

Position: **Benchmark Job #175**

Ministry: Attorney General

Working Title: **Receptionist**

Branch: Corrections, PGYCC

Level: Range 7

Location: Prince George

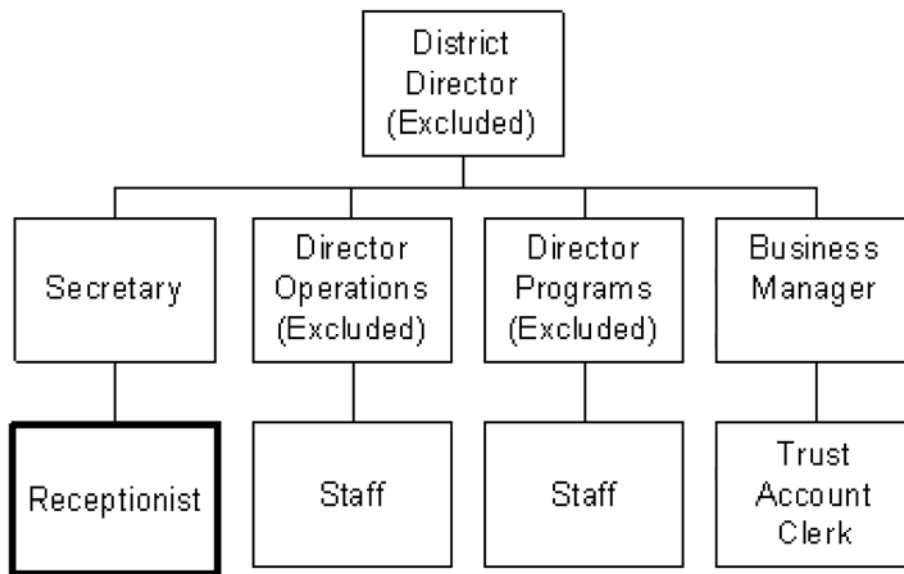
NOC Code: 1414

PRIMARY FUNCTION

To provide receptionist services for the Prince George Youth Containment Centre (PGYCC).

JOB DUTIES AND TASKS

1. Performs reception and switchboard duties
 - a. screens several hundred incoming calls daily and redirects to appropriate personnel; calms upset or angry callers
 - b. responds to general inquiries from professionals and visitors at the front counter; explains Centre procedures and practices to parents and guardians; calms angry parents and guardians visiting the centre.
 - c. locates and informs appropriate staff of visitors at the counter and maintains a record of visitors who enter the facility
 - d. identifies and permits entrance to front office of RCMP for lock-up of weapons; keeps key for lock up
 - e. makes identification tags for line staff and volunteers
2. Performs other related duties
 - a. word processes correspondence, standing orders, amendments to manuals and contracts, forms and reports
 - b. takes minutes at staff meetings and during resident investigations and distributes
 - c. enters information on files using ARCS/ORCS computer filing system
 - d. prepares files for offsite storage by packaging and labelling boxes
 - e. compiles and updates statistical reports and logs on temporary absences and incident reports
 - f. requisitions office supplies; signs for goods received and processes corresponding paperwork
 - g. photocopies, distributes and files internal correspondence
 - h. provides informal orientation to new employees to the workplace



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Know a variety of job functions and how they relate to the youth containment centre to provide reception services, word process documents and maintain logs and filing systems.</p>	C	60
2	<p>MENTAL DEMANDS</p> <p>Judgement to recognize known differences and determine the priority of tasks to provide clerical support, screen calls and direct to appropriate person, word process documents, maintain weapons lock up and maintain statistical logs and filing systems.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Discretion required to exchange information needing an explanation of procedures and practises in a youth containment centre with angry and upset parents and guardians, to remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use a word processor to produce statistical reports, correspondence and letters with some speed to meet deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</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 provide reception, perform word processing and maintain statistical logs and filing system.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Limited financial responsibility to sign for goods received and process related paperwork.</p>	B	10

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Some responsibility to access and update ARCS/ORCS files and prepare files for off-site storage by boxing and labelling.</p>	B	10
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Limited responsibility for human resources to provide informal orientation to the workplace to new employees.</p>	A	5
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Limited care and attention to calm angry or demanding parents visiting a Youth Containment Centre.</p>	B	10
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently visually focus on screen and use word processor to prepare reports and correspondence.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently keyboard with speed and accuracy to produce a variety of statistical reports and correspondence.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to regular unpleasant dealings with upset parents visiting a Youth Containment Centre.</p>	B	4
13	<p>HAZARDS</p> <p>Limited exposure to hazards from frequent keyboarding.</p>	B	4

Total Points: 262

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