



CLASSIFICATION STANDARD

secretarial, stenographic typing group

administrative support category

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This Standard supersedes:

- (a) Classification Standard Secretarial, Stenographic, Typing Group, Administrative Support Category, dated January, 1974.

- (b) Selection Standards, Secretarial, Stenographic, Typing Group, Administrative Support Category, Public Service Commission of Canada, dated January, 1974.

PREFACE

This standard describes the plans to be used in classifying and evaluating positions in the Secretarial, Stenographic, Typing Group, and in selecting personnel for appointment to them.

The classification and evaluation plans provide a level determinant method for establishing the relative value of positions in the Typist, Stenographer, Office-Composing-Equipment Operator, and Court Reporter Sub-Groups, and a point rating method for determining the relative value of positions in the Secretary Sub-Group. The Selection Plan describes the method to be used for determining the qualifications required of candidates and assessing the extent to which they possess them. Bench-mark position descriptions are provided which serve both as a reference for position evaluation and for selection.

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

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

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

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CATEGORY DEFINITION

Occupational categories were repealed by the Public Service Reform Act (PSRA), effective April 1, 1993.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

GROUP DEFINITION

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

Secretarial, Stenographic, Typing

Secretarial, Stenographic
and Typing

Secrétariat, sténographie
et dactylographie

PART I

PARTIE I

POSITION CLASSIFICATION

SYSTEMES DE CLASSIFICATION

AND

ET

EVALUATION PLANS

D'ÉVALUATION DES POSTES

January 1976

Janvier 1976

Secretarial, Stenographic, Typing

PART I

POSITION CLASSIFICATION AND EVALUATION PLANS

INTRODUCTION

The Secretarial, Stenographic, Typing Group is composed of the following five sub-groups: Typist, Stenographer, Office-Composing-Equipment Operator, Court Reporter, and Secretary.

All methods of job evaluation require the exercise of judgment and the orderly collection and analysis of information in order that consistent judgments can be made. Rational discussion and resolution of differences in the judgments require that the rater have a thorough knowledge of the jobs being evaluated. This classification standard provides the criteria by which judgments are to be made in allocating positions to the Secretarial, Stenographic, Typing Group and sub-groups and in determining the relative worth of positions.

This standard utilizes two methods of job evaluation,

(1) a level description method to be used when considering positions allocated to the Typist, Stenographer, Office-Composing-Equipment Operator, and Court Reporter Sub-groups, and

(2) a point rating method to be used when considering positions allocated to the Secretary Sub-group.

Sub-groups

This occupational group includes positions for which the duties and responsibilities are heterogeneous in relation to many other positions in the group. Those positions which are similar in nature have been grouped into homogeneous subgroups in order to facilitate accurate measurement of relative differences between these occupations.

Use of the Level Determinant Classification and Evaluation Plans There are four

steps in the application of these plans.

1. Allocation of the position to the Category, Group and sub-group is confirmed by reference to the definitions and descriptions of inclusions and exclusions.

2. The position description is studied to ensure understanding of the duties and responsibilities of the position. The relation of the position being evaluated to other positions in the organization is also studied.

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3. Positions allocated to the Typist, Stenographer, Office-Composing Equipment Operator or Court Reporter Sub-groups will be evaluated against the level determinants for that Sub-group. The level assigned to a position should be the one with determinants which best correspond on the whole with the duties and responsibilities of the position.

4. The descriptions of bench-mark positions illustrating the level selected are compared with the description of the position being evaluated as a check on the validity of the level selected.

Use of the Point Rating Classification and Evaluation Plan

There are six steps in the application of this plan.

1. Allocation of the position to the category, group and sub-group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions.

2. The position description is studied to ensure understanding of the position as a whole and of each factor.

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

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

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

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

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Bench-mark Positions

The bench-mark position descriptions included in this classification standard for each sub-group are an integral part of the evaluation plan and are to be used to confirm evaluations of positions and to ensure consistency in applying the classification standard.

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RATING SCALES

SECRETARY SUB-GROUP

<u>FACTORS</u>		<u>WEIGHTS</u>
Knowledge		
	Education	150
	Experience	260
		410
Complexity		250
Consequence of Error		100
Contacts		200
Supervision		<u>40</u>
		1,000 points

POINT BOUNDARIES

<u>LEVELS</u>	<u>POINTS</u>
ST-SCY 1	265-400
ST-SCY 2	401-550
ST-SCY 3	551-700
ST-SCY 4	701-1000

SUB-GROUP DEFINITIONS AND EVALUATION PLANS

Typist Sub-Group

Notes to Raters

1. The duties of a typist may be performed in a pool or on an assigned basis to provide continuing assistance to one or more officers. However, in considering the allocation of a position to this subgroup, raters should determine whether the primary purpose of the position is to provide typing or secretarial services.
2. The level assigned to a position should be the one with determinants which best correspond on the whole with the duties and responsibilities of the position.

SUB-GROUP DEFINITIONS AND LEVEL DETERMINANTS

Sub-group Definition: TYPIST (TYP)

The primary duties of positions in this sub-group are to type material from manuscript, typed or printed copy, or voice recordings, on paper, card stock and duplicating media. A number of clerical functions such as filing, receiving visitors, answering telephone enquiries and record keeping may be performed as additional duties.

Level Determinants - 1

- Work requires the operation of a typewriter and familiarity with the office routines and procedures of the work group.
- Duties consist mainly of direct copy typing or typing from a voice recording.
- Subject matter of work normally contains common terminology of government business and repetitive terms relative to a specialized function. - Work is set up according to established format and standard procedures. - Work is performed under supervision.
- Errors cause delays in completing assignments and loss of time required for correction.

Level Determinants - 2

- Work requires the operation of a typewriter and a good knowledge of accepted office routines and procedures, and a general understanding of the functions of the organization.
- Duties consist of typing from handwritten or printed copy or typing from a voice recording.
- Work requires familiarity with subject matter content. Subject matter is normally characterized by difficult, specialized terminology, as in legal, medical, scientific or technical reports and correspondence.
 - Work normally requires locating, extracting and assembling information from a number of sources.
- Presentation of work, such as complex tables and graphic material, is varied and requires judgment in selecting methods of arrangement and spacing of material.
- Work is normally performed under general supervision.
 - Errors cause delays in completing assignments and may result in inconvenience or embarrassment to others.
 - Supervision is limited to such matters as explaining work assignments, methods and procedures, and checking completed work of other employees.

Stenographer Sub-Group

Notes to Raters

1. The duties of a Stenographer may be performed in a pool or on an assigned basis to provide continuing assistance to one or more officers. However, in considering the allocation of a position to this subgroup, raters should determine whether the primary purpose of the position is to provide stenographic or secretarial services.

2. The level assigned to a position should be one with determinants which best correspond on the whole with the duties and responsibilities of the position.

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Sub-group Definition: STENOGRAPHER (STN)

The primary duties of positions in this sub-group are to take dictation and transcribe correspondence, reports and other matter from shorthand notes and voice recordings. A number of clerical functions, such as filing, receiving visitors, answering telephone enquiries and record keeping may be performed as additional duties.

Level Determinants - 1

- Work requires taking dictation and transcribing from shorthand notes and familiarity with the office routines and procedures of the work group.
- Subject matter of work normally contains common terminology of government business and repetitive terms relative to a specialized function.
- Work is set up according to established format and standard procedures.
- Work is performed under supervision.
- Errors cause delays in completing assignments and loss of time required for correction.

Level Determinants - 2

- Work requires taking dictation and transcribing from shorthand notes and a good knowledge of accepted office routines and procedures, and a general understanding of the functions of the organization.
- Work requires familiarity with subject matter content. Subject matter is normally characterized by difficult, specialized terminology, as in legal, medical, scientific or technical reports and correspondence.
- Work normally requires locating and extracting information to be incorporated in the body of reports and correspondence.
- Presentation of reports and correspondence is varied and requires judgment in selecting methods of arrangement and spacing of material.
- Work is normally performed under general supervision.
- Errors cause delays in completing assignments and may result in inconvenience or embarrassment to others.
- Supervision is limited to such matters as explaining work assignments, methods and procedures, and checking completed work of other employees.

Sub-group Definition: OFFICE-COMPOSING-EQUIPMENT OPERATOR (OCE)

The primary duties of positions in this sub-group are to operate one or more types of proportional spacing or changeable font or other modified or automatic typing machines equipped to utilize the capabilities of a magnetic or paper tape medium, magnetic-cards, or computer for storage, retrieval and revision of information. A number of clerical functions, such as checking and stripping copy, filing and maintaining records may be performed as additional duties.

Level Determinants - 1

- The operation of proportional-spacing or changeable font, or other modified or automatic typing machines.
- A knowledge of office methods and procedures is required.
- Work requires preparation of plain text and tabular material, with requirement for variation of spacing and arrangement.
- Work is performed according to detailed instructions and established priorities and deadlines.
- Work is performed under supervision.
- Duties may include showing other employees how to perform specific tasks.

Level Determinants - 2

- The operation of proportional spacing or changeable font, or other modified or automatic typing machines, requiring adjustments to equipment.
- A knowledge of office practices and procedures and familiarity with subject matter content and printing terminology is required. Familiarity with encoded machine instructions may also be required.
- Preparation of the work, such as complex tables, graphic material and manuals requires judgment in the arrangement and spacing of material.
- Work is performed according to instructions and established priorities and deadlines.
- Work is performed under supervision.
- Errors cause delays in completing assignments and may result in inconvenience or embarrassment to others.
- Duties include showing other employees how to perform specific tasks.

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Level Determinants-3

- The operation of proportional spacing or changeable font or other modified or automatic typing machines, requiring a considerable or frequent adjustment to equipment to perform a variety of functions.
- A good knowledge of office practices and procedures, a knowledge of subject matter content and printing terminology is required. A knowledge of the coding of machine instructions may also be required.
- The work requires considerable judgment in planning spacing and arrangements for various type sizes and styles, page sizes, insertions, diagrams and illustrations.
- Work is performed according to general instructions to meet format and layout requirements of the user and established priorities and deadlines.
- Work is performed under general supervision.
- Errors result in costly delays in completing assignments and may result in inefficient utilization of time, material and equipment.
- Supervision is limited to such matters as explaining work assignments, methods and procedures, and checking completed work of other employees.

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Sub-group Definition: COURT REPORTER (COR)

The primary duties of positions in this sub-group are to record verbatim in shorthand or by machine, proceedings of meetings, conferences, boards of inquiry, commissions or courts of law. The proceedings may take place under difficult conditions and require the recording of testimony given indistinctly and under stress. The reproduction and certification of an accurate and complete record of the proceedings, and the performance of other clerical and administrative support duties are also required.

Level Determinants - 1

- Records verbatim in shorthand or by machine, proceedings of special enquiries as directed by the presiding official. Transcribes or arranges for the transcription of records, and certifies the accuracy of transcripts.
- The work requires initiative and judgment in maintaining safe custody of documentary evidence and files, and in providing routine clerical assistance to the presiding official.
- Contacts are normally with individuals inside and outside the public service and require the exercise of verbal skills, tact and discretion.
- Errors result in costly delays in completing work and may cause embarrassment to others.
- Supervisory responsibility is usually not present at this level.

Level Determinants - 2

In addition to the determinants for level one, the following features are usually present at this level:

- The nature of the proceedings are generally of a greater complexity.
- The presiding official is usually at the level of a senior administrator, or trial judge or judge of the supreme court level.
- The work requires, a more thorough knowledge of the methods and procedures of legal and quasi-legal proceedings of conferences, boards of enquiry, commissions or courts of law.
- The work also requires the provision of general administrative support and may require the supervision of other employees.

SECRETARY SIIK-CROW'

Notes to Raters

1. The evaluation plan for this Sub-group was developed on the basis that the full range of secretarial responsibility will be vested in one person who is directly responsible to one or more individuals. However, in some cases the individual(s) has administrative, clerical or specialized assistants who, by the nature of their work, may affect the duties normally performed by the secretary. These cases must be considered in evaluating secretarial positions.

2. While it is possible, due to organizational or workload requirements, for one individual to require two or more secretaries, it is unlikely that the secretarial positions will provide the same degree of assistance.

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Sub-Group Definition: SECRETARY (SCY)

The primary duty of positions in this Sub-group is to provide secretarial assistance to one or more individuals by performing a variety of administrative support functions.

Inclusions

Included in this Sub-group are positions which have primary responsibility for a majority of the following:

- taking and transcribing dictation or typing from voice recordings and manuscripts;
- receiving and distributing incoming mail;
- composing replies and reviewing outgoing correspondence; - maintaining files, records and reference material;
- liaising on behalf of the individual(s) with others, both inside and outside the organization, to provide and obtain information;
- arranging appointments, meetings and conferences;
- making travel arrangements and completing associated accounting records;
- performing simple research or analyzing basic data not requiring expertise;
- providing receptionist services;
- supervising support staff.

Exclusions

Excluded from this Sub-group are positions in which

- the primary function is the operation of a typewriter or the taking and transcribing of dictation;
- the primary function is the operation of proportional spacing, changeable font or other modified or automatic typing machines;
- the primary function is the verbatim recording of proceedings of courts, conferences and meetings.

KNOWLEDGE FACTOR

This factor is used to measure the knowledge required to effectively perform the duties of the position. This knowledge is considered under two elements: "Education" and "Experience".

Education Element

The "Education Element" is a measure of the formalized knowledge necessary to fulfill the requirements of a position in a satisfactory manner.

Notes to Raters

1. In evaluating positions under the Education Element, all positions will be assigned the basic 40 points. Additional points will be added to the basic rating for additional knowledge required to effectively perform the day-to-day duties.
2. Degree B will be added to the basic points for those positions which indicate the requirement for a higher level of formal education to perform more demanding duties, such as those detailed in the degree definition.
3. No credit will be given if the use of specialized terminology is restricted to typing from copy, **or** if the use is characterized by a limited number of recurring terms.
4. Tentative points assigned according to degree definitions will be confirmed by comparison with the appropriate bench-mark position descriptions.

KNOWLEDGE FACTOR

EDUCATION ELEMENT

BASIC	POINTS
Required to perform basic duties, e.g. type from copy, proofread own material, compose routine correspondence, maintain simple files, records and statistics, operate standard office equipment, such as calculators, photocopiers, telex machines, facsimile transmitters.	A 40

PLUS

One or more of the following degrees if applicable in accordance with the degree definition

DEGREE	BENCH-MARK POSITION	POINTS
<i>Required</i> to perform more demanding duties, e.g. compose summary minutes of meetings, draft difficult correspondence, edit outgoing correspondence for composition and style, compile complicated reports or statistics, extract data from various sources.	B 111-19.2 111-22.2 III-27.3	50
Required to type from voice recordings.	C 111-17.2 111-21.2 111-25.2	10
Required to record dictation using a method of manual shorthand/speedwriting or machine shorthand.	D 111-16.2 111-25.2 111-27.3	25
Required to use and understand legal, medical, technical or scientific terminology.	E 111-17.2 111-22.2 111-26.3	15
Required to operate specialized equipment, such as automatic or computer-terminal typewriters.	F 111-15.2	10

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KNOWLEDGE FACTOR EXPERIENCE ELEMENT

This element is used to measure the length and nature of experience necessary to effectively perform the duties of the position.

