

# JOB DESCRIPTION

## Benchmark Job #005

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Ministry: Health  
Branch: Management Operations, MSP  
Location: Victoria

Working Title:  
Level:  
Classification:

**File Clerk**  
Range 6  
Office Assistant

### PRIMARY FUNCTION

