

Position: **Benchmark Job #211**

Ministry: Environment, Lands and Parks

Working Title: **Correspondence Coordinator**

Branch: Environmental Protection

Level: Range 11

Location: Victoria

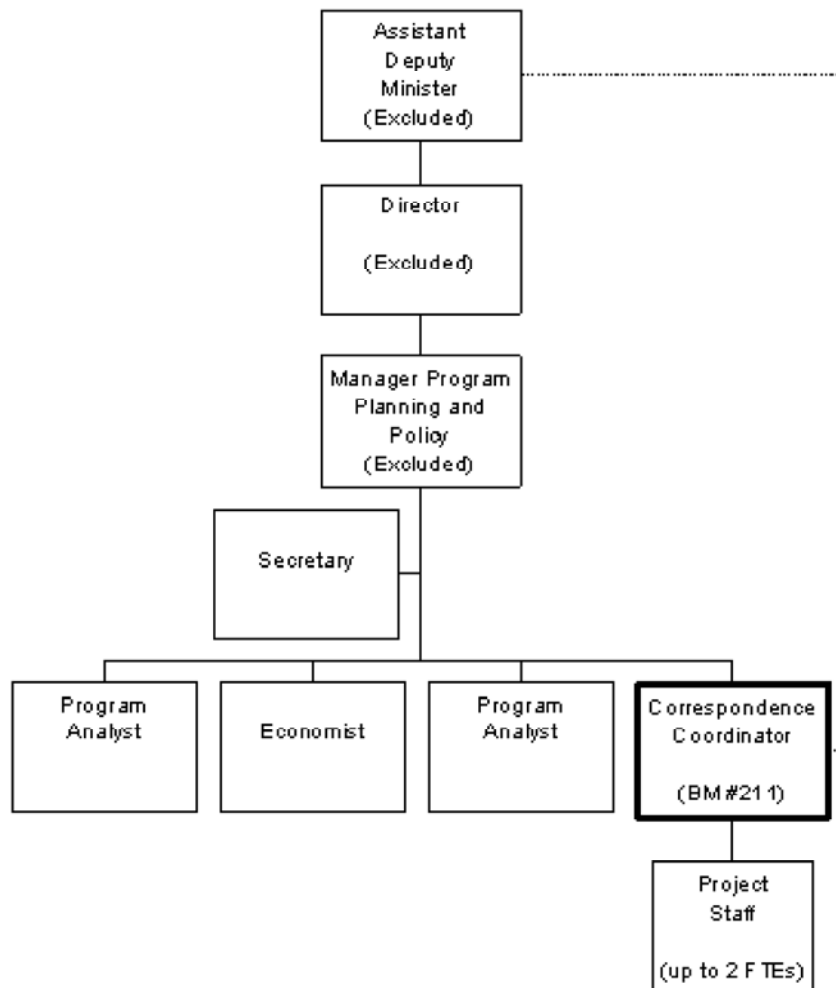
NOC Code: 1452

PRIMARY FUNCTION

To coordinate responses for an Assistant Deputy Minister (ADM) program area and provide information on program projects and related issues.

JOB DUTIES AND TASKS

1. Coordinates responses to letters on branch program issues
 - a. examines all letters routed to the branch to determine information needs
 - b. collects information on issues and drafts responses on own initiative for Minister, Deputy Minister or ADM to sign or determines who should draft response if issue is too technical or contentious
 - c. examines, edits, and approves responses to letters by ensuring content is clear and concise
 - d. proof-reads material prior to final draft and distribution to ensure that technical responses, provided by program staff, address the issue identified in the incoming correspondence, use the correct tone and are in the proper format according to Ministry standards
 - e. coordinates the completion of correspondence, ensures correspondence is released in a timely manner and tracks correspondence using tracking systems, such as CLIFF
 - f. requests revisions to letters submitted for approval
 - g. maintains, updates, catalogues, and stores letters and responses to ministry and branch executive staff using ARCS and ORCS filing systems
2. Provides information on projects and related issues
 - a. gathers program information on related issues to provide information on the status of correspondence relating to program projects
 - b. identifies issues that may affect workload and requests appropriate responses from program staff
3. Performs other related duties
 - a. assigns, monitors and examines the work of project staff to respond to large volumes of incoming correspondence (up to 2 FTEs)
 - b. maintains statistics on correspondence by type and issue
 - c. operates word processor to produce correspondence and reports



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand and apply the accepted methods of the ministry correspondence program to gather information and draft responses to correspondence for an Assistant Deputy Minister program area, coordinate and track correspondence receipt and coordinate the completion of responses by program staff.</p>	E	145
2	<p>MENTAL DEMANDS</p> <p>Judgement to assess replies to correspondence and choose an approach using a combination of accepted correspondence methods and terminology to coordinate and track responses, draft or refer to appropriate staff and edit responses for Minister's, Deputy Minister's or Assistant Deputy Minister's signature, ensuring correspondence is timely, clear and concise.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Discretion required to exchange information needing an explanation of letter content to clarify issues with staff.</p>	C	30

4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use a word processor to produce correspondence and reports with some requirement for speed to meet deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general procedures or instructions, selects alternative courses of action to coordinate responses to letters received on program issues, draft and edit responses, ensure correspondence is clear and concise, and meets Ministry standards and maintain statistics and tracking system.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>No financial responsibility.</p>	A	5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to update, edit, catalogue and store letters to, and responses from, the Minister and executive staff in an ARCS and ORCS filing system.	C	15
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to assign, monitor and review work of project staff (up to 2 FTEs).	CD	14
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own safe work practice in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently proofread material before final draft.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently visually focus while drafting and editing letters.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 434

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