Notes to Raters

1. Raters must consider the requirement for knowledge of the organization, policies, regulations, procedures, practices and lines of communication necessary for the effective performance of the duties.

2. In evaluating the Experience Element, the points to be assigned to a position should be determined by comparison with the bench-mark position descriptions.

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KNOWLEDGE FACTOR
EXPERIENCE ELEMENT

Degree of Experience	Bench-mark Position	Points
A	111-15.2 111-16.2 111-17.2	60
B	111-18.2 111-19.2 111-20.2	110
C	111-21.3 111-22.3 111-23.3	160
D	111-24.3 111-25.3 111-26.3	210
E	111-27.3	260

COMPLEXITY FACTOR

This factor is used to measure the difficulty of the duties in terms of the "Guidelines" provided and the "Nature of Duties" performed.

Notes to Raters

1. "Guidelines" refer to the framework of established methods, procedures, instructions, rules and regulations and the direction or supervision provided within which the duties are performed.
2. "Nature of Duties" refers to the relative complexity of the assigned responsibilities.
3. In determining the correct degree of both the "Guidelines" and the "Nature of Duties", raters are to assign the degree that best corresponds on the whole with the duties of the position.

Degree definitions

- | | |
|--------------------------|--|
| <u>Little Complexity</u> | - duties are routine, repetitive and straight forward. There is occasional need to search for data and information. The subject matter area is limited. |
| <u>Complex</u> | - duties are generally less routine; some are non-repetitive and somewhat involved. There is normally a need to search for precedent, data and information. The subject matter area is many faceted, but related. |
| <u>Highly Complex</u> | - duties are complicated, with many which are non-recurring. There is a regular need to search for precedent and to extract and summarize information. The subject matter area is diverse, involved and unrelated. |

COMPLEXITY FACTOR

GUIDELINES

Methods and procedures are prescribed in detail or are standardized. Guidance is readily available. Limited scope for initiative and judgment.

Methods and procedures are normally well defined. Unusual problems are referred for guidance. Moderate scope for initiative and judgment.

Methods and procedures are adapted, modified or devised to solve difficult problems. Policy matters are referred for guidance. Wide scope for initiative and judgment.

NATURE OF DUTIES	1	2	3
	90	120	
Little Complexity	111-15.2	111-18.3	
	111-16.2	111-19.3	
	111-17.2	111-20.3	
A	140	170	200
Complex	111-21.3		
	111-22.3	111-23.3	111-24.3
B		220	250
Highly Complex		111-25.3	111-26.3
			111-27.3
C			

CONSEQUENCE OF ERROR FACTOR

This factor is used to measure the responsibility of the position for the exercise of care in terms of the probable consequence of errors.

Notes to Raters

1. Raters are to consider the consequence of an error that may occur despite the exercise of care by a competent employee. The possible impact of neglect, incompetence or the indiscreet disclosure of classified information is not to be considered.
2. Considerations under this factor should include only those errors that are quite possible and should not include those that are only remotely possible.

CONSEQUENCE OF ERROR FACTOR

Consequence of Error and Degree	Bench-mark Position	Points	
<p>Errors would be minor in nature due to the type of work performed and may cause minimal loss of time for correction, or may cause slight annoyance or inconvenience.</p>	A	<p>111-15.2 111-16.2 111-19.3</p>	35
<p>Errors would have moderate consequences, e.g. may result in some loss of time on the part of several employees for correction, may cause inaccuracies in record or reports and have a limited effect on activities based on these reports, may result in minor loss of goodwill, may be embarrassing to the individual for whom secretarial services are being provided or to others inside or outside the Public Service.</p>	B	<p>111-20.3 111-22.3 111-24.3 111-25.3</p>	70
<p>Errors would have serious consequences, e.g. may cause inaccuracies in reports or records and result in faulty information upon which decisions are made, may cause substantial delay or considerable loss of work time or productivity, may have serious adverse effects on relationships with the public, may cause considerable loss of goodwill indicated by a series of complaints, may be embarrassing to the Department or to the government generally.</p>	C	<p>111-26.4 111-27.3</p>	100

RESPONSIBILITY FOR CONTACTS FACTOR

This factor is used to measure the difficulty and importance of contacts that occur as an integral part of the day-to-day work and the requirements imposed upon the incumbent to communicate in person, by telephone, or in writing. The two elements of the factor are: "Nature or Purpose of the Contact" and "Persons Contacted".

Notes to Raters

1. Points for contacts in written form will be assigned only to positions whose incumbents have responsibility for drafting and signing correspondence, or, as the supervisor's secretary, for signing correspondence prepared by the supervisor's subordinates.
2. Contacts characterized by their infrequency or rarity are not to be rated.
3. Contacts with work associates (other members of the supervisor's subordinate staff located in the immediate work area) will be rated at the minimum (40).
4. All other contacts will be evaluated, and the highest point value obtained will be assigned to the position.
5. Bench-mark position descriptions are used to exemplify the "nature or purpose" of the contact.

Definition of Terms

- Junior/Intermediate employees - up to and including *PM-5 or equivalent;
- Senior employees - *PM-6 or equivalent or higher;
- middle management positions and higher in outside organizations.

*T.B. letter dated July 5, 1972 re Levels of Employees Supervised

RESPONSIBILITY FOR CONTACTS FACTOR

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NATURE OR PURPOSE OF CONTACT

PERSONS CONTACTED	NATURE OR PURPOSE OF CONTACT		
	A	B	C
	To give or obtain information requiring ordinary courtesy (notify, relay, reply, tell, transmit)	To give or obtain information requiring limited explanation.	To give or obtain information requiring discussion, elaboration and understanding.
	40	90	140
Junior/Intermediate Employees in Own Department I		111-18.3	
	55	105	155
Junior/Intermediate Employees in Other Departments, Agencies or Outside Organizations 2			
	70	120	170
Senior Employees in Own Department 3	111-17.2 111-19.3		111-23.4 111-24.3 111-25.4
	85	135	185
Members of the General Public 4	111-15.2 111-16.3	111-22.3	
	100	150	200
Senior Employees in Other Departments, Agencies or Outside Organizations 5	111-21.3	111-20.3	111-26.4 111-27.4

SUPERVISION FACTOR

This factor is used to measure the nature and extent of responsibility for the control and co-ordination of work performed by others.

Notes to Raters

1. "Supervision" refers to the extent to which the position has responsibility for the control of the quantity and quality of work, work assignment, staff allocation, performance evaluation and training of support staff, which would otherwise be the immediate responsibility of the supervisor. Degree B definition presupposes the performance of duties contained in Degree A.
2. No points will be assigned under this factor unless the position has a substantive and continuing supervisory responsibility.

SUPERVISION FACTOR

Degree of Responsibility		Bench-mark Position	Points
Shows other employees how to perform tasks or duties; assigns work and checks work for accuracy.	A	III-23.4	20
Distributes work according to priorities and workload; ensures that established standards for quality and quantity of work are maintained; solves work problems; discusses performance of subordinates with supervisor.	B	III-27.4	40

Secretarial, Stenographic
and Typing

Secretariat, Sténographie
et dactylographie

PART II

SELECTION PLAN

PARTIE II

SYSTEME DE SELECTION

PART II

SELECTION PLAN

INTRODUCTION

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

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

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

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

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

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STATEMENT OF QUALIFICATIONS

Structure

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

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

RATED REQUIREMENTS

- Knowledge Factor
- Abilities Factor
- Personal Suitability Factor

DESIRABLE QUALIFICATIONS

- (Individual qualifications that are desirable, if any)

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Definitions

A Statement of Qualifications consists of two components:

ESSENTIAL QUALIFICATIONS

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

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

Education -

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

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

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

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

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

Experience - Refers to actual participation or practice in activities related to the duties and responsibilities of a position. It means the acquisition or exercise of knowledge or abilities in vocational or a vocational circumstances including voluntary work; and it is conditioned by the achievement realized during its acquisition and by the environment in which it is gained. Experience requirements must not be expressed in terms of a specific number of years.

NOTE: Pre-employment medical examination requirements are to be in accordance with Appendix 13 of the Staffing Manual, and are not to be included in the Statement of Qualifications.

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

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

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

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

DESIRABLE QUALIFICATIONS

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

Secretarial, Stenographic, Typing

SELECTION STANDARD - SECRETARIAL, STENOGRAPHIC, TYPING GROUP

Qualifications applicable to positions in the Secretarial, Stenographic, Typing Group are as follows:

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS Education Factor

This factor is applicable to all positions in this Group. Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Education considered necessary.

The minimum education qualification for the Secretarial, Stenographic, Typing Group is:

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

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

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

Achievement, Skills or Aptitudes Factor

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

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

Secretarial, Stenographic, Typing

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

For all positions in this Group:

- Proficiency in the use of grammar, spelling and punctuation in English or French or both English and French is mandatory.

For positions in the Typist Sub-Group:

- Typing skill in English or French or both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate is required.

For positions in the Stenographer Sub-Group:

- Typing skill in English or French or both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate is required.
- Skill in taking dictation in English or French or both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate is required.

For positions in the Office-Composing-Equipment Operator Sub-Group:

- Typing skill in English or French or both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate is required.

For positions in the Court Reporter Sub-Group:

- Typing skill in English or French or both English and French at a speed of at least 40 words per minute with not more than a 2 percent error rate is required.

For positions used for court reporter trainees, the basic recording and transcribing skill requirements are:

- Skill in recording verbatim in English or French or both English and French at a speed of at least 100 words per minute by manual or machine shorthand and in transcribing with not more than a 2 percent error rate.

Secretarial, Stenographic, Typing

For positions requiring experienced court reporters, the basic recording and transcribing skill requirements are:

- At classification level 1 - Skill in recording verbatim in English or French or both English and French at a speed of at least 120 words per minute by manual or machine shorthand, and in transcribing with not more than a 2 percent error rate.

- At classification level 2 - Skill in recording verbatim in-English or French or both English and French at a speed of at least 140 words per minute by manual or machine shorthand, and in transcribing with not more than a 2 percent error rate.

In addition, for positions at either classification level which require the use of steno mask equipment - Skill in recording verbatim in English or French or both English and French at a speed of at least 200 words per minute by steno mask, and in transcribing with not more than a 2 percent error rate is required.

For positions in the Secretary Sub-Group:

- Typing skill in English or French or both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate is required.

In addition, for positions in the Secretary Sub-Group which have a requirement for shorthand dictation duties - Skill in taking dictation in English or French or both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate is required.

NOTE: (a) Possession of typing and shorthand qualifications for all Sub Groups is to be determined on the basis of:

- required performance on PSC Typing Tests and PSC Shorthand Tests used by the National Capital Regional Office; or
- required performance on typing tests and shorthand tests used by Canada Manpower Centres; or

Secretarial, Stenographic, Typing

- a graduation diploma, a certificate or equivalent document issued by an approved training organization.

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

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

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

Language Requirement Factor

This factor is applicable to all positions in this Group.

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

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

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

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

Experience Factor

This factor is applicable to all positions in this Group **except** those used for developing inexperienced personnel.

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

"Experience - Experience in preparing typed copy such as correspondence, memoranda and reports from shorthand notes and voice recordings."

Secretarial, Stenographic, Typing

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

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

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

RATED REQUIREMENTS

Knowledge Factor

This factor is applicable to all positions in this group except those used for developing inexperienced personnel.

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

"Knowledge - Knowledge of procedures for making travel arrangements."

Abilities Factor

This factor is applicable to all positions in this group except those used for developing inexperienced personnel.

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

"Abilities - Ability to compose routine correspondence."

Personal Suitability Factor

This factor is applicable to all positions in this Group. Based on the duties and responsibilities of the position, include in the Statement of Qualifications a description of the Personal Suitability considered necessary. Following is an example of a Personal Suitability qualification

"Personal Suitability - Tact, initiative and dependability."

Secretarial, Stenographic, Typing

DESIRABLE QUALIFICATIONS

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

"-Knowledge of the organization and responsibilities of the Division."

PREPARATION OF A STATEMENT OF QUALIFICATIONS

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

1. Gain a thorough understanding of the duties and responsibilities for the position to be staffed.
2. Review the Selection Plan carefully.
3. Examine the examples of Statements of Qualifications presented in Part III of this Standard in order to become familiar with the format and sorts of qualifications required for positions in this Group.

4. Based on the duties and responsibilities of the position, describe the qualifications required for the position under the appropriate Component, Sub-Component, and Selection Factor headings.

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

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

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

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

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

Secretarial, Stenographic, Typing

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

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

RATING GUIDE

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

Following is an illustration of a format for a selection rating guide using qualifications contained in the Example of a Statement of Qualifications for BMPD No. 17. Basic Requirements are not included in the rating guide, since, as minimum criteria, they will have been taken into account during the initial screening to determine which applicants were qualified for further consideration. The ranking of the remaining candidates is accomplished through rating them on the Rated Requirements, and the Desirable Qualifications, if any, that are specified in the Statement of Qualifications for the position being staffed.

Suggested Format

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

A. RATED REQUIREMENTS

Knowledge Factor

Knowledge of:

1. The organization and functions of the Division.
2. Procedures for making travel arrangements.

Total Knowledge Factor

Secretarial, Stenographic, Typing

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

Abilities Factor

Ability to:

1. Maintain files.
2. Collate data for reports and meetings.
3. Communicate with Senior officials in giving or obtaining information.

Total Abilities Factor

Personal Suitability Factor

1. Alertness, tact and reliability.

Total Personal Suitability Factor

Total Rated Requirements

B. DESIRABLE QUALIFICATIONS

Knowledge of:

1. Technical and scientific terminology.

N/A

Total Desirable Qualifications

Secretarial, Stenographic, Typing

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

Rating for:

Rated Requirements

Desirable Qualifications

COMBINED RATING

COMMENTS

ASSESSMENT INSTRUCTIONS ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

RATED REQUIREMENTS

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

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

DESIRABLE QUALIFICATIONS

Once candidates have met the Rated Requirements, any credit given for Desirable Qualifications specified in the Statement of Qualifications is to be added to the rating for Rated Requirements to reach a composite assessment. As credit given for Desirable Qualifications has an effect on the ranking of individuals, Desirable Qualifications must be assessed with the same care and consistency as that given to Rated Requirements.

The total maximum marks allowed for Desirable Qualifications must not exceed ten percent of the total maximum marks allowed for Rated Requirements. This percentage may also serve as a guide in establishing the degree of emphasis that may be given to Desirable Qualifications when a narrative rating plan is used.

