	3	73
<u>Responsibility</u>		
Resources or Services - The work requires some accountability for issue of stores requested and for tidiness within the area.	1	25
Safety of Others - There is limited possibility of injury to others, as most of the tasks are performed alone in a controlled area. When stacking, receiving and issuing stores in bulk quantities, there is some possibility of causing minor injuries to others.	1	15
<u>Working Conditions</u>		
Environment - The work is performed in a clean and orderly warehouse where good working conditions exist.	1	12
Hazards - Serious accidents are improbable. Minor accidents resulting in cuts or bruises are common.	A2	22