

Position: **Benchmark Job #188**

Ministry: Various

Working Title: **Certification Clerk**

Branch: Various

Level: Range 7

Location: Various

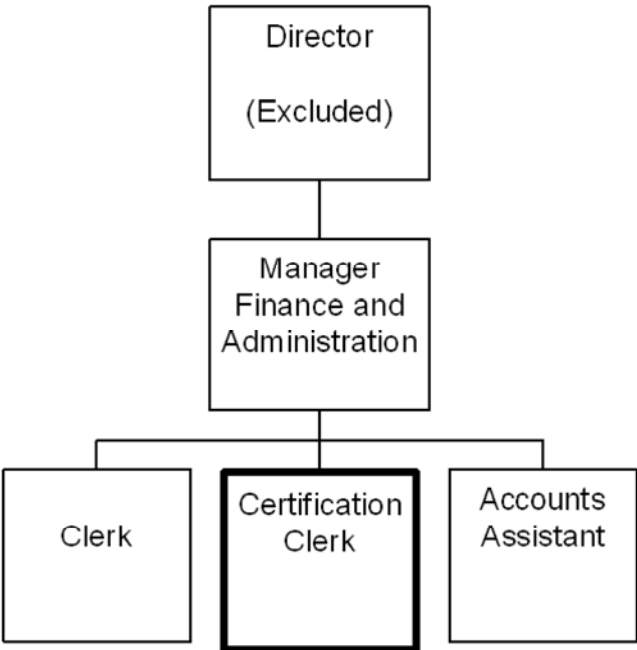
NOC Code: 1411

PRIMARY FUNCTION

To provide keyboarding and data entry and clerical support services for a unit.

JOB DUTIES AND TASKS

1. Performs keyboarding and data entry
 - a. prepares reports and correspondence using word processor
 - b. drafts reply letters for signature
 - c. keyboards and sends invoices for certification fees
 - d. maintains and updates directory of memos, reports and correspondence on word processor
 - e. stores certifications in registry and updates certification numbers on computer database
 - f. performs data entry and retrieves information on system
 - g. assists other staff with entering and retrieving information on computer systems
2. Prepares applications
 - a. processes certificate applications by keying in and verifying accuracy of information
 - b. issues certificates and related correspondence to companies and Ministry
 - c. issues registration number and related correspondence
 - d. receives and records fees for certification
 - e. obtains information on Act, certification and applications to respond to client inquiries
3. Provides reception and general office services
 - a. makes appointments, travel arrangements
 - b. responds to general inquiries over the telephone from clients
 - c. receives and distributes incoming mail
 - d. provides informal orientation to new employees
4. Maintains, updates and retrieves information in office filing system
 - a. maintains and updates filing system using ORCS and keeps indexes of files up-to-date
 - b. checks and changes back-up tapes for LAN Server computer system
 - c. maintains bring forward system



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Know a variety of job functions and how they relate to the unit to perform data entry and word processing, process applications for certification and provide other general office services.</p>	C	60
2	<p>MENTAL DEMANDS</p> <p>Judgement to recognize known differences and determine the priority of tasks to perform data entry and word processing and reception, provide clerical services, check applications for accuracy and draft reply letters.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Tact required to verify information and answer general inquiries from the public related to job duties and work unit activities.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Significant coordination and dexterity required to use a word processor to produce reports, enter data and update files with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by specific procedures, using written instructions, changes the order to completion to meet immediate requests or demands in performing several functions to word process documents, prepare applications for certification and invoices, receive fees and maintain filing system.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Limited financial responsibility to collect fees for certification and to issue receipts.</p>	B	10

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to maintain a multiple user filing system and database for office.	C	15
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently (4 hours a day) keyboard with speed and accuracy to enter data and produce reports.	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: 257.5

Level: Range 7