Secretarial, Stenographic
and Typing

Secrétariat, sténographie
et dactylographie

PART III

PARTIE III

BENCH MARK POSITION DESCRIPTIONS

DESCRIPTIONS DES POSTES-

REPERES

AND

ET

STATEMENTS OF QUALIFICATIONS

ÉNONCÉS DE QUALITÉS

PART III

BENCH-MARK POSITION DESCRIPTIONS

AND

STATEMENTS OF QUALIFICATIONS

INTRODUCTION

The Bench-Mark Position Descriptions included in the classification standard for the Typist, Stenographer, Office Composing Equipment Operator and Court Reporter Sub-Groups are an integral part of the evaluation plan and are to be used to confirm evaluations of positions and to ensure consistency in applying the classification standard. Bench Mark Position Descriptions for the Secretarial Sub-Group are intended to exemplify the degrees of each classification factor and element in the position evaluation and classification plan. They are based on actual positions allocated to the Secretarial Sub-Group but, because they serve to exemplify degrees, their value for that purpose continues even when the actual positions undergo changes.

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

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

Secretarial, Stenographic, Typing

BENCH-MARK POSITION DESCRIPTION AND
EXAMPLE STATEMENT OF QUALIFICATIONS INDEX

<u>Sub-group</u>	<u>Descriptive Title</u>	<u>BMPD/ S of Q No</u>	<u>BMPD Page*</u>	<u>S of Q Page*</u>	<u>LEVEL</u>	
Typist	Copy Typist	1	1.1	1.2	1	
	Typist	2	2.1	2.2	2	
Stenographer	Stenographer	3	3.1	3.2	1	
	Stenographer	4	4.1	4.2	2	
Office-Composing						
Equipment Operator	Paper-Tape Typewriter Operator	5	5.1	5.3	1	
	Magnetic-Card Typewriter Operator	6	6.1	6.3	1	
	Proportional-Spacing Machine Operator	7	7.1	7.3	2	
	Magnetic-Tape Typewriter Operator	8	8.1	8.3	2	
	Alphatext Terminal Operator, Typing and Transcribing Unit	9	9.1	9.3	2	
	Magnetic-Tape Composer Operator	10	10.1	10.4	3	
	Alphatext Terminal Operator, Publications	11	11.1	11.3	3	
	Varitype Operator, Publications	12	12.1	12.3	3	
	Court Reporter	Court Reporter	13	13.1	13.3	1
		Court Reporter	14	14.1	14.3	2

*All page numbers refer to Part III.

Secretarial, Stenographic, Typing

<u>Sub-group</u>	<u>Descriptive Title</u>	<u>BMPD/ S of Q No</u>	<u>BMPD Page*</u>	<u>S of Q Page*</u>	<u>Total Points</u>
Secretary	Secretary	15	15.1	15.4	320
	Secretary	16	16.1	16.4	335
	Secretary	17	17.1	17.4	345
	Secretary	18	18.1	18.4	405
	Secretary	19	19.1	19.4	465
	Secretary	20	20.1	20.4	550
	Secretary	21	21.1	21.4	595
	Secretary	22	22.1	22.5	645
	Secretary	23	23.1	23.5	715
	Secretary	24	24.1	24.5	750
	Secretary	25	25.1	25.5	795
	Secretary	26	26.1	26.5	890
	Secretary	27	27.1	27.5	965

*All page numbers refer to Part III.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Typist

Level: 1

Bench-mark Position Number: 1

Descriptive Title: COPY TYPIST

Summary

Under supervision, types narrative and tabular material from handwritten, typed and printed copy, types narrative material from voice recordings, and performs other duties.

Duties % of Time

- Types letters, reports, charts and tables onto paper, cards, forms and stencils from handwritten, typed or printed copy. 65
- Types correspondence and memoranda from voice recordings. 10
- Arranges and spaces typed material in accordance with established format. 10
- Proofreads typed material and corrects errors. 10
- Performs other duties such as recording daily production figures based on standard productivity measurement and operating a simple photocopy machine. 5

Distinguishing Features

Skill is required to operate a typewriter and transcribe information from a voice recording machine. A knowledge of grammar, spelling, punctuation and familiarity with common vocabulary of government business is needed. The work is set up according to established format.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 1: COPY TYPIST (TYP 1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

RATED REQUIREMENTS

Abilities

- Ability to set up typed copy in accordance with established format.
- Ability to proofread and correct errors.

Personal Suitability

- Alertness, perseverance and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Typist

Level: 2

Bench-mark Position Number: 2

Descriptive Title: TYPIST

Summary

Under general supervision, types a variety of narrative and tabular material from handwritten, typed and printed copy or voice recordings, and performs other duties.

Duties

% of Time

- | | |
|---|----|
| - Types letters, reports, memoranda, tables and charts on a number of subject-matter areas onto paper, cards, forms and stencils from copy or voice recordings. | 65 |
| - Selects the most suitable method of arranging and spacing typed material. | 10 |
| - Locates and extracts information from a number of specified sources and incorporates it into the body of typed material according to general instructions. | 10 |
| - Proofreads typed material and corrects errors. | 10 |
| - Performs other duties, such as showing new employees how to perform specific tasks, and assigning and checking work of junior employees. | 5 |

Distinguishing Features

Skill is required to operate a typewriter and transcribe information from a voice-recording machine. A good knowledge is needed of how to incorporate, arrange and space material. Resourcefulness is required in locating, extracting and incorporating information into typed material. Work assignments are usually of a more difficult and complex nature, requiring initiative and judgment in the set up and presentation of material.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 2: TYPIST (TYP 2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

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

Language Requirement

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

Experience

- Experience in typing a variety of narrative and tabular material such as letters, memoranda, reports and tables.

RATED REQUIREMENTS

Knowledge

- Knowledge of voice recording machines.

Abilities

- Ability to locate and extract information to be incorporated into typed material.
- Ability to proofread and correct errors.

Personal Suitability

- Initiative, alertness and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Stenographer

Level: 1

Bench-mark Position Number: 3

Descriptive Title: STENOGRAPHER

Summary

Under supervision, takes dictation and transcribes from shorthand notes, types narrative and tabular material from copy or voice recordings, and performs other duties

<u>Duties</u>	<u>% of Time</u>
- Takes dictation by shorthand notes and transcribes letters, reports and memoranda from notes.	50
- Types letters, reports, memoranda, forms and stencils from copy or voice recordings.	30
- Arranges and spaces typed material in accordance with established format.	5
- Proofreads typed material and corrects errors.	10
- Performs other duties such as recording daily production figures based on standard productivity measurement.	5

Distinguishing Features

The work requires the ability to take dictation in shorthand, operate a typewriter and transcribe information from a voice recording machine. A knowledge of grammar, punctuation, spelling and familiarity with common vocabulary of government business is needed. Material is set up according to established format

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 3: STENOGRAPHER (STN 1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the French language.
- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in French by manual or machine shorthand at a rate of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

RATED REQUIREMENTS

Knowledge

- Knowledge of voice recording machines.

Abilities

- Ability to set up typed copy in accordance with established format.
- Ability to proofread and correct errors.

Personal Suitability

- Alertness, thoroughness and dependability

(Note: The above example is for an inexperienced stenographer; see next page for an example of experienced stenographer requirements.)

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 3: STENOGRAPHER (STN 1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in preparing typed material from shorthand notes and voice recordings.

RATED REQUIREMENTS

Knowledge

- Knowledge of common vocabulary used in government or business.

Abilities

- Ability to set up and prepare typed material in accordance with established format.
- Ability to maintain office files.

Personal Suitability

- Alertness, thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: STENOGRAPHER

Level: 2

Bench-mark Position Number: 4

Descriptive Title: STENOGRAPHER

Summary

Under general supervision, takes dictation and transcribes from shorthand notes, types a wide variety of reports, correspondence, charts and tables from copy or voice recordings, and performs other duties.

Duties	% of Time
- Takes dictation by shorthand notes and transcribes letters, reports and memoranda from notes.	40
- Types material such as reports, manuscripts, charts and tables from copy or voice recordings.	25
- Selects the most suitable method of arranging and spacing typed material.	10
- Locates and extracts information from a number of specified sources and incorporates it into the body of typed material according to general instructions.	10
- Proofreads typed material and corrects errors.	10
- Performs other duties, such as showing new employees how to perform specific tasks, and assigning and checking the work of junior employees.	5

Distinguishing Features

Skill is required in taking dictation in shorthand, operating a typewriter and transcribing information from a voice-recording machine. A good knowledge of specialized terminology of the organization and of the methods of incorporating, arranging and spacing material is needed. Resourcefulness is required in locating, extracting and incorporating information into material. Work assignments are usually of a more difficult and complex nature, requiring initiative and judgment in the set up and presentation of material.

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 4: STENOGRAPHER (STN 2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 5 per cent error rate.
- Skill in taking dictation in both English and French by manual or machine shorthand at a rate of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in preparing a variety of typed material such as correspondence, reports and tables from shorthand notes_ and voice recordings.

RATED REQUIREMENTS

Knowledge

- Knowledge of the specialized terminology of the organization.

Abilities

- Ability to proofread and correct errors.
- Ability to locate and extract information to be incorporated into typed material.

Personal Suitability

- Alertness, tact and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Office-Composing-Equipment Operator

Level: 1

Bench-mark Position Number: 5

Descriptive Title: PAPER-TAPE
TYPEWRITER OPERATOR

Summary

Under supervision, operates input and output paper-tape automatic typewriting machines (Flexowriter) and associated selective reader console (Select Data) to transcribe repetitive information onto forms, cards, letterhead, etc., and performs other duties.

Duties

% of Time

- Operates an input paper-tape automatic typewriting machine to produce a punch-coded information tape
 - by obtaining production batch for processing and checking it for completeness, sequence and type of program,
 - by inserting a punched-paper program tape into the reading station on the machine,
 - by inserting and aligning forms, cards, blank paper etc., in carriage of input machine to obtain working copy,
 - by locating and extracting appropriate information from source documents, and
 - by typing-in information and operating machine controls to produce a punched-paper information tape for use on the output machine.35

- Operates an output paper-tape automatic typewriting machine and a selective reader console to transcribe repetitive information onto forms, cards, letterhead, etc.
 - by selecting program tape and inserting it into the reading station of the machine and inserting the information tape into the selective reader unit,
 - by inserting and aligning continuous forms, cards, letterhead, etc., in carriage of output machine or by feeding them in individually to obtain finished copies,35

% of Time

- by operating machine controls to automatically transcribe information from punched-paper tape according to formatting and spacing arrangement of the program tape,
 - by stopping the automatic operation of the machine and typing in specific information as required, and
 - by removing tapes and finished copies from machine, and stamping information such as document number, date, etc., on finished copies.
- Checks completed work for accuracy to ensure that correct information is transcribed in proper places on the forms, etc., makes corrections to copies or information tape as necessary, and reassembles and forwards completed production batch to next processing stage. 15
- Performs other duties such as re-creating punched-paper program tapes and making minor changes to programmed information such as dates, splicing paper tapes, keeping records of daily production and other information, operating standard electric typewriters, cleaning machines and making minor adjustments, and obtaining materials and supplies. 15

Distinguishing Features

Skill is required to operate an electric typewriter with paper-tape reading and punching stations and a selective reader console. A knowledge of machine and console controls, coding and proper handling of paper tapes is required.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 5: PAPER-TAPE TYPEWRITER OPERATOR (OCE 1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the English language is essential for this position. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of automatic typewriting machines. |
| <u>Abilities</u> | - Ability to proofread and correct errors. |
| <u>Personal Suitability</u> | - Initiative, thoroughness and dependability. |

(Note: The above example is for an inexperienced operator; see next page for example of experienced operator requirements.)

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 5: PAPER-TAPE TYPEWRITER OPERATOR (OCE-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

Experience

- Experience in operating an automatic typewriting machine and associated selective reader console.

RATED REQUIREMENTS

Knowledge

- Knowledge of procedures for handling and correcting paper tapes.

Abilities

- Ability to proofread and correct errors.
- Ability to maintain production records.

Personal Suitability

- Alertness, thoroughness and reliability.

Secretarial, Stenographic, 'typing
B.M.P.D. No. 6

BENCH-MARK POSITION DESCRIPTION

Sub-group: Office-Composing-Equipment Operator

Level: 1

Bench-mark Position Number: 6

Descriptive Title: MAGNETIC-CARD
TYPEWRITER OPERATOR

Summary

Under supervision, operates an electric typewriter and a magnetic-card console to type a variety of narrative and tabular material in specified format, and performs other duties.

Duties

% of Time

- | | |
|--|----|
| - Operates an electric typewriter and a magnetic-card console to record or revise narrative and tabular material. | 20 |
| - Types a variety of reports, memoranda, correspondence, charts and tables according to specified text and format, using electric typewriter and magnetic-card console, <ul style="list-style-type: none">- by planning the spacing and arrangement of material to meet format and layout requirements,- by setting up forms, blank paper or letterhead in typewriter to obtain desired format and presentation,- by selecting magnetic cards with specified pre recorded information,- by inserting cards in console and activating automatic typing sequence, and- by stopping automatic typing sequence as necessary to type in additional information using typewriter keyboard. | 60 |
| - Proofreads copy and operates electric typewriter and magnetic-card console to make corrections or make revisions as required by originator. | 10 |
| - Performs other duties, such as maintaining magnetic card reference files, operating other manual or electric typewriters, and demonstrating the operation of equipment. | 10 |

Secretarial, Stenographic, Typing
B.M.P.D. No. 6

Distinguishing Features

Skill is required to operate an electric typewriter and a magnetic-card console. A knowledge of console controls, some coding and proper handling of magnetic cards is necessary. Judgment is required in planning the spacing and arranging material for attractive presentation.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 6: MAGNETIC-CARD TYPEWRITER OPERATOR (OCE-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the French language is essential for this position. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of a magnetic-card console. |
| <u>Abilities</u> | - Ability to maintain files and records.

- Ability to proofread and correct errors. |
| <u>Personal Suitability</u> | - Alertness, thoroughness and reliability. |

(Note: The above example is for an inexperienced operator; see next page for example of experienced operator requirements.)

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 6: MAGNETIC-CARD TYPEWRITER OPERATOR (OCE-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the English language is essential for this position. |
| <u>Experience</u> | - Experience in operating a magnetic-card console. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge:</u> | - Knowledge of console controls and procedures for handling magnetic cards. |
| <u>Abilities</u> | - Ability to plan spacing and layout of material.

- Ability to correct and revise magnetic cards. |
| <u>Personal Suitability</u> | - Alertness, thoroughness and dependability. |

BENCH-MARK POSITION DESCRIPTION

Sub-group: Office-Composing-Equipment Operator

Level: 2

Bench-mark Position Number: 7

Descriptive Title: PROPORTIONAL-SPACING
MACHINE OPERATOR

Summary

Under supervision, operates proportional-spacing typewriters to produce justified text, detailed tabulations and charts for reproduction in a variety of publications; and operates a varitype machine to revise printed text.

