

Position: **Benchmark Job #257**

Ministry: Transportation and Highways

Working Title: **Records Management Clerk**

Branch: Office of the Superintendent

Level: Range 9

Location: Motor Vehicle Branch

NOC Code: 1413

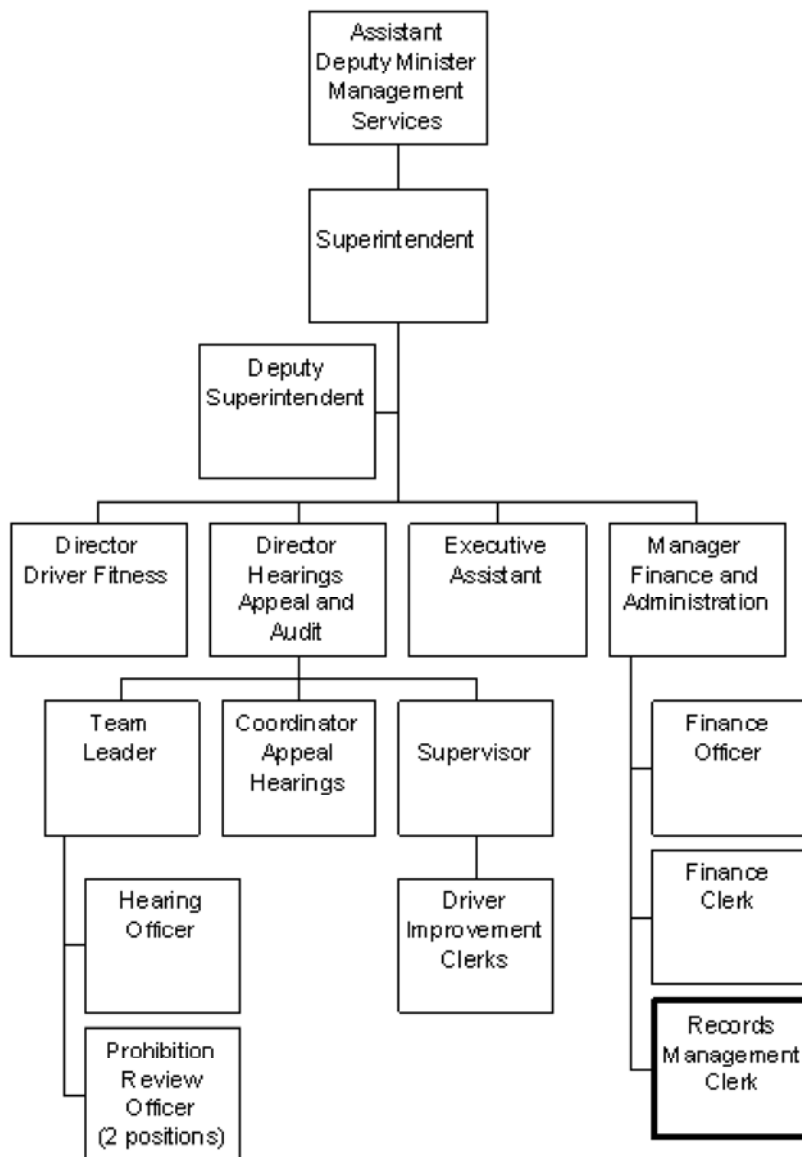
## PRIMARY FUNCTION

To provide records management, support services and other general clerical duties.

## JOB DUTIES AND TASKS

1. Provides records management support
  - a. classifies and files all centralized documents
  - b. ensures the unit's filing system meets the needs of ICBC
  - c. maintains the Branch records management database and distributes file lists (ARCS, indexes and cross-references, etc.)
  - d. examines file contents systematically, extracts duplicate material, creates volumes, ensures the contents are available to the public, meets Freedom of Information Act requirements, and consolidates files where appropriate
  - e. prepares files for semi-active or final disposition by identifying contents, completing forms and removing fasteners
  - f. culls files for off-site storage, organizes transport to off-site storage and recovers files from off-site storage as requested by Branch staff or as required to assist with Freedom of Information requests
  - g. recommends to Section Managers and staff whether files should be retained in central or decentralized storage when there is a shortage of filing space
  - h. conducts file searches for staff upon request
  - i. assists in the search and compilation of reference materials to meet user needs
  - j. informs Branch and Ministry staff regarding location and content of Branch recorded information
  - k. communicates records management procedures to Branch staff
  - l. logs Freedom of Information requests for reporting purposes
  - m. provides records management statistical reports
  - n. provides training to Branch staff on ARCS and ORCS
  - o. checks records classified by other staff
2. Provides incoming and outgoing mail services
  - a. opens, sorts, and distributes mail
  - b. arranges for dispatch of mail through couriers and signs for couriered mail received
  - c. prepares outgoing mail including addressing, stuffing envelopes, bulk shipments, wrapping parcels, etc.
  - d. sorts and packages outgoing regional and district correspondence

- e. completes counted, itemized mail tickets for outgoing mail, and enters mail ticket information in a daily logbook
  - f. completes forms and prepares all Headquarters branch registered mail
  - g. answers enquiries from branch staff on services available, rates, couriered mail, mailing procedures and practices, and best mailing methods
  - h. files, retrieves and traces courier service receipts
  - i. monitors courier supplies in stock and orders as required
3. Provides reception services
- a. receives visitors and directs to appropriate staff or department
  - b. screens incoming calls including responding to general inquiries regarding the branch, taking messages and directing calls
  - c. maintains current telephone and distribution lists.



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Know a variety of job functions and understand how they relate to other branches and ICBC offices to maintain and organize records management services for the branch, classify records, update files, and arrange for off-site storage, retrieval, and disposal of files.</p>	D	100
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to recognize known differences and determine the priority of tasks to provide clerical services, code files in ARCS and ORCS system, check coding and classify files for off-site storage retrieval and disposal with section managers and staff.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Tact required to exchange information and provide guidance to branch staff on filing procedures.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to using a word processor to produce memos and correspondence with some speed to meet deadlines, and to update branch records.</p>	C	15
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 of others in performing several assigned functions to provide records management services by classifying files, verifying records coding and arranging for off-site storage, retrieval and disposal of files.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>No financial responsibility.</p>	A	5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to set up and maintain a multiple user filing system for the office of the Superintendent.	D	22.5
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal instruction to staff on the branch's record system.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsible for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read to identify material for classification.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to read documents to identify material for classification.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 296.5

Level: Range 9