

Position Number: **Benchmark Job #018**

Ministry: Attorney General

Branch: Probation Office

Location: Various

Working Title: **Administrative Supervisor - Probation Office**

Level: Range 11

NOC Code: 1241

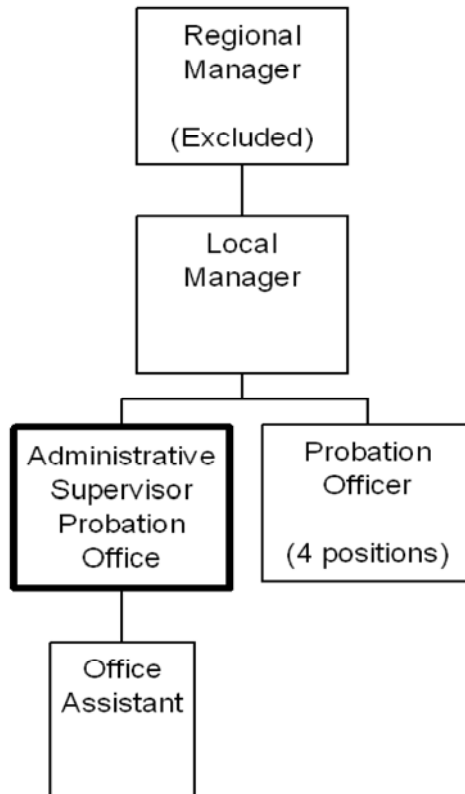
PRIMARY FUNCTION

To provide administrative and secretarial support services for the local manager and staff of a probation office.

JOB DUTIES AND TASKS

1. Provides program support duties
 - a. sorts, screens, prioritizes and distributes incoming mail, attaching reference material as needed; prepares outgoing mail
 - b. responds to enquiries in-person and over the phone from clients, family members, Crown Counsel, the RCMP and other Probation offices regarding client information; directs calls to appropriate personnel if necessary
 - c. obtains information for intake/referral of clients into office, processes client files and transfers client files to other offices as required
 - d. maintains and updates information on Probation Records System and Provincial Case File
 - e. compiles statistics on Probation Officers' workloads, office workload and on Family Court Files for the Provincial Records System
 - f. monitors court referrals to ensure that clients have been contacted
 - g. gathers and organizes information for reports; generates reports using computerized Probation Records System
 - h. provides assistance to staff in entering case information into computer system and on related procedures
 - i. establishes and maintains administrative filing system and Bring Forward system using ARCS/ORCS
 - j. establishes, maintains and updates inventory of equipment, supplies, etc. and completes transfer/disposal/loss reports as required
 - k. develops office filing and other administrative procedures to meet branch, ministry and central agency requirements
2. Provides financial support services to the office
 - a. checks that accounts payable invoices, travel vouchers etc. are properly coded and signed before submitting for processing
 - b. maintains the office petty cash
 - c. orders office supplies as required
3. Requests and maintains furniture and equipment for the office
 - a. initiates requisitions for equipment and supplies as required
 - b. signs for goods received

- c. arranges for the maintenance and repair of equipment, furniture, etc. as required
- 4. Supervises staff
 - a. supervises one half-time clerical staff member including, recruiting and training
 - b. plans, assigns and reviews work
 - c. sets work priorities and standards
 - d. conducts formal appraisals of work performance and takes disciplinary action, if required
- 5. Provides secretarial services for a probation office
 - a. drafts and word processes routine correspondence for signature
 - b. transcribes letters, memoranda and reports from hand-written notes or dictaphone
 - c. books appointments for clients
 - d. maintains and updates office manuals as required
 - e. notifies appropriate personnel of emergency/crisis or unusual behaviour or condition of clients



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Know a variety of administrative and secretarial functions and understand how they relate to the ministry program and central agency requirements to provide program support, develop and organize office administrative procedures to meet branch, ministry and central agency requirements, supervise clerical staff, establish office filing systems and provide secretarial support.</p>	D	100
2	<p>MENTAL DEMANDS</p> <p>Judgement to recognize known differences and determine the priority of tasks to provide administrative and secretarial services, supervise staff in a probation office, establish and maintain filing systems, draft routine correspondence for signature, determine office supply requirements and prepare reports.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Significant coordination and dexterity required to use a word processor to produce correspondence, reports and documents with speed and accuracy to meet court deadlines.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by specific procedures, select a course of action to complete assignments using previous instruction and past practise to coordinate office administrative functions, set up office procedures and filing systems, supervise support staff and provide secretarial support.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Some financial responsibility to check invoices and travel vouchers for correct coding and completeness.</p>	C	15

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Significant responsibility to establish and maintain the ORCS and ARCS multiple-user filing system for the office.</p>	D	22.5
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise a clerk, appraise employee performance and take disciplinary action (.5 FTE).</p>	D	19
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Limited care and attention to calm upset clients and call for emergency assistance as needed regarding emergencies, crises or unusual behaviour or condition of clients in a probation office.</p>	B	10
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports and prepare material.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently keyboard with speed and accuracy using word processor to produce letters and court reports.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to regular unpleasant dealings with upset clients in a probation office.</p>	B	4
13	<p>HAZARDS</p> <p>Moderate exposure to hazards from regular possibility of physical violence from probation office clients.</p>	C	6

Total Points: 378

Level: Range 11