Duties

% of Time

- Operates proportional-spacing typewriters to produce justified text, detailed tabulations and charts for reproduction in a variety of publications
 - by reviewing specifications or sample provided by the user to determine the required format, paper size, headings to be typed or inserted, indentations, desired placement of tables, charts or other diagrammatic material, 60
 - by counting lines and using a rule and unit spacer to plan the best spacing and arrangement for a balanced page,
 - by typing draft copy, noting the number of units of space required to even each line,
 - by marking the draft copy to indicate the least conspicuous points for decreasing or increasing the space between words and re-arranging the set-up of tabular or illustrative material as necessary, and
 - by re-typing copy in final form for proofreading and reproduction.

- Operates a varitype machine to revise printed text
 - by checking the original copy for type size, horizontal and vertical spacing, and margin widths and measuring

% of Time

- the depth and width of space into which the revision must be fitted,
- by selecting the matching type font and attaching the font to the holder,
 - by selecting vertical spacing gear and attaching it to the platen to control spacing between lines,
 - by moving the horizontal spacing lever to one of four settings to control spacing between characters,
 - by setting stops to control the right margin,
 - by setting unit-space-count lever to provide for an automatic count of units during the first typing of the line, and
 - by re-typing the line to produce an automatically justified margin.

Distinguishing Features

Skill is required to operate proportional-spacing typewriters and varitype machines. Familiarity with printing terminology and the requirements of the department is needed.

The work requires the preparation of a variety of detailed tables and charts, or justified text into which illustrative material may be inserted. Judgment is required in arranging spacing, setting up and formatting material to conform with specifications or sample copy.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 7: PROPORTIONAL-SPACING-MACHINE OPERATOR (OCE-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of both the English language and the French language is essential for this position. |
| <u>Experience</u> | - Experience in producing machine tabulations and charts for reproduction. |

RATED REQUIREMENTS

- | | |
|-----------------------------|--|
| <u>Knowledge</u> | - Knowledge of printing terminology.

- Knowledge of procedures for operating a proportional-spacing machine and a varitype machine. |
| <u>Abilities</u> | - Ability to plan spacing and layout of material in accordance with required format. |
| <u>Personal Suitability</u> | - Alertness, thoroughness and cooperativeness. |

BENCH-MARK POSITION DESCRIPTION

Sub-group: Office-Composing-Equipment Operator

Level: 2

Bench-mark Position Number: 8

Descriptive Title: MAGNETIC-TAPE
TYPEWRITER OPERATOR

Summary

Under supervision, operates an electric typewriter and a magnetic-tape console to transcribe, record, revise and reproduce a variety of narrative and tabular material in specified format and type styles and sizes; proofreads typed material; and performs other duties.

Duties

% of Time

- Operates an electric typewriter and a magnetic-tape console to record, edit or revise narrative and tabular material on magnetic tape and to transcribe from magnetic tape onto forms, letterhead, etc.
 - by planning spacing and arrangement of material to meet format and lay-out requirements,
 - by activating controls on tape console that command system to perform desired operations, such as recording, searching or transferring information,
 - by transcribing textual and tabular information from copy or voice recording,
 - by replacing typing elements to obtain specified type style and size,
 - by setting up forms, blank paper or letterhead in the typewriter carriage and initiating playback to obtain finished document for direct use or draft copy for originator, and
 - by assigning reference coding to material for storage and future identification purposes.

60

- Proofreads playback copy and operates electric typewriter and magnetic-tape console to make corrections or make revisions as required by originator
 - by locating reference tapes and inserting them in tape console,

% of Time

- by transferring information to another tape and correcting or revising through play-out, re-recording, inserting, deleting and recoding, and 30
- by initiating playback of transferred material and proofreading and checking format during replay.

- Performs other duties, such as making minor adjustments to equipment, maintaining tape reference files, operating other manual or electric typewriters, requisitioning supplies, and demonstrating operation of equipment. 10

Distinguishing Features

Skill is required to operate an electric typewriter and a magnetic-tape console. A knowledge of special keying requirements, console controls and proper handling of magnetic tapes is necessary. Judgment is required in planning spacing and layout, and in selecting correct magnetic-tapes and typing elements. The work requires a knowledge of office practices and procedures and familiarity with subject-matter content.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 8: MAGNETIC-TAPE TYPEWRITER OPERATOR (OCE-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

Experience

- Experience as a magnetic-tape typewriter operator.

RATED REQUIREMENTS

Knowledge

- Knowledge of the care of magnetic tapes.
- Knowledge of office practices and procedures.

Abilities

- Ability to plan spacing and layout of material in accordance with required format.

Secretarial, Stenographic, Typing
S of Q No. 8

- Ability to maintain tape reference files.
- Ability to proofread and correct errors.

Personal Suitability

- Alertness, thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: OFFICE-COMPOSING-EQUIPMENT OPERATOR

Level: 2

Bench-mark Position Number: 9

Descriptive Title: ALPHATEXT TERMINAL OPERATOR,
TYPING AND TRANSCRIBING
UNIT

Summary

Under supervision, operates an Alphatext typewriter terminal which utilizes the capabilities of a computer system to facilitate storage, revision and retrieval of a variety of narrative and tabular material for direct use or reproduction purposes; proofreads typed material; and performs other duties.

Duties

% of Time

- | | |
|--|----|
| - Operates an Alphatext typewriter terminal connected to a computer to store, revise, compose and retrieve narrative and tabular material | 60 |
| - by planning spacing and arrangement of material to meet format and lay-out requirements, | |
| - by activating the terminal, and typing a series of encoded operating instructions that command the computer system to perform desired operations, such as recording, revising, composing, retrieving or storing of material, | |
| - by transcribing narrative and tabular information from copy, including encoded printing instructions, and | |
| - by setting up forms, blank paper or letterhead in the terminal carriage and initiating playback to obtain copy or finished document for direct use, or by keying request for high-speed computer printout or camera-ready copy from computer centre. | |
|
 | |
| - Proofreads playback copy, high-speed printout or camera-ready copy and operates terminal to make corrections or make revisions as required by originator. | 30 |
|
 | |
| - Performs other duties, such as making minor adjustments to equipment, demonstrating operation of equipment, operating manual or electric typewriters, estimating time required for completing assignments, and maintaining records of terminal operations. | 10 |

Distinguishing Features

Skill is required to operate an Alphatext typewriter terminal. A knowledge of special keying requirements and control codes which activate the computer is necessary for the operation of the equipment.

Judgment is used in planning spacing and lay-out of material. Planning and organizing the work must be done to ensure optimal utilization of computer time and resources.

A knowledge of office practices and procedures and familiarity with subject matter content is required.

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 9: ALPHATEXT TERMINAL OPERATOR TYPING AND
TRANSCRIBING UNIT (OCE-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

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

Language Requirement

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

Experience

- Experience in producing typed material to meet format and layout requirements for direct use or reproduction.

RATED REQUIREMENTS

Knowledge

- Knowledge of Alphatext Terminals.

Abilities

- Ability to plan spacing and lay-out of material.
- Ability to proofread and correct errors.
- Ability to organize and schedule work.

Personal Suitability

- Alertness, thoroughness and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-Group: OFFICE-COMPOSING-EQUIPMENT OPERATOR

Level: 3

Bench-mark Position Number: 10

Descriptive Title: MAGNETIC-TAPE
COMPOSER OPERATOR

Summary

Under general supervision, prepares publications of the Department through the production of camera-ready copy on a magnetic tape composer by planning and copymarking the text; recording it on magnetic tape using an electric typewriter and associated console; proofreading and correcting copy; playing out the tapes on the composer; entering correct instructions at the control panel; laying out the job by a make-up operation; and performs other duties.

Duties

% of Time

- Assists with the design and format of documents being prepared for printing 10
 - by receiving verbal instruction on the general layout desired by the originator,
 - by making recommendations and suggestions on layout, such as type size, type style, weight of print, leading, density, etc.,
 - by discussing with supervisor and/or the Manager, Publication Section, the general format to ensure all printing requirements such as paper size, availability of graphic reduction, will be met,
 - by preparing several "style sheets" illustrating the effect of different designs and set-ups for easier selection by the originator, and
 - by selecting in conjunction with the originator the basic design to be used.

- Copymarks manuscript to be processed for printing 40
 - by using a conversion scale to determine the size of print (pica, horizontal measure and points, vertical measure),
 - by calculating the length of lines and vertical layout and totalling calculations on an adding machine,

- by selecting one of several possible preconditioning tapes on which to add composing instructions, and
 - by planning composing instructions and marking the manuscript for use of codes including left/right justification, centre, dot leader outline, measure, stop, address, indents and fixed space, each of which performs a distinctly different function in the layout.
-
- Records manuscript in accordance with planned instruction on a magnetic tape by typing in record mode on a magnetic-tape typewriter to produce error free copy. 15
 - Plays out recorded tapes to produce camera-ready copies for printing 15
 - by selecting and feeding into the console the preconditioned tape on which the composing instructions were recorded,
 - by feeding into the console memory bank other information such as mode, if there is a merger tape, line count measure, line indent, paragraph indent, set up, leader space, minimum word spacing, maximum word spacing, and dead key, and
 - by using output printer features such as impression control depending on font, tab control, velocity control dial and dead key disconnect.
-
- Prepares final graphic arrangement of material such as text, statistical tables in accordance with pre-determined format 15
 - by ensuring photographs are on proper paper **size** and conform to standard reproduction and bindery techniques,
 - by lining up French and English texts to read side by side, and
 - by cutting and pasting to add one line or make last minute changes with a minimum of delay.
-
- Performs other duties, such as determining the cause of incorrect layout by using a preconditioned tape and playing recorded tape through it, completing layout information sheets, and maintaining tape library. 5

Distinguishing Features

Skill is required to operate a magnetic-tape typewriter, the composer and associated controls. A thorough knowledge of special keying and coding requirements, magnetic-tape console controls and composer console controls is necessary. In addition operators must have a good knowledge of printing terminology and printing requirements. Considerable initiative and judgment are required in planning and organizing the work and in arranging material for publication.

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 10: MAGNETIC-TAPE COMPOSER OPERATOR (OCE-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

Experience

- Experience in operating magnetic-tape composing equipment.

RATED REQUIREMENTS

Knowledge

- Knowledge of special keying and coding requirements.
- Knowledge of printing terminology and requirements.

Abilities

- Ability to plan lay-out and to copymark manuscripts for processing.

- Ability to arrange material for publication.

Personal Suitability

- Initiative, cooperativeness, thoroughness and reliability.
- Work effectively under the pressure of deadlines.

BENCH-MARK POSITION DESCRIPTION

Sub-group: OFFICE-COMPOSING-EQUIPMENT OPERATOR

Level: 3

Bench-Mark Position Number: 11

Descriptive Title: ALPHATEXT TERMINAL OPERATOR,
PUBLICATIONS

Summary

Under general supervision of an Information Services Officer, assists with editing and layout of material for publication and determines and marks copy with appropriate encoded printing instructions, following style established by editors; operates a typewriter keyboard and associated controls of an IBM system 360 Alphatext terminal to enter, edit, code according to the Textran 2 system, store, process, revise and produce narrative and tabular material in camera-ready copy using photo-composition process; cuts, strips-in and pastes up material to prepare for publication; and performs other duties.

Duties

% of Time

- Assists with editing and layout of material for publication
 - by preplanning and marking copy, spacing, selecting line lengths to ensure typed material fits within layout requirements, and creating new layouts following editors instructions or using own judgment, 30
 - by calculating space areas for illustrations, headings or other insertions,
 - by encoding material, using the standard Alphatext or the Textran 2 system, according to editors printing instructions for type face and point size, column width, left/right hand justification, depth of copy on page, headings, location of columns and pagination, and
 - by marking encoded printing instructions on copy.

- Operates an Alphatext typewriter terminal connected to an IBM system 360 computer to enter, edit, code, store, process, revise and produce narrative and tabular material in camera ready copy utilizing computer-composition process

% of Time

- by pressing specific keys to activate terminal and typing a series of encoded operating instructions that command the computer system to perform desired operations such as recording, revising, composing, searching, retrieving, or storing of material,
 - by transcribing narrative and tabular information from copy, including encoded printing instructions,
 - by setting-up forms, blank paper or letterhead in the terminal carriage and initiating playback to obtain copy or by keying request for high-speed computer printout for proofreading,
 - by proofreading playback copy or high-speed printout and operating terminal to make corrections or revisions as required, and
 - by keying request for camera-ready copy utilizing computer composition process.
- 50
-
- Cuts and strips-in corrections and additions to information and pastes up sections or insertions to prepare material for publication
 - by assembling material in predetermined arrangement, and
 - by inserting tables, charts, photographs, graphics or other types of illustrations according to instructions.
- 15
-
- Performs other related duties, such as estimating time for performing jobs, preparing requests for printing estimates; completing requisition forms for printing, graphics and translation services; filing; and maintaining records.
- 5

Distinguishing Features

Skill is required to operate an Alphatext typewriter terminal. A knowledge of special keying requirements and control codes which activate the computer is necessary for the operation of the equipment. A knowledge of computer coding such as Textran 2 used for photo-composing is required and a good knowledge of printing terminology and editorial symbols is also required. Considerable initiative and judgment are required in planning and organizing the work and in arranging material for publication.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 11: ALPHATEXT TERMINAL OPERATOR, PUBLICATIONS (OCE-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the English language is essential for this position. |
| <u>Experience</u> | - Experience as a computer terminal type writer operator. |

RATED REQUIREMENTS

- | | |
|------------------|---|
| <u>Knowledge</u> | - Knowledge of computer coding systems such as Textran 2.

- Knowledge of printing terminology and editorial symbols. |
| <u>Abilities</u> | - Ability to arrange material for publication.

- Ability to maintain files and records. |

Personal Suitability

- Initiative, cooperativeness, thoroughness
and reliability.

- Work effectively under the pressure of
deadlines.

BENCH-MARK POSITION DESCRIPTION

Sub-group: OFFICE-COMPOSING-EQUIPMENT OPERATOR

Level: 3

Bench-Mark Position Number: 12

Descriptive Title: VARITYPE OPERATOR,
PUBLICATIONS

Summary

Under general supervision of the Head, Publications Unit, plans format and layout of various types of textual and tabular material to be produced; operates varitype machine to produce justified text, detailed tabulations and charts; performs cutting, stripping and pasting to arrange final copy; and performs other duties.

Duties

% of Time

- Plans format and layout of material such as brochures, charts tables, lists, indexes, articles, etc., to be produced on varitype machine
 - by determining arrangement and layout of material from rough copy submitted by originator or by visualizing these requirements from discussions with originator,
 - by arranging and drafting sample copies which best suit the requirements of the originator, keeping in mind the capabilities of the varitype machine, and
 - by contacting originator for clarification, correction or approval of format and layout.30

- Operates varitype machine to produce justified text, detailed tabulations and charts for reproduction in publications
 - by selecting the appropriate font size and style and attaching the font to the holder,
 - by adjusting the machine set-up to control spacing between characters and to accommodate the horizontal and vertical spacing required in texts or tables,
 - by setting stops and unit-space-counter to provide for automatic justification, and
 - by typing and re-typing information, one line at a time to produce justified text.50

- Cuts and strips-in corrections and additions to information and pastes up sections or insertions to prepare material for publication, and calculates enlargement or reduction percentage of illustrations when required to fit the page layout.15

% of Time

- Performs other duties such as filing, requisitioning materials and supplies, and arranging for translation, printing and graphics services.

5

Distinguishing Features

Skill is required in the operation of a varitype machine, a thorough knowledge of the capabilities of the machine and a knowledge of printing terminology is also required. Considerable initiative and judgment are exercised in planning format and layout of material and in arranging material for attractive presentation. A good knowledge of the requirements of the organization is also needed.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 12: VARITYPE OPERATOR,
PUBLICATIONS (OCE-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| <u>Language Requirement</u> | - A knowledge of the French language is essential for this position. |
| <u>Experience</u> | - Experience in operating office composing equipment. |

RATED REQUIREMENTS

- | | |
|------------------|---|
| <u>Knowledge</u> | - Knowledge of printing terminology.

- Knowledge of the capabilities of a varitype machine. |
| <u>Abilities</u> | - Ability to plan format and layout of material.

- Ability to arrange final copy.

- Ability to prepare requisitions and maintain files. |

Personal Suitability

- Initiative, tact and reliability.
- Work effectively under the pressure of deadlines.

BENCH-MARK POSITION DESCRIPTION

Sub-group: COURT REPORTER

Level: 1

Bench-Mark Position Number: 13

Descriptive Title: COURT REPORTER

Summary

Under general supervision, records verbatim by manual or machine shorthand, the proceedings of boards of enquiry; transcribes or arranges for transcription of records, and certifies accuracy of transcripts; and performs clerical and administrative support duties.

Duties

% of Time

- Records verbatim, in shorthand or by machine, the proceedings of special boards of enquiry
 - by attending proceedings, identifying speakers and recording the evidence, testimony and all discussions taking place, in shorthand or by operating machines such as Stenotype, and 50
 - by orally repeating specified portions of recorded information as requested.

- Transcribes or arranges for the transcription of verbatim records, and certifies accuracy of transcripts
 - by typing transcripts from shorthand notes or machine recordings,
 - by assigning work to typists to type transcripts,
 - by checking transcripts for accuracy of content and spelling and punctuation, and 30
 - by signing transcripts to certify their accuracy,

- Completes documentation forms for cases and maintains safe custody of documentary evidence and files
 - by typing prescribed forms such as Deportation Orders, notices of appeal and bond documents,
 - by taking custody of documentary evidence such as passports, birth certificates, etc., introduced as evidence in proceedings, 10
 - by organizing "record" of cases for distribution to appropriate parties, and

% of Time

- by maintaining files of enquiry cases.

 - Performs clerical and administrative support duties in relation to the operation of the office
 - by taking and transcribing dictation for the presiding official or other officers of the department,
 - by typing a variety of narrative and tabular material,
 - by searching files and records for information required by officials, and
 - by arranging appointments with lawyers and interpreters,
- 10

Distinguishing Features

The work requires the ability to record verbatim and the ability to operate a typewriter. Familiarity with court procedures, departmental legislation and regulations is also necessary. The proceedings may take place under difficult conditions and require the recording of testimony given indistinctly and under stress. The work normally involves a single subject-matter area, i.e. Immigration Special Enquiry hearings.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR
B.M.P.D. No. 13: COURT REPORTER (COR-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 2 percent error rate.
- Skill in recording verbatim in English at a speed of at least 100 words per minute by manual or machine shorthand, and in transcribing with not more than a 2 percent error rate.

Language Requirement

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

RATED REQUIREMENTS

Knowledge

- Knowledge of office practices and procedures.

Abilities

- Ability to maintain files and records.

Personal Suitability

- Alertness, tact and thoroughness.

(Note: The above example is for a court reporter trainee; see next page for an example of experienced court reporter requirements.)

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 13: COURT REPORTER (COR-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 2 percent error rate.
- Skill in recording verbatim in English at a speed of at least 120 words per minute by manual or machine shorthand, and in transcribing with not more than a 2 percent error rate.

Language Requirement

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

Experience

- Experience as a court reporter.

RATED REQUIREMENTS

Knowledge

- Knowledge of court procedures.
- Knowledge of office practices and procedures.

Abilities

- Ability to maintain files and records.
- Ability to proofread and correct errors.

Personal Suitability

- Alertness, tact and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: COURT REPORTER

Level: 2

Bench-mark Position Number: 14

Descriptive Title: COURT REPORTER

Summary

Under direction, records verbatim by manual or machine shorthand or by Steno mask proceedings of meetings, conferences, boards of enquiry, commissions or courts of law; transcribes or arranges for transcription of records, and certifies accuracy of transcripts; and performs clerical and administrative support duties

Duties

% of Time

- Records verbatim by manual or machine shorthand or by Steno mask proceedings of meetings, conferences, boards of enquiry, commissions or courts of law
 - by attending proceedings and listening to evidence, testimony, discussions and all oral communications, 35
 - by identifying speakers, and recording in shorthand or by operating machines such as Stenotype or Steno mask to record verbatim, and
 - by orally repeating specified portions of recorded information as requested.

- Transcribes or arranges for the transcription of verbatim records, and certifies the accuracy of transcripts
 - by typing transcripts from shorthand notes or voice recordings,
 - by assigning work to typists for typing of transcripts,
 - by checking transcripts for accuracy of content and spelling and punctuation, and 25
 - by signing certification of accuracy of transcripts.

- Prepares legal documents and maintains safe custody of exhibits used as evidence in proceedings
 - by completing charge sheets, synopses of evidence and convening orders,
 - by filling out and completing legal documents such as releases, affidavits, statutory declarations, leases and powers of attorney, following relevant legal texts, and 10

% of Time

- by taking custody of documents and exhibits introduced as evidence in proceedings.
- Performs administrative support duties in relation to the arrangement and conduct of the proceedings
 - by arranging with local authorities for necessary accommodation and facilities, 10
 - by arranging, when necessary, appointments for legal aid,
 - by introducing witnesses and recording the taking of oaths, and
 - by arranging for materials and supplies for the proceedings.

- Provides general administrative support to the presiding official or to other officials of the department
 - by taking and transcribing dictation,
 - by typing a variety of narrative and tabular material,
 - by searching files and records for information required by officials, 10
 - by answering telephones, receiving visitors and arranging appointments, and
 - by maintaining files and keeping a library of legal texts, statutes and regulations.

- Performs other duties such as organizing and assigning work to support staff providing clerical and administrative support services, and instructing new employees in work methods and procedures and assigning and checking their work. 10

Distinguishing Features

The work requires the ability to record verbatim at a high rate of speed and the ability to operate a typewriter. A good knowledge of the **organization** and functions of the department, and the relationships with other departments, agencies and organizations is necessary. A knowledge of legal methods and procedures and an ability to understand and transcribe complex or unusual terminology is also required. The work may involve a number of subject-matter areas. Judgment is required in providing accurate and detailed court reporting services under various conditions or circumstances in which the proceedings may take place. The work of less experienced Court Reporters is assigned and checked.

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 14: COURT REPORTER (COR-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 2 percent error rate.
- Skill in recording verbatim in both English and French at a speed of at least 140 words per minute by manual or machine shorthand, and in transcribing with not more than a 2 per cent error rate.

Language Requirement

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

Experience

- Experience as a court reporter.

RATED REQUIREMENTS

Knowledge

- Knowledge of court procedures.

- Knowledge of government organizations.

- Knowledge of legal methods, procedures
and terminology.

Abilities

- Ability to maintain files and records.

- Ability to prepare legal documents.

- Ability to schedule and assign work and
train staff.

Personal Suitability

- Alertness, tact and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 1

Bench-mark Position Number: 15

Point Rating: 320

Descriptive Title: SECRETARY

Summary

Provides secretarial services to a supervisor and staff of a small organization responsible for a specialized program.

<u>Duties</u>	<u>% of Time</u>
- Types letters, memoranda and reports from prepared copy and rough notes.	35
- Operates photocopier, calculator and computer-terminal typewriter.	10
- Opens, date stamps, logs and distributes mail to addressee; addresses outgoing mail and checks for grammatical errors; arranges for delivery by hand in urgent cases.	20
- Prepares and sends routine acknowledgements.	5
- Receives and directs visitors to the appropriate individuals.	5
- Answers inquiries of a general nature, refers others of a more specific nature to the appropriate staff members.	10
- Arranges time and place of meetings in accordance with specific instructions.	5
- Performs other duties, such as maintaining a small, subject matter filing system and a limited variety of reference material including departmental procedural manuals and statistical data on regional programs; maintaining attendance and leave records; occasionally, as required, making travel arrangements through Central Travel Services and completing travel claims from draft copy; obtaining office supplies from the stockroom; arranging for additional services, e.g. typing, printing.	10

Specifications

Degree Points

Knowledge

Education

Required to type from prepared copy and rough notes, letters, memoranda and reports of a general nature; operate photocopier, calculator and computer-terminal typewriter; prepare interim replies and routine correspondence; maintain simple files and statistical data.

A, F 50

Experience

The job requires good knowledge of the structure and functions of a small organization responsible for a specialized program, together with a knowledge of standard office procedures. Some knowledge of departmental administration is required to make travel arrangements, obtain typing assistance or supplies.

A 60

Complexity

Duties are routine and repetitive. The subject matter is restricted to a single specialty area. Work is done in accordance with established practices or standardized procedures.

A1 90

Consequence of Error

Errors may cause loss of time in searching for and redirecting misplaced correspondence. Inaccurate information given to inquirers may cause some annoyance.

A 35

Contacts

Contacts are within the Department at the clerical level to obtain files, clerical assistance and supplies, at the senior employee level to arrange meetings, and with members of the public who wish to communicate with the supervisor.

A4 85

Secretarial, Stenographic, Typing
B.M.P.D. No. 15

Degree Points

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A
STATEMENT OF
QUALIFICATIONS FOR
B.M.P.D. No. 15: SECRETARY (SCY-1)
ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

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

- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate. |
| Language Requirement | - A knowledge of the English language is essential for this position. |

RATED REQUIREMENTS

- | | |
|----------------------|--|
| Abilities | - Ability to proofread and correct errors. |
| Personal Suitability | - Cooperativeness and reliability. |

(Note: The above example is for an inexperienced secretary; see next page_ for an example of an experienced secretary requirements.)

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 15: SECRETARY (SCY-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

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

Language Requirement

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

Experience

- Experience in typing letters and memoranda from rough notes and in performing duties such as file maintenance and mail handling.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organizational structure.
- Knowledge of a computer terminal typewriter.
- Knowledge of procedures concerning travel arrangements, recording and distributing mail and maintaining files and records.

Abilities

- Ability to proofread and correct errors.

- Ability to set work priorities.
- Ability to prepare routine acknowledgements.

Personal Suitability

- Initiative, tact, cooperativeness and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 1

Bench-mark Position Number: 16

Point Rating: 335

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor and staff of a small organization responsible for a single specialized program.

Duties

% of Time

- Takes dictation and types memoranda, letters, replies to Questions in the House, a variety of standard forms, charts and reports from rough notes, shorthand and prepared copy involving a limited amount of specialized terminology peculiar to the function of the unit. 40
- Logs incoming material, such as letters, files, applications, and passes to the supervisor or appropriate officer. 10
- Follows up in accordance with established procedures on matters originated by the supervisor or on action documents to ensure timely response or to determine cause of delay. 10
- Checks outgoing mail for completeness and address, and for compliance with procedural instructions covering the transmission of classified material; logs files being returned to Central Registry and other outgoing material. 5
- Receives telephone and personal callers, provides factual information and directs callers to the supervisor or appropriate officer. 15
- Makes travel and accommodation arrangements through Central Travel Services, types requests for advances and drafts travel claims from the supervisor's notes. 5

	<u>% of Time</u>	
- Performs other duties, such as maintaining a small subject matter filing system and a variety of procedural manuals and directives; booking out the conference room to staff members and entering date, time and name of person in the control book.	15	
<u>Specifications</u>		<u>Degree</u> <u>Points</u>
<u>Knowledge</u>		
<u>Education</u>		
Required to take dictation and type memoranda, letters, replies to Questions in the House, forms, charts and reports from rough notes, shorthand and prepared copy involving a limited amount of specialized terminology peculiar to the function of the unit.	A,D	65
<u>Experience</u>		
The job requires a good knowledge of a small organization engaged in a single, specialized program, together with a knowledge of the responsibilities of the various staff members. A good knowledge of the procedures applicable to the function of the unit and the relative role of the central agency is also required.	A	60
<u>Complexity</u>		
Most of the duties are routine and highly repetitive. The subject matter concerns a single specialty in the personnel field. Duties are performed in accordance with prescribed or standardized procedures. Guidance is readily available when problems occur.	A1	90
<u>Consequence of Error</u>		
Due to the nature of the work errors may result in minor loss of time or cause minimal annoyance or inconvenience.	A	35

Secretarial, Stenographic, Typing
B.M.P.D. No. 16

Degree Points

Contacts

Contacts are with senior employees in own Department and with members of the general public to give or obtain information requiring ordinary courtesy.

A4 85

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 16: SECRETARY (SCY-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the French language.
- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

RATED REQUIREMENTS

Abilities

- Ability to proofread and correct errors.

Personal Suitability

- Cooperativeness and reliability.

(Note: The above example is for an inexperienced secretary; see next page for an example of an experienced secretary requirements.)

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 16: SECRETARY (SCY-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in taking shorthand dictation and typing from shorthand and rough notes, and in performing routine office duties such as handling mail and maintaining files and records.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organizational structure.
- Knowledge of the functions of the Division.

- Knowledge of procedures for making travel arrangements.

- Knowledge of procedures for handling classified material.

Abilities

- Ability to proofread and correct errors.

- Ability to maintain files, records and a follow-up system for correspondence.

Personal Suitability

- Tact, thoroughness, and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 1

Bench-mark Position Number: 17

Point Rating: 345

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor and professional staff of a small unit responsible for a segment of a specialized, research program.

Duties

% of Time

- | | |
|---|----|
| - Takes dictation and types reports, manuscripts, statistical tables and correspondence from shorthand notes, prepared copy and voice recordings involving a variety of technical and scientific terms. | 45 |
| - Attaches background material to incoming mail, distributes mail to addressee or as directed, and follows up in accordance with instructions. | 15 |
| - Checks outgoing mail for attachments, completeness and compliance with procedural instructions. | 10 |
| - Receives personal and telephone callers and directs callers to the appropriate individuals or takes messages in their absence. | 10 |
| - Collates background material for meetings and types lists of participants, agenda and minutes. | 5 |
| - Maintains a file of technical reprints for use by staff members; assists in collating data for inclusion in reports. | 5 |
| - Makes travel arrangements through Central Travel Services, and types travel authorities and claims; occasionally contacts airlines or other carriers concerning timings, reservations or cancellations. | 5 |

% of Time

- Performs other duties, such as operating photocopier and obtaining office supplies from stockroom.

5

Specifications

Degree Points

Knowledge:

Education

Required to take dictation and type reports, manuscripts, statistical tables and correspondence from shorthand notes, prepared copy and voice recordings involving a variety of technical and scientific terms.

A,C,D,E 90

Experience

Duties require a good knowledge of the personnel and functions of a small unit responsible for a segment of a specialized research program, together with a knowledge of a limited number of procedural instructions.

A 60

Complexity

Duties are routine and repetitive. The subject matter is limited in scope to one aspect, with several variables, of a research project. Duties are performed in accordance with well-established methods and procedures. Guidance is readily available when problems are encountered. Limited judgment is required in locating and attaching background information to incoming correspondence and in reviewing outgoing correspondence for compliance with procedural instructions.

A1 90

Consequence of Error

Errors would be minor in nature and could cause minimal loss of time or little annoyance or inconvenience.

A 35

Contacts

Contacts are with senior employees in own Department and with the employees of airlines or other carriers to give or obtain information requiring ordinary courtesy.

A3 70

Secretarial, Stenographic, Typing
B.M.P.D. No. 17

Degree Points

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A STATEMENT

OF QUALIFICATIONS FOR

B.M.P.D. No. 17: SECRETARY (SCY-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

RATED REQUIREMENTS

Abilities

- Ability to maintain files.

Personal Suitability

- Cooperativeness, tact and reliability.

(Note: The above example is for an inexperienced secretary; see next page for an example of an experienced secretary requirements.)

EXAMPLE OF A STATEMENT
OF QUALIFICATIONS

FOR

B.M.P.D. No. 17: SECRETARY (SCY-1)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English. at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in taking shorthand dictation and typing from shorthand notes and voice recordings and in performing duties such as receiving and directing callers and making travel arrangements.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organization and functions of the Division.
- Knowledge of procedures for making travel arrangements.

Abilities

- Ability to maintain files.
- Ability to collate data for reports and meetings.
- Ability to communicate with senior officials in giving or obtaining information.

Personal Suitability

- Alertness, tact, and reliability.

DESIRABLE QUALIFICATIONS

- Knowledge of technical and scientific terminology.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 2

Bench-mark Position Number: 18

Point Rating: 405

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor and staff of a small organization responsible for a specialized program.

Duties

% of Time

- Types memoranda, letters, contracts, reports and requisitions from handwritten drafts and from voice recordings. 30
- Records, sorts and distributes incoming mail according to addressee or nature of material and follows up according to established procedures to ensure timely response. 10
- Drafts routine correspondence, such as covering letters and replies to job applications, for the supervisor's signature; reviews outgoing mail, submitted for the supervisor's signature or approval, for grammatical and typographical accuracy and compliance with established procedures; addresses mail. 15
- Receives personal and telephone callers, answers inquiries of a general nature requiring a limited knowledge of technical terminology, and directs other callers to the appropriate staff officer. 10
- Makes appointments, subject to confirmation, for all staff; reserves boardroom for meetings as directed, types agenda and list of participants, and arranges for slide projector and screen when required. 5
- Makes travel and accommodation arrangements through Central Travel Services, completes travel authorities and requisitions for advances, and drafts expense claims. 5

	<u>% of Time</u>
- Maintains all general and project files as well as a variety of reference material, including financial, personnel, procedural and technical manuals, Treasury Board Travel directives and supply catalogues.	5
- Retains for use by the staff various reports and records, including budget allocations and expenditures, monthly manpower strength reports, leave and attendance, project time sheets, invoices and cheque requisitions.	10
- Performs other duties, such as operating photocopier, distributing pay cheques, maintaining confidential files, requisitioning general office supplies, providing procedural advice to staff members regarding the drafting of memoranda and letters, assigning work to the typing pool and explaining any special requirements, checking completed work for accuracy.	10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u>		
<u>Education</u>		
Required to type memoranda, letters, contracts, reports and requisitions from handwritten copy and voice recordings, draft routine correspondence and review outgoing material for grammatical and typographical accuracy.	A, C	50
<u>Experience</u>		
The job requires a good knowledge of the operation and the relative responsibilities of the supervisor's organization, which is engaged in carrying out a specialized program, to distribute mail, maintain project files, answer routine inquiries, direct callers and retain various accounts and records. Knowledge of procedures applicable to travel and	B	110

Degree Points

the drafting of letters and memoranda is also required, together with knowledge of key personnel in units providing administrative services.

Complexity

Duties generally are routine and repetitive and performed in accordance with established procedures. The subject matter is limited to a single specialty area concerned with internal administration. Some initiative and judgment are required in distributing mail, directing callers, assigning work to the typing pool, making tentative appointments, answering general inquiries, maintaining all general and project files, and in providing procedural advice to staff members regarding the drafting of memoranda and letters.

A2 120

Consequence of Error

Errors in distributing mail, directing callers or filing reports may result in minor loss of time or inconvenience.

A 35

Contacts

Contacts are in own Department, with senior employees to give or obtain information requiring ordinary courtesy, and with junior and intermediate employees to give or obtain information or provide advice regarding procedures requiring limited explanation.

B1 90

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 18: SECRETARY (SCY-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

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

Language Requirement

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

Experience

- Experience in typing a variety of material such as memoranda, letters, contracts and reports from handwritten drafts; in drafting routine correspondence and processing incoming and outgoing mail.

RATED REQUIREMENTS

Knowledge

- Knowledge of the structure and responsibilities of the Branch.
- Knowledge of procedures for making travel arrangements and requisitioning supplies.

Abilities

- Ability to maintain files and records.

- Ability to review material and detect grammatical and typographical errors.

- Ability to arrange appointments and meetings.

Personal Suitability

- Initiative, tact, thoroughness and dependability.

BENCH-MARK POSITION DESCRIPTION

Sub-Group: Secretarial

Level: 2

Bench-mark Position Number: 19

Point Rating: 465

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor of an organization responsible primarily for a single program with closely-related activities.

Duties

% of Time

- Takes dictation and types reports, letters and memoranda from speedwriting notes, handwritten drafts and prepared copy involving a variety of medical and technical terminology. 25

- Locates and attaches, if not already attached, background material to incoming correspondence directed to the supervisor; redirects correspondence not requiring the supervisor's attention to the appropriate person or sub-unit. 5

- Composes and signs routine administrative correspondence, such as memoranda indicating change of address; checks, for typographical errors, outgoing material being submitted for the supervisor's signature and ensures that background material is attached. 10

- Receives personal and telephone callers, answers general inquiries; if necessary, redirects callers to the appropriate officer, sub-unit or other units within the Department. 10

- Makes tentative appointments subject to the supervisor's approval and confirms or advises those concerned of alternative arrangements. 5

- Arranges time and space for meetings or conferences in accordance with general instructions, makes hotel accommodation for out-of-town participants, collates and photocopies material, takes notes of the proceedings of meetings and prepares and distributes summary minutes. 10

	<u>% of Time</u>
- Makes travel arrangements for the supervisor and other staff members through Central Travel Services after determining suitable flights and times, types up itineraries, requests advances, and compiles travel claims for supervisor.	15
- Maintains a listing of all departmentally approved specialists in Canada, adds or deletes names upon recommendations from the Regional representatives, and sends out notification forms to the individuals and the Regional Offices concerned.	5
- Performs related duties, such as maintaining a subject-matter file system; requisitioning office supplies for use by the staff from departmental sources; relaying test results received from the laboratory to Regional and District Offices by telephone and typing and transmitting confirmation reports; occasionally making luncheon arrangements at local restaurants in accordance with general instructions.	15

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

Education

Required to take dictation and type reports, letters and memoranda from speedwriting notes, handwritten drafts and prepared copy involving a variety of medical and technical terminology; take minutes of meetings and A,B,D,E prepare summaries; check for typographical accuracy and attachments of all outgoing correspondence submitted for the supervisor's signature.	130
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Experience

Duties require a good knowledge of the supervisor's subordinate organization and of the respective responsibilities of the various sub-units engaged in a single program comprising several closely related activities. Some knowledge of the unit's	B 110
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Degree Points

relationships with other units of the Department having related interests is also required, together with a general knowledge of the operations of the Regional and District Offices.

Complexity

Duties generally are routine and repetitive and concern one subject-matter area of interest throughout the country. Some initiative is required in locating relevant background material for incoming correspondence, making arrangements for meetings and conferences, redirecting callers and correspondence, and making travel arrangements. Procedures are generally well established.

A2 120

Consequence of Error

Errors would be minor in nature and could cause minimal loss of time or slight annoyance or inconvenience.

A 35

Contacts

Contacts are with senior officers within the Department to relay information and within the supervisor's subordinate organization to give or obtain information requiring ordinary courtesy. Contacts are also with Central Travel Services to arrange travel and hotel accommodation, and with hotel clerks to reserve accommodation for out-of-town participants.

A3 70

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 19: SECRETARY (SCY-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in taking shorthand dictation and typing from shorthand notes involving medical or technical terminology.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organization and responsibilities of the Division.
- Knowledge of the procedures for making travel arrangements and requisitioning office supplies.

Abilities

- Ability to arrange meetings and conferences.
- Ability to take notes at meetings and prepare minutes.
- Ability to compose routine correspondence.

Personal Suitability

- Initiative, tact, reliability and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 2

Bench-mark Position Number: 20

Point Rating: 550

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor of an organization responsible for the administration and operation of Headquarters and District Offices engaged in providing a *service to the public*.

Duties

% of Time

- Types reports, memoranda, minutes and correspondence from voice recordings and handwritten drafts involving a limited amount of scientific/legal terminology. 30

- Records incoming mail, retrieves and attaches subject files or available background material, tags urgent material, records subsequent distribution, and follows up in accordance with established procedures to determine status or cause of delay. 10

- Drafts routine replies to correspondence received from the public; checks outgoing mail for format, attachments, typographical and grammatical accuracy, and for correct distribution. 10

- Screens visitors and telephone callers, determines nature or purpose of call, answers general inquiries and those referring to status of applications and rates of benefits, and refers others to the supervisor or to the sub-unit head concerned. 15

- Schedules tentative appointments subject to the supervisor's approval and confirms or advises those concerned of alternative arrangements; reserves space for meetings as directed, types agenda and collates background material. 5

	<u>% of Time</u>
- Locates and extracts relevant data to assist the supervisor in the compilation of reports, and occasionally compiles statistics and drafts charts or graphs.	10
- Maintains a variety of reference material including scientific and policy manuals, staff instructions, policy directives and various tables and statistical reports; also maintains working files on matters of current concern.	5
- Performs other duties, such as operating photocopier and calculator; relaying instructions to the supervisor's subordinate heads; maintaining a small quantity of confidential material; making travel and accommodation arrangements as directed and typing associated accounting records; reviewing Hansard, Proceedings and Orders of the House of Commons and Senate and flagging matters of interest for the supervisor.	15

Specifications

Degree Points

Knowledge

Education

Required to type reports, memoranda, minutes and correspondence from voice recordings and handwritten drafts involving a limited number of recurring scientific/legal terms; review outgoing mail for format and for typographical and grammatical accuracy; draft routine replies to correspondence; locate and extract data to assist in the compilation of reports and occasionally compile statistics and draft charts and graphs.	A,B,C,	100
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Experience

Duties require a good knowledge of the supervisor's organization and administrative/operational responsibilities at both the Headquarters and District	B	110
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	<u>Degree</u>	<u>Points</u>
Office levels, and the inter-workings between the supervisor's organization and the investigative arm; a good knowledge of administrative procedures, and limited subject-matter knowledge in a single specialty area.		
<u>Complexity</u>		
Most duties are routine and repetitive; however, a few are non-recurring. The subject-matter area concerns and is limited to income benefits. Judgment is required in replying to inquiries concerning the status of applications and rates of benefits, in tagging urgent material, and in scheduling tentative appointments for the supervisor.	A2	120
<u>Consequence of Error</u>		
Errors in providing information to inquirers, such as members of the public and officials of representative organizations, may cause embarrassment to the supervisor.	B	70
<u>Contacts</u>		
Contacts are with senior officials in the organization to arrange meetings and to give and obtain information, with the supervisor's subordinates to obtain information and relay instructions, and with Members of Parliament, officials of representative groups and members of the public to answer inquiries regarding the status of applications and rates of benefits, requiring limited explanation.	B5	150
<u>Supervision</u>		
The position has no substantive and continuing supervisory responsibility.	-	-

EXAMPLE OF A STATEMENT OF QUALIFICATIONS FOR

B.M.P.D. No. 20: SECRETARY (SCY-2)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

Experience

- Experience in performing secretarial duties such as drafting routine correspondence, maintaining a control and follow-up system on mail and making travel arrangements.

RATED REQUIREMENTS

Knowledge

- Knowledge of the operation and responsibilities of the Branch.
- Knowledge of the subject matter re income benefits regulations.
- Knowledge of procedures for handling mail and making travel arrangements.

Abilities

- Ability to locate and extract data to assist in the compilation of reports.

- Ability to arrange meetings, set up agenda and collate background material.

- Ability to communicate with senior officials in giving and obtaining information.

Personal Suitability

- Tact, cooperativeness and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Bench-mark Position Number: 21

Level: 3

Descriptive Title: SECRETARY

Point Rating: 595

Summary

Provides secretarial services to the supervisor and staff of a small organization responsible for several related administration programs within departmental headquarters.

Duties

% of Time

- Takes dictation in both official languages and types memoranda, letters and reports from shorthand notes, tape recordings and rough drafts. 25
- Reads incoming mail, locates and attaches referenced background material and distributes mail to the appropriate officer; records registered mail and ministerial inquiries; follows up in accordance with established procedures to ensure that necessary actions have been taken or to determine reasons for delay. 10
- Composes and signs routine correspondence, such as interim replies, acknowledgements, covering letters, and requests for special items for staff. 5
- Maintains an alpha/numerical filing system for correspondence, projects and reports; a bring-forward system for the supervisor's use; a variety of reference manuals, circulars and bulletins. 10
- Checks all outgoing material, submitted for the supervisor's signature or approval, for format and accuracy of detail in accordance with prescribed procedures, and for grammatical and typographical accuracy. 5
- Receives personal and telephone callers, directs callers to the appropriate officer, provides information of a factual nature and redirects calls requiring more substantive replies. 10

	<u>% of Time</u>
- Schedules appointments as directed and ensures that the supervisor has necessary background material.	5
- Arranges meetings involving departmental officers and officials from the private sector in accordance with instructions, reserves accommodation, types and distributes agenda, maintains records of meetings, occasionally takes notes at meetings and prepares summary minutes.	5
- Makes all air, train, rent-a-car and hotel reservations through Central Travel Services and the departmental travel section; completes travel authorities, advance forms and itineraries; types expense claims ensuring that travel directives have been followed, addition is accurate and the information complete.	5
- Performs other duties, such as maintaining the unit organization charts; keeping a record of taxicab expenses and reporting to Accounts Payable the amounts owing to each company; sorting, photocopying and distributing notices for posting; maintaining office supplies for the unit; maintaining attendance reports; advising the supervisor's subordinates concerning procedures to be followed in preparing correspondence and forms.	20

Specifications

Degree Points

Knowledge

Education

Required to take dictation in both official languages and to type memoranda, letters and reports from shorthand notes, rough drafts and tape recordings; compose and sign routine correspondence; check for grammatical and typographical accuracy and for accuracy of detail all outgoing material submitted for the supervisor's signature or approval; occasionally take notes of meetings and prepare summary minutes.

