

Position: **Benchmark Job #184**

Ministry: Skills, Training and Labour

Working Title: **Registration Clerk**

Branch: Workers' Compensation Review Board

Level: Range 9

Location: Richmond

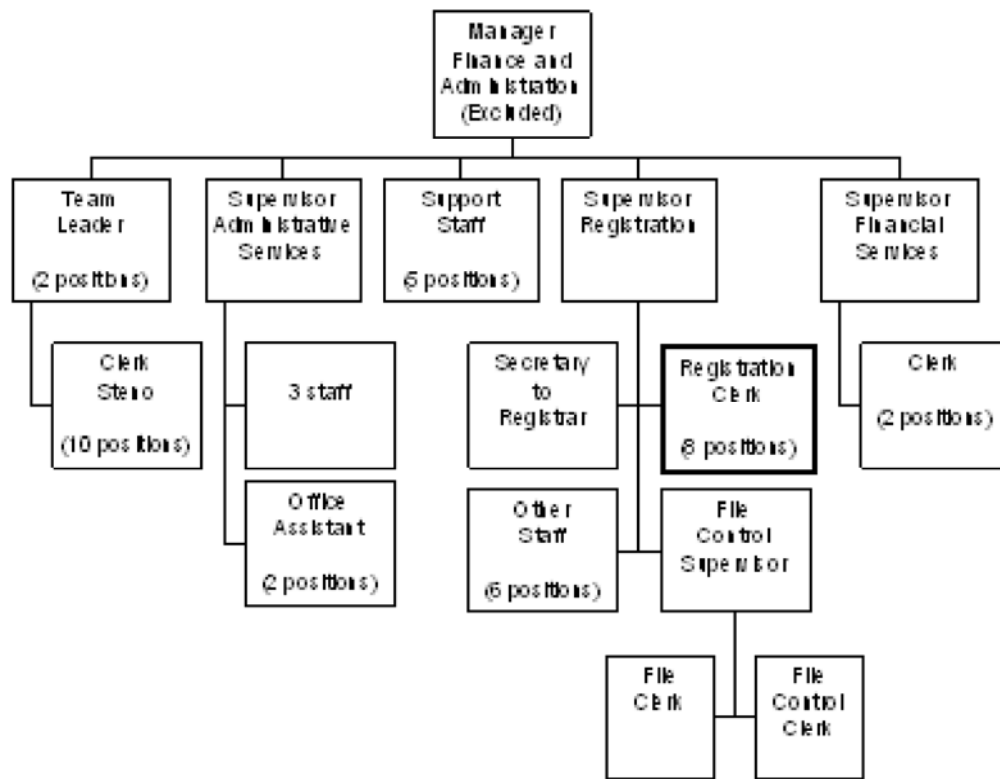
NOC Code: 1441

## PRIMARY FUNCTION

To track all stages of worker/employer appeals for the Workers' Compensation Review Board by ensuring the completeness, accuracy and processing of files within strict deadlines.

## JOB DUTIES AND TASKS

1. Initiates check-in process of Workers' Compensation Review Board (WCRB) appeals
  - a. receives all in-coming appeal forms and letters of intent to appeal at the WCRB
  - b. enters basic information from appeal form onto computerized case management system
  - c. assigns an internal appeal number to register appeal
  - d. requests the claim file from the Workers' Compensation Board (WCB)
2. Organizes, tracks, and maintains appeal files for the WCB
  - a. sets up and maintains a bring-forward system to track outstanding claim files from the WCB
  - b. checks file for accuracy, timeliness and document completeness upon receipt of claim file from WCB
  - c. determines and extracts pertinent information from file, including the issue under appeal; codes material
  - d. enters information into the final check-in screen of the computerized case management system
  - e. modifies and/or drafts letters of receipt or letters asking for additional information as required
  - f. prepares two file folders for each appeal received, adds WCB decision letter and forwards the entire package to the Deputy Registrar for assignment
  - g. processes file data at each stage of appeal process within strict deadlines using bring forward system
3. Performs other related duties
  - a. provides support to Registrar including word processing correspondence and reports, data entry, and keyboarding from transcription equipment; transcribes dictation
  - b. responds to enquiries over the telephone from employers and workers to explain procedures and timelines regarding the status of appeals
  - c. receives cheques and money orders from appellant for disclosure fees and forwards to WCB with appropriate forms



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Know a variety of job functions and how they relate to the Workers' Compensation Review Board appeals office to receive and register compensation appeals on database, open files, track and process file data at each level of appeal process.</p>	C	60
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to recognize known differences and determine the priority of tasks to receive and register appeals, ensure required data is complete, process files using bring forward system and perform data entry and word processing.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Discretion required to exchange information needing an explanation of timelines related to the status of appeals with workers who are upset, to remove tension from the situation.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Significant coordination and dexterity required to use a word processor and enter data to produce correspondence and to update compensation appeal files with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to receive and register WCB appeals on database, track all stages of workers/employers appeals, ensure document completeness and process appeal file documents within deadlines.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Limited financial responsibility to receive cheques and money orders from appellants for disclosure fee and forward to the Workers' Compensation Board with appropriate forms.</p>	B	10

<b>FACTOR</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>POINTS</b>
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to provide support to a multiple user project information system by organizing, tracking and maintaining appeal files.	C	15
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to explain procedures of the Workers' Compensation Board appeals file system to co-workers on an ad hoc basis.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to calm appellants who call regarding the status of their appeals.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense sensory concentration to almost always visually focus on source document and use word processor to produce correspondence and enter appeal file data.	D	18
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost always focus visual attention to printed material to enter data.	D	18
12	<b>SURROUNDINGS</b> Exposure to regular dealings with appellants who are upset regarding the status of their appeals.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from keyboarding and data entering almost always.	C	6

Total Points: 288.5

Level: Range 9