

Position: **Benchmark Job #190**

Ministry: Forests

Working Title: **Office Services Assistant**

Branch: Finance and Administration

Level: Range 7

Location: Vernon Forest District

NOC Code: 1411

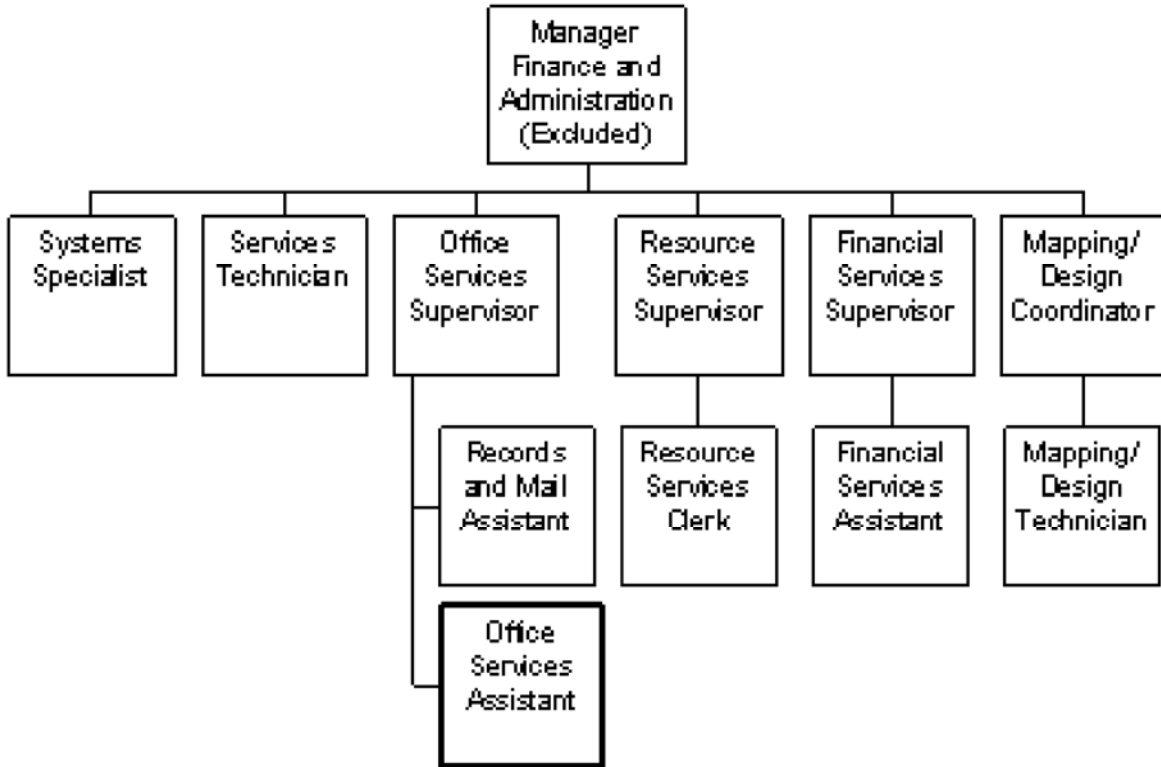
## PRIMARY FUNCTION

To provide receptionist, clerical support and data entry services for District staff.

## JOB DUTIES AND TASKS

1. Performs receptionist duties
  - a. receives incoming calls, identifies nature of calls, takes messages and directs calls to District staff using multiple line switchboard and two-way radio
  - b. responds to general enquiries on burning permits, small business tenders, timber mark procedures and forestry road closures and provides information brochures, packages, forms and applications
  - c. books meeting and conference rooms, and makes appointments and reservations for staff
  - d. notifies supervisors of any sick/absent employees each day
  - e. maintains staff sign-in/out records and logs (i.e. vehicles) and maintains key for vehicle cabinet
  - f. maintains radio calls log, contacts field personnel at day end if not signed in, and notifies answering service, and/or calls for emergency assistance, if necessary
  - g. notifies RCMP and ambulance of any emergencies received by radio
  - h. contacts in-house helicopter flights every half-hour and records time and location
2. Performs data entry and word processing
  - a. word processes, edits and creates correspondence, memos, forms, reports, etc.
  - b. photocopies and distributes correspondence and other documentation to staff
  - c. enters history records into computer and checks calculations
3. Provides clerical support services
  - a. ensures completeness of applications and prepares and distributes permits for firewood, Christmas Tree cutting and Class B Burning
  - b. receives remittances and prepares and distributes receipts for timber sale deposits, marking hammers, range and stumpage fees, etc.; stores receipts in safe
  - c. records incoming monies on Financial Mail List and forwards funds to financial clerk for deposit
  - d. tracks firefighting cheques to be picked up, obtains identification and signature upon pick-up, mails out cheques and maintains cheque record information
  - e. obtains client information forms and checks for completeness
  - f. maintains, purges and closes operational files
4. Performs other related duties

- a. arranges for maintenance/repair of photocopier, and maintains stock of paper, forms and applications
- b. opens, date stamps and distributes incoming mail/tender documents and prepares outgoing mail
- c. receives and sends faxes, maintains and updates manuals



| 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 forest district office to provide reception and clerical services, perform word processing, prepare and distribute permits, maintain logs, receive fees and prepare receipts.</p>   | C      | 60     |
| 2      | <p><b>MENTAL DEMANDS</b></p> <p>Judgement to recognize known differences and determine the priority of tasks to provide clerical services, identify nature of incoming calls and refer to appropriate person, perform word processing, maintain in/out list for safety checks and receive, record and forward fees for deposit.</p> | C      | 60     |
| 3      | <p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Tact required to answer general public inquiries related to forest service work unit, timber mark procedures and permits.</p>   | B      | 20     |
|        |   |        |        |

|   |  |   |      |
|---|--|---|------|
| 4 | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Significant coordination and dexterity required to use a word processor to produce correspondence and reports 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 provide reception, prepare and distribute permits and receipts, perform word processing, maintain staff check-in log, receive remittances, record and forward money for deposits, record and distribute firefighting cheques.</p> | B | 30   |
| 6 | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Some financial responsibility to determine and to receive fees for timber sales, stumpage fees, record and forward to financial clerk for deposit.</p>   | C | 15   |

| FACTOR | REASON FOR CLASSIFICATION  | DEGREE | POINTS |
|--------|--|--------|--------|
| 7      | <b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br>Moderate responsibility to maintain, purge and close operational files.   | C      | 15     |
| 8      | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Limited responsibility for human resources to provide informal orientation in office procedures to new employees.   | A      | 5      |
| 9      | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Limited care and attention to maintain radio contact and sign-in/out log to ensure safety of field staff, calling for emergency assistance, if necessary. | B      | 10     |
| 10     | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Focused sensory concentration to frequently visually focus on source documents and use word processor to produce correspondence and reports.                             | C      | 12     |
| 11     | <b>PHYSICAL EFFORT</b><br>Moderate physical effort to frequently keyboard with speed and accuracy to produce correspondence and reports.   | C      | 12     |
| 12     | <b>SURROUNDINGS</b><br>Exposure to occasional unpleasant dealings with clients or public upset about fees or processes regarding permits.  | A      | 2      |
| 13     | <b>HAZARDS</b><br>Limited exposure to hazards from frequent keyboarding.   | B      | 4      |

Total Points: 267.5

Level: Range 7