A,B,C,D 125

Degree Points

Experience

Duties require a good knowledge of a small organization responsible for several related administrative programs, some knowledge of the overall organization of the Department and how the unit's administrative programs relate to it, a good knowledge of departmental and unit procedures as they relate to the specialized functions of the unit, and some knowledge of other units, both inside and outside the Department, having interrelated functions.

C 160

Complexity

Some of the duties are involved and there is a frequent requirement to obtain data and information in connection with the several related administrative programs carried out by the organization. There is limited scope for initiative as most duties are covered by standard practices and established procedures and problems not covered are referred to the supervisor.

B1 140

Consequence of Error

Errors in the handling of correspondence concerning employment applications or in the transmission of information may cause embarrassment to the supervisor or to others.

B 70

Contacts

Contacts are with junior/intermediate employees within the supervisor's organization to provide advice regarding procedures to be followed requiring limited explanation, and with senior officers of the Department, other departments or agencies and the general public to give or obtain information requiring ordinary courtesy.

A5 100

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 21: SECRETARY (SCY-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in performing secretarial duties involving taking dictation and typing from shorthand notes and voice recordings, composing correspondence and handling incoming and outgoing mail.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organization of the Department and of the responsibilities of the Division.
- Knowledge of procedures for making travel arrangements.

Abilities

- Ability to compose routine correspondence.

- Ability to maintain files and records.

- Ability to arrange meetings and schedule appointments.

Personal Suitability

- Thoroughness, tact and dependability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 3

Bench-mark Position Number: 22

Point Rating: 645

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor and the professional staff of a small unit responsible for a specialized research program.

Duties

% of Time

- Sorts and distributes incoming mail according to the subject matter or addressee. 10
- Takes dictation and types correspondence, reports and memoranda from shorthand notes, voice recordings and rough drafts involving a variety of scientific terms; drafts more difficult correspondence for the supervisor's signature. 15
- Compiles and types scientific papers from handwritten manuscripts, arranging as to format and method of presentation in accordance with standard practices; checks with the originator when problems arise; proofreads for grammatical and typographical errors; often prepares graphs, tables and charts from rough diagrams. 20
- Checks outgoing correspondence for accuracy and completeness; ensures mail is properly addressed and when applicable correctly labeled in accordance with postal regulations. 10
- Screens personal and telephone callers; answers general inquiries from the public giving practical advice of a somewhat repetitive nature concerning problems relating to the function of the unit; refers others to the appropriate staff member; frequently redirects callers to other units having related responsibilities. 20
- Arranges appointments, as directed, with officials of universities, other departments and other levels of government who are interested in the unit's subject matter area. 5

% of Time

- Maintains a small subject-matter filing system following departmental guidelines, together with an index of Central Registry files; also maintains abstract cards containing data pertinent to the research program. 5

- Arranges travel through Central Travel Services, requisitions travel advances, drafts and types claims from receipts and trip notes in accordance with travel regulations; maintains unit's record of travel expenses. 5

- Requisitions office supplies, booklets, reprints of publications, chemicals and other laboratory supplies on request using departmental and commercial catalogues; checks incoming supplies and forwards documentation for payment. 5

- Performs other duties as required, such as arranging for photographic work and slide make-up, operating photocopier, maintaining leave and attendance records and maintaining a small library of scientific journals and other publications. 5

Specifications

Degree Points

Knowledge

Education

Required to take dictation and type correspondence, reports and papers from shorthand notes, voice recordings and handwritten drafts involving a variety of scientific terms; correct grammar and spelling in correspondence, reports and manuscripts originated by research personnel; drafts more difficult correspondence for the supervisor's signature.

A, B, C, D, 140
 E

	<u>Degree</u>	<u>Points</u>
<u>Experience</u>		
Duties require a good knowledge of the functions and organization of a small unit responsible for a specialized research program and of departmental procedures applicable to such matters as travel, leave and attendance, preparation of supply requisitions, correspondence, reports and papers; sufficient subject matter knowledge to provide routine practical advice to the public, and to correct grammar and spelling in correspondence, reports and papers. Some knowledge of the responsibilities of other related units is required to redirect callers.	C	160
<u>Complexity</u>		
While some duties are routine, others are not. The compilation of manuscripts is non-repetitive and often complicated, also questions posed by the general public are somewhat involved, but normally relate to one of the many segments of the research program. However, procedures and methods in coping with the workload are prescribed in working instructions and office manuals. Advice is sought from the supervisor or staff when novel problems arise or no precedent is available.	B1	140
<u>Consequence of Error</u>		
Errors may result in some loss of time on the part of several employees or be embarrassing to the individual(s) for whom secretarial services are being provided.	B	70
<u>Contacts</u>		
Contacts are with employees in own Department to request books, periodicals and copies of reprints and to arrange for photographic work and slide make-up requiring limited explanation, and with members of the public to provide practical advice involving explanation.	B4	135

Secretarial, Stenographic, Typing
B.M.P.D. No. 22

Degree Points

Supervision

The position has no substantive and continuing supervisory
responsibility.

- -

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 22: SECRETARY (SCY-3)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the French language.
- Typing skill in French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in performing secretarial duties in a scientific or technical program.

RATED REQUIREMENTS

Knowledge

- Knowledge of the functions of a specialized research program.
- Knowledge of scientific terminology.
- Knowledge of established procedures for making travel arrangements and requisitioning supplies.

Abilities

- Ability to extract and compile material
from handwritten copy.

- Ability to prepare graphs and charts
from rough diagrams.

- Ability to maintain files and records.

Personal Suitability

- Initiative, tact, thoroughness and
reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 4

Bench-mark Position Number: 23

Point Rating: 715

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor of a small organization responsible for a multi-faceted program which interfaces with other governmental programs involving several departments and agencies.

Duties

% of Time

- Logs incoming mail and passes to the supervisor, maintains a bring-forward system for correspondence and for items requiring action by the supervisor. 10

- Reviews outgoing correspondence submitted for the supervisor's signature or approval, for format, procedural accuracy, typographical errors, completeness, and to a limited extent for content. 10

- Takes dictation and types letters, reports and memoranda involving several related and unrelated subject-matter areas, from shorthand notes, prepared copy and occasionally from voice recordings; composes and signs acknowledgements, interim replies and correspondence of an administrative nature. 15

- Maintains current subject matter files for ready reference, an index of files held in Central Registry, and a variety of financial, administrative, program and project manuals. 5

- Screens incoming telephone calls, obtains information from files or elsewhere within the organization and replies directly to general inquiries from officials of departments, provincial governments and private industry, or redirects inquiries to the appropriate officers. 15

% of Time

- Arranges appointments based on the supervisor's schedule, priorities and purpose of the visit; when feasible arranges alternative appointments with the supervisor's subordinates. 5

- Arranges time and accommodation for meetings as directed, drafts agendas upon receiving subjects for discussion and obtains background material for the supervisor from a variety of sources within and, on occasion, outside the organization. 10

- Scans newspapers, Hansard and various bulletins and flags relevant material or items of interest for the supervisor and members of the staff; when required, searches for, extracts and summarizes data or obtains information directly from the appropriate officers to facilitate the preparation of correspondence and reports. 10

- Types trip itineraries, arranges en route appointments, makes travel arrangements through Central Travel Services and hotel reservations directly, obtains travel advances and drafts claims. 5

- Relays information and instructions between the supervisor and subordinate officers; provides advice and guidance to the supervisor's subordinate officers and the support staff of subordinate units regarding procedures to be followed; supervises other administrative support staff by providing advice on procedures, assigning work, and checking completed work for accuracy. 10

- Occasionally performs other duties, such as assisting the supervisor's subordinate officers in preparing reports and correspondence, providing secretarial assistance to the officers in the absence of the regular secretary, receiving mail and forwarding to the Secretariat, checking and registering ministerial correspondence, obtaining office supplies from departmental stores. 5

Specifications

Degree Points

Knowledge

Education

Required to take dictation and type letters, reports and memoranda from prepared copy, shorthand notes and occasionally from voice recordings; review outgoing correspondence for format and completeness, and to a limited extent for content; assist in the preparation of correspondence and reports by searching for, extracting and summarizing data; check for accuracy the work completed by other support staff.

A,B,C,D 125

Experience

Duties require a thorough knowledge of administrative procedures together with a good knowledge of the relative responsibilities of key personnel in a small organization responsible for a multi-faceted program, good subject-matter knowledge in a number of interrelated areas and some knowledge of the organization's responsibilities in relation to those of other departments, other levels of government and certain industries in the private sector.

C 160

Complexity

Some duties are of a routine nature and are performed in accordance with established procedures, others are more involved. The subject matter concerns one program which has several interrelated areas. Initiative and judgment are required in the scheduling of appointments or the making of alternative arrangements, in answering or referring inquiries, in providing procedural advice to the supervisor's subordinates, in searching for, abstracting and summarizing information or data, in obtaining information from departmental officials, and in supervising activities of other support staff.

C2 170

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>		
Errors made in extracting and summarizing data may result in inaccuracies in reports and may have limited effect on activities or result in embarrassment to the supervisor.	B	70
<u>Contacts</u>		
Contacts are with officials of other departments, other levels of government and executives of industry to provide or obtain information requiring limited explanation, and with senior officials in the Department to give or obtain information requiring considerable elaboration and discussion.	C3	170
<u>Supervision</u>		
Supervises the activities of other support staff by providing advice on procedures, assigning work and checking completed work for accuracy.	A	20

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 23: SECRETARY (SCY-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in the English language.
- Typing skill in English at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in performing secretarial duties such as composing routine correspondence, handling incoming and outgoing mail and arranging meetings.

RATED REQUIREMENTS

Knowledge

- Knowledge of the structure and responsibilities of the organization.
- Knowledge of the procedures for logging incoming mail, making travel arrangements and maintaining files.

Abilities

- Ability to extract and summarize data.
- Ability to communicate effectively in relaying information and instructions.

Personal Suitability

- Tact, thoroughness and reliability.

DESIRABLE QUALIFICATIONS

- Knowledge of provincial governments and private industry having responsibilities related to the organization.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 4

Bench-mark Position Number: 24

Point Rating: 750

Descriptive Title: SECRETARY

Summary

Provides secretarial services to a supervisor of an organization comprising Headquarters and Regional Offices responsible for several generally related programs.

Duties

% of Time

- Receives, screens and logs incoming correspondence and, by determining subject matter, refers to the appropriate staff member or section, calls Central Registry for files and related background information if necessary; maintains an action and follow-up system. 20
- Maintains a control register for ministerial correspondence and inquiries; ensures timely response or ascertains reasons for delay. 5
- Composes, types and signs interim replies and answers to general inquiries, including those from private individuals or organizations. 15
- Provides advice and guidance to the supervisor's subordinate officers and support staff concerning the format and tone of correspondence, and checks outgoing correspondence for format, composition, grammatical and typographical accuracy, compliance with procedures and completeness. 10
- Types, from prepared copy or voice recordings, letters, memoranda, reports, briefs and directives, and occasionally types confidential material, such as personnel appraisals or legislative drafts. 15
- Identifies visitors/telephone callers and determines nature of inquiry; decides which can be handled personally, referred elsewhere or must be directed to the supervisor; replies to questions frequently involving reference to appropriate legislation; makes appointments on own initiative and advises the supervisor; maintains an appointment diary. 10

- | | <u>% of Time</u> |
|---|------------------|
| - Schedules and sets up meetings/conferences on request of the supervisor; confirms arrangements with all concerned, which usually includes senior Regional representatives; types minutes of meetings and arranges for distribution of same. | 5 |
| - Searches for, reads and extracts or summarizes information from departmental reports, briefs and papers for inclusion in reports or correspondence; scans publications and flags items of interest for the supervisor. | 5 |
| - Maintains a variety of reference material, e.g. departmental manuals and regulations, legislation, and statistics; retains an index to Central Registry files; controls confidential files. | 5 |
| - Makes transportation and accommodation arrangements through Central Travel Services; types travel schedules, drafts and types travel claims. | 5 |
| - Performs related duties, such as relaying instructions to the Regional Offices, maintaining leave and attendance records, requisitioning office supplies, maintaining charts, and operating photocopier. | 5 |

Specifications

Degree Points

Knowledge

Education

Required to type, from voice recordings and prepared copy, letters, memoranda, minutes, reports, briefs, directives, personnel appraisals and legislative drafts, compose routine letters; extract information from a variety of sources; review outgoing correspondence for format, composition and grammatical and typographical accuracy.	A,B,C	100
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	<u>Degree</u>	<u>Points</u>
<u>Experience</u>		
The work requires a good knowledge of the programs, policies and operating procedures for which the supervisor is responsible, the organization of Headquarters and Regional units, a good knowledge of the subject-matter areas and the people within the organization responsible for the various segments of same, together with a general knowledge of the legislation pertinent to the programs.	D	210
<u>Complexity</u>		
While some duties are of a routine nature, many are non-repetitive and involved and require a search for precedent, particularly in answering the variety of inquiries received. The various programs are covered by different legislation, but are generally related. As only general guidelines are available, initiative is required in handling requests for information directed to the supervisor, in providing advice to the supervisor's subordinate officers and in reviewing outgoing correspondence. There is frequently a requirement to modify existing procedures to resolve problems.	B3	200
<u>Consequence of Error</u>		
Inaccurate information in answer to inquiries may cause embarrassment to individuals. Problems or correspondence incorrectly routed may result in considerable loss of time. Errors in relaying instructions to Regional staffs may have limited effects on activities of the organization.	B	70
<u>Contacts</u>		
Contacts are with senior officials within the Department to give or obtain information frequently requiring elaboration, particularly when relaying information or instructions on behalf of the supervisor. Contacts are also with the public; with private individuals to explain procedures and advise regarding the status of problems; with the news media to advise regarding the status of legislation revision.	C3	170

Degree Points

Supervision

There is no substantive supervisory responsibility; however, there is a requirement to check the quality of work of the secretaries in the supervisor's subordinate units.

- -

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR B.M.P.D. No. 24: SECRETARY (SCY-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or Aptitudes

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

Language Requirement

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

Experience

- Experience in performing secretarial duties including handling of Ministerial correspondence.

RATED REQUIREMENTS

Knowledge

- Knowledge of the organization of Head quarters and Regional offices.
- Knowledge of administrative procedures for handling mail including Ministerial - correspondence.
- Knowledge of the programs within the organization.

Abilities

- Ability to compose routine correspondence.

- Ability to extract and summarize information.

- Ability to communicate orally in relaying information and instructions.

Personal Suitability

- Initiative, thoroughness, reliability and tact.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Bench-mark Position Number: 25

Level: 4

Descriptive Title: SECRETARY

Point Rating: 795

Summary

Provides secretarial services to the supervisor of a complex organization, of moderate size, responsible for several unrelated administrative programs.

Duties

% of Time

- | | |
|--|----|
| - Takes dictation and types letters, memoranda, reports, minutes and other material from shorthand notes, voice recordings and prepared copy. | 15 |
| - Reads incoming mail to determine priority and the nature of action required, attaches relevant background material and forwards to the supervisor or appropriate sub-unit head, maintains a control system and follows up to ensure timely response. | 15 |
| - Checks outgoing mail for accuracy, conformance with overall policy, adequacy of treatment, and whether any statements might be embarrassing or misunderstood by the recipient. | 10 |
| - Composes and signs replies to general inquiries of a non-technical nature, acknowledgements and interim replies; drafts more difficult correspondence for signature by the supervisor, or compiles or summarizes information to facilitate the preparation of replies. | 10 |
| - Receives visitors and screens telephone callers, determines the purpose or nature of the visit or call, provides substantive information of a general nature, redirects callers when feasible or refers to the supervisor. | 15 |
| - Assists in the preparation of reports by searching for, extracting, collating and summarizing data from a variety of sources within the Department. | 5 |

	<u>% of Time</u>
- Schedules meetings and conferences with the supervisor's approval, reserves space, types and distributes agenda and list of participants, takes notes at meetings and prepares summary minutes; makes arrangements for travel and accommodation in Canada and abroad through Central Travel Services, occasionally makes arrangements directly with airline and railway companies, requisitions cheques and drafts travel claims.	10
- Maintains files of on-going matters of concern to the supervisor, minutes of committee meetings, and the supervisor's personal files; keeps a Central Registry file index.	5
- Liaises on behalf of the supervisor with staff members and with senior employees outside the supervisor's organization to give or obtain information and to relay instructions and verbal requests.	5
- Performs other duties, such as arranging for other support staff to perform routine tasks, for example, general typing, zeroxing and compiling information from readily available sources, and reviewing completed work; maintaining a variety of reference material, including financial and material manuals, program forecasts and estimates, extensive domestic and foreign address and telephone lists; requisitioning office supplies from central stores; contacting outside firms for repair and service of office equipment; occasionally arranging business luncheons at local restaurants involving seating precedence and menus.	10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u>		
<u>Education</u>		
Required to take shorthand and type letters, memoranda, reports, minutes and other material from shorthand notes, voice recordings and prepared copy; compose summary minutes of meetings; compose replies to general inquiries of a non-technical nature, acknowledgements	A,B,C,D,	125

Degree Points

and interim replies; drafts more difficult correspondence for the supervisor's signature.

Experience

Duties require a good knowledge of the structure, policies and functions of a complex organization responsible for several unrelated administrative programs, and of its relationships with the operational units and central agencies; a good knowledge of internal administrative procedures and practices, and of the procedures applicable to the Department as a whole. A knowledge of a few personnel in several other departments with which the organization has frequent dealings is also required.

D 210

Complexity

Many of the duties are complicated or pose particular problems requiring the search for precedent. The subject matter is diverse and unrelated due to the nature of the programs under the supervisor's control. While procedures are generally well established and precedents are available, there is some scope for initiative in solving problems. Judgment is required in determining priorities, in reviewing outgoing correspondence, in searching for, extracting, collating and summarizing data. Some initiative and judgment are required in screening visitors and arranging appointments.

C2 220

Consequence of Error

Probable errors may result in faulty information and may have limited effects on the activities based on this information or be embarrassing to the supervisor.

B 70

Degree Points

Contacts

Contacts are with senior employees within the Department to give or obtain information or relay instructions requiring considerable elaboration and discussion, and with senior officials of other departments to give or obtain information requiring limited explanation or to arrange meetings.

C3 170

Supervision

The position has no substantive and continuing supervisory responsibility.

- -

EXAMPLE OF A

STATEMENT OF QUALIFICATIONS

FOR

B.M.P.D. No. 25: SECRETARY (SCY-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

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

Language Requirement

- Skill in taking dictation in English by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5, percent error rate.
- A knowledge of both the English language and the French language is essential for this position.

Experience

- Experience in performing secretarial duties such as composing routine correspondence, maintaining a control and follow-up system on mail, and assisting in the preparation of reports.

RATED REQUIREMENTS

Knowledge

- Knowledge of the structure, policies and functions of the organization.
- Knowledge of internal administrative procedures and practices.

Abilities

- Ability to extract, collate and summarize data.

- Ability to determine work priorities.

- Ability to communicate orally in relaying information and instructions.

Personal Suitability

- Initiative, tact, reliability and thoroughness.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 4

Bench-mark Position Number: 26

Point Rating: 890

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor of a large, complex organization responsible for two multi-faceted programs including Headquarters, Regional and District operations.

Duties

% of Time

- Types internal memoranda, reports, letters, submissions, drafts of legislation, and memoranda to Cabinet from shorthand notes, manuscripts and marginal notes involving non-recurring scientific and legal terms. 10

- Screens incoming mail, obtains background material, passes important correspondence and files to the supervisor, redirects mail not requiring the supervisor's attention to the appropriate sub-unit supervisor indicating who is to prepare reply and for whose signature; maintains log for action documents and correspondence and follows up at own discretion to ensure timely response; records decisions made, actions taken, reasons for delay and anticipated completion dates. 15

- Composes and signs acknowledgements, responses to requests for information and confirmation of actions pending or taken; drafts more difficult correspondence for the supervisor's signature, and drafts other material for use in press releases, speeches and articles; reviews outgoing material, including letters for the Minister's signature, Parliamentary returns and Cabinet documents, for format, completeness, style, procedural and grammatical accuracy, and for co-ordination between sub-units; ensures that replies to inquiries cover all points raised. 20

	<u>% of Time</u>
- Screens visitors and telephone callers, determines nature of call, provides information of a factual nature, when practicable redirects visitors or callers to the appropriate sub-unit head.	10
- Liaises with departmental officials, both inside and outside the supervisor's organization, and with officials of other departments, boards or agencies to relay instructions, transmit messages, give or obtain information on behalf of the supervisor, but problems concerning policy instructions are brought to the attention of the supervisor; provides advice to the supervisor's immediate subordinates and their support staff regarding the preparation of correspondence, reports and other routine matters.	15
- Schedules appointments on own initiative and postpones, reschedules or makes alternative arrangements as circumstances dictate, informs the supervisor of the arrangements and ensures that necessary background information is available prior to the appointment.	5
- Arranges meetings, including time and space and occasionally accommodation for participants, prepares agenda, collates background material, types and distributes minutes.	5
- Locates background material for inclusion in reports, letters or other documents, also locates internal or external sources of information for use by the supervisor's subordinates.	10
- Performs other duties, such as maintaining confidential files and a Central Registry file index; maintaining a variety of reference material including appropriate Acts and Regulations, copies of Hansard, statistical tables and various reports; maintaining leave and attendance records for the supervisor and the sub-unit heads; arranging for furnishings, furniture and equipment acquisition and repair; making travel arrangements and accommodation reservations through Central Travel Services, requisitioning advances and drafting travel claims for domestic and foreign travel.	10

<u>Specifications</u>	<u>Degree</u>	<u>Points</u>
<u>Knowledge</u>		
<u>Education</u>		
Required to take dictation and type a variety of material involving non-recurring scientific and legal terminology; compose routine and difficult correspondence and other material for use in press releases, speeches and articles; review outgoing correspondence, letters for the Minister's signature and Cabinet documents for procedural and grammatical accuracy.	A,B,D,E,	130
<u>Experience</u>		
Duties require a good knowledge of the personnel, policies, procedures and operations of a large, complex organization responsible for two multi faceted programs, together with a good knowledge of the various subject matter areas involved. A good knowledge of the organization, functions and key personnel of governmental and industrial boards and agencies with which the organization relates is also required.	D	210
<u>Complexity</u>		
Most duties are of a non-routine nature or have a unique aspect. The subject matter is broad in scope and diverse, encompassing several unrelated fields. There are various interrelated activities in each field. The solution to problems frequently requires some variation or modification of past practices. Initiative and judgment are required in arranging appointments and meetings, in redirecting mail, coordinating replies and following up to ensure timely response, and in drafting difficult correspondence for the supervisor's signature, in locating and extracting information and data, and in scheduling appointments. Problems concerning policy matters are referred to the supervisor.	C3	250

	<u>Degree</u>	<u>Points</u>
<u>Consequence of Error</u>		
Errors may cause inaccuracies in reports or other documents used to make operational decisions, adversely affect relations with outside organizations or cause embarrassment to the Department.	C	100
<u>Contacts</u>		
Contacts are with senior officials in own and other departments, and with officials of government and industrial boards and agencies which are directly concerned with departmental programs, to relay messages, give and obtain information involving considerable elaboration and discussion.	CS	200
<u>Supervision</u>		
The position has no substantive and continuing supervisory responsibility.	-	-

EXAMPLE OF A
STATEMENT OF
QUALIFICATIONS FOR
B.M.P.D. No. 26: SECRETARY (SCY-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in composing correspondence, dealing with senior officials and handling Ministerial correspondence.

RATED REQUIREMENTS

Knowledge

- Knowledge of the policies, procedures and structure of the organization.
- Knowledge of governmental and industrial boards and agencies.
- Knowledge of office practices and procedures.

Abilities

- Ability to locate internal or external sources of information.

- Ability to draft material for press releases, speeches and articles.

- Ability to communicate orally with senior officials in giving and obtaining information.

Personal Suitability

- Initiative, tact and reliability.

BENCH-MARK POSITION DESCRIPTION

Sub-group: Secretarial

Level: 4

Bench-mark Position Number: 27

Point Rating: 965

Descriptive Title: SECRETARY

Summary

Provides secretarial services to the supervisor of a large, complex organization responsible for all aspects of several multi-faceted programs.

Duties

% of Time

- Takes dictation and types letters, memoranda and other correspondence from shorthand notes, handwritten drafts and revised copy, involving a limited amount of technical terminology. 10

- Screens incoming mail; locates and attaches relevant background material; flags or summarizes information to facilitate the preparation of replies, redirects, for action or information, mail not requiring the personal attention of the supervisor to the person or unit concerned; and follows up at own discretion. 20

- Composes and signs routine and more substantive replies to incoming correspondence; replies directly to telephone inquiries from officials of other departments, agencies, organizations and from members of the general public by obtaining information from own files or from other sources within the organization; refers inquiries requiring in-depth subject-matter knowledge to the appropriate person. 15

- Composes administrative memoranda of an instructional nature for internal distribution. 5

- Reviews outgoing material submitted for the supervisor's signature or approval to ensure that relevant material is attached, that copies are made for the appropriate files and that distribution is correct; co-ordinates input from concerned sub-units; holds in abeyance material requiring 15

% of Time

further action or information and ensures timely action is taken.

- Liaises on behalf of the supervisor with officials of the Department, other departments, other levels of government and independent boards and agencies, to give or obtain information relative to the supervisor's operations and areas of responsibility, to provide advice, relay instructions or follow up on matters initiated by the supervisor or at higher levels, frequently requiring considerable elaboration and discussion. 10

- Arranges appointments according to priorities and the supervisor's schedule, confirms appointments by telephone or letter, reschedules appointments as required; maintains the supervisor's calendar; ensures that the supervisor has necessary background material or is properly briefed prior to the appointment. 5

- Arranges appropriate accommodation for meetings, compiles or ensures that necessary material is prepared, types agenda and arranges for translation facilities. 5

- Maintains a variety of reference material, including reports, statistical data, orders and regulations; also maintains an alphabetical filing system for items of current concern to the supervisor. 5

- Assigns work to a back-up secretary and a clerk and checks the completed work for accuracy; provides advice when problems arise; discusses performance with the individual concerned and with the supervisor. 10

Specifications

Degree Points

Knowledge

Education

Required to take dictation and type letters, memoranda and other correspondence from shorthand notes,

	<u>Degree</u>	<u>Points</u>
handwritten drafts and typed copy, involving a limited amount of technical terminology; compose and sign routine and more substantive replies to incoming correspondence; compose administrative memoranda of an instructional nature; summarize information to facilitate the preparation of replies.	A,B,D	115
<u>Experience</u>		
Duties require a good knowledge of the policies, structure and functions of a large, complex organization responsible for all aspects of several multi-faceted programs; a knowledge of the key people within the organization responsible for providing administrative services; a good knowledge of procedures as they apply to the organization as a whole, and a knowledge of the officials and the relative role of various agencies, boards, organizations, other departments and levels of government with which the supervisor's organization has frequent contact.	E	260
<u>Complexity</u>		
Most of the duties are of a non-routine nature or have a unique aspect posing special problems in such areas as co-ordination, responsibility and information availability. The subject matter relates to the various programs under the supervisor's control and is generally diverse, involved and unrelated. There is a frequent need to locate, extract or summarize information in replying to inquiries and in preparing material for the supervisor's use. Due to the unique aspect of most of the work, there is frequently a need to search for precedent, and to modify existing or devise new procedures to resolve problems.	C3	250
<u>Consequence of Error</u>		
Errors would result in inaccuracies in reports or information and may have serious effects on the activities based on this information, or may result in considerable loss of good will or be embarrassing to senior officers.	C	100

Degree Points

Contacts

Contacts are with senior officials within the Department and other departments, other levels of government, boards, agencies and organizations to give or obtain substantive information frequently requiring considerable elaboration and understanding, and to relay information or instructions on behalf of the supervisor.

C5 200

Supervision

Assigns work to a back-up secretary and a clerk and checks the completed work for accuracy; provides advice when problems arise; discusses performance with the individual concerned and with the supervisor.

B 40

EXAMPLE OF A
STATEMENT OF QUALIFICATIONS
FOR

B.M.P.D. No. 27: SECRETARY (SCY-4)

ESSENTIAL QUALIFICATIONS

BASIC REQUIREMENTS

Education

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

Achievement, Skills or
Aptitudes

- Required proficiency in the use of grammar, spelling and punctuation in both the English language and the French language.
- Typing skill in both English and French at a speed of at least 40 words per minute with not more than a 5 percent error rate.
- Skill in taking dictation in both English and French by manual or machine shorthand at a speed of at least 80 words per minute and in transcribing with not more than a 5 percent error rate.

Language Requirement

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

Experience

- Experience in composing correspondence and instructional memoranda, and in dealing with senior officials.

RATED REQUIREMENTS

Knowledge

- Knowledge of the policies, structure and functions of the organization.
- Knowledge of various agencies, boards and other government departments involved with the organization.

Abilities

- Ability to locate, extract and summarize information.

- Ability to devise and implement new procedures, schedule and assign work and resolve work problems.

- Ability to schedule and arrange appointments and meetings and provide necessary briefings.

- Ability to maintain a variety of reference material.

Personal Suitability

- Initiative, cooperativeness and reliability.

- Tact, particularly in handling requests from senior officials and in applying precedents.