

Position: **Benchmark Job #005**

Ministry: Health

Working Title: **File Clerk**

Branch: Management Operations, MSP

Level: Range 6

Location: Victoria

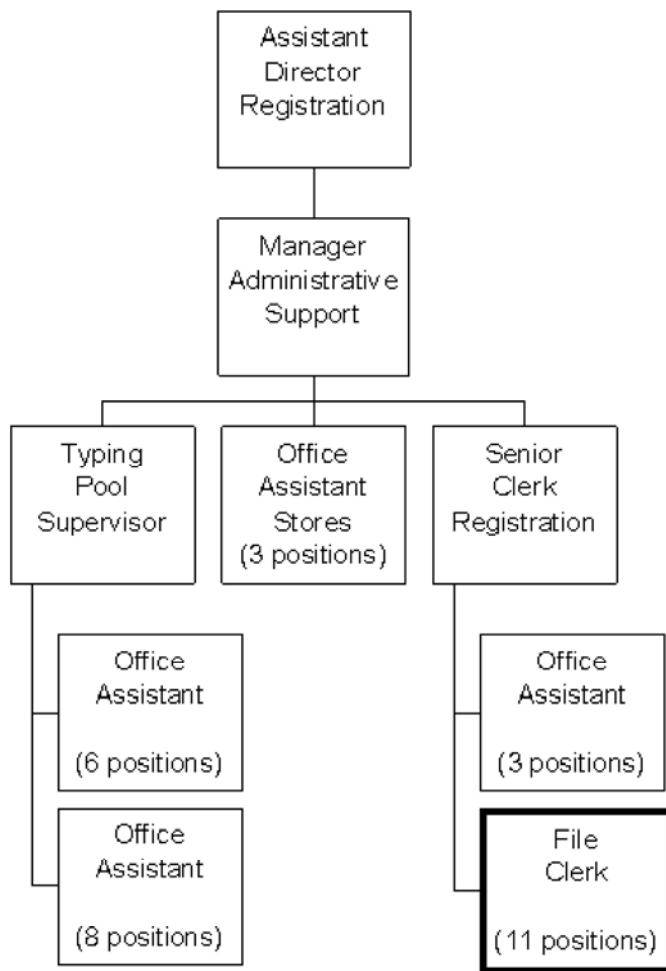
NOC Code: 1413

PRIMARY FUNCTION

To maintain current and accurate files in the Medical Services Plan (MSP) subscriber filing system.

JOB DUTIES AND TASKS

1. Keeps subscriber files up-to-date, accurate and orderly
 - a. opens, sorts and distributes incoming correspondence and mail
 - b. retrieves and delivers files and correspondence as required
 - c. maintains file system by assigning codes and filing correspondence and documents
 - d. processes outgoing mail and correspondence
 - e. updates personal file information on computer filing system
 - f. conducts searches for missing file information using computer databases and micro-fiche
 - g. purges files and arranges for off-site storage as directed
2. Performs other related duties
 - a. receives and redirects calls and responds to general enquiries in-person and over the telephone; exchanges information with doctors, public, government agents, etc.
 - b. photocopies and distributes interdepartmental communications, manuals, and amendments
 - c. orders office supplies as required
 - d. receives cash and cheques in the mail and issues receipt
 - e. gives informal guidance to staff on filing procedures



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Know several work tasks and how to read and write to file and retrieve correspondence, sort and distribute mail and update computer files for the MSP subscriber filing systems.</p>	B	40
2	<p>MENTAL DEMANDS</p> <p>Judgement to select a known action in completing specific tasks to file, sort and retrieve correspondence on files and perform computer searches for information.</p>	B	40
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Tact required to exchange information and answer general inquiries related to filing duties and work unit and exchange information with public, doctors and government agents.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Some coordination and dexterity required to update computer file using keyboard with a minimal requirement for speed.</p>	B	10
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by set routines, makes minor changes in known job tasks to file and retrieve correspondence, update database records and sort and deliver in-house mail.</p>	A	15
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Limited financial responsibility to receive cash and cheques in the mail and issue receipts.</p>	B	10

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide maintenance for a large multi-user Medical Services Plan filing system by assigning codes and filing correspondence and delivering files.	C	15
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to give informal guidance to staff on filing procedures.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility to process information for medical claim payments to assist doctors and care card holders.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Close sensory concentration to regularly visually sort and distribute mail and files.	B	6
11	PHYSICAL EFFORT Light physical effort to regularly focus on computer screens to update on-line files.	B	6
12	SURROUNDINGS Exposure to crowded office setting with background noise almost always.	B	4
13	HAZARDS Limited exposure to hazards from frequent repetitive motion in opening and stamping mail.	B	4

Total Points: 180

Level: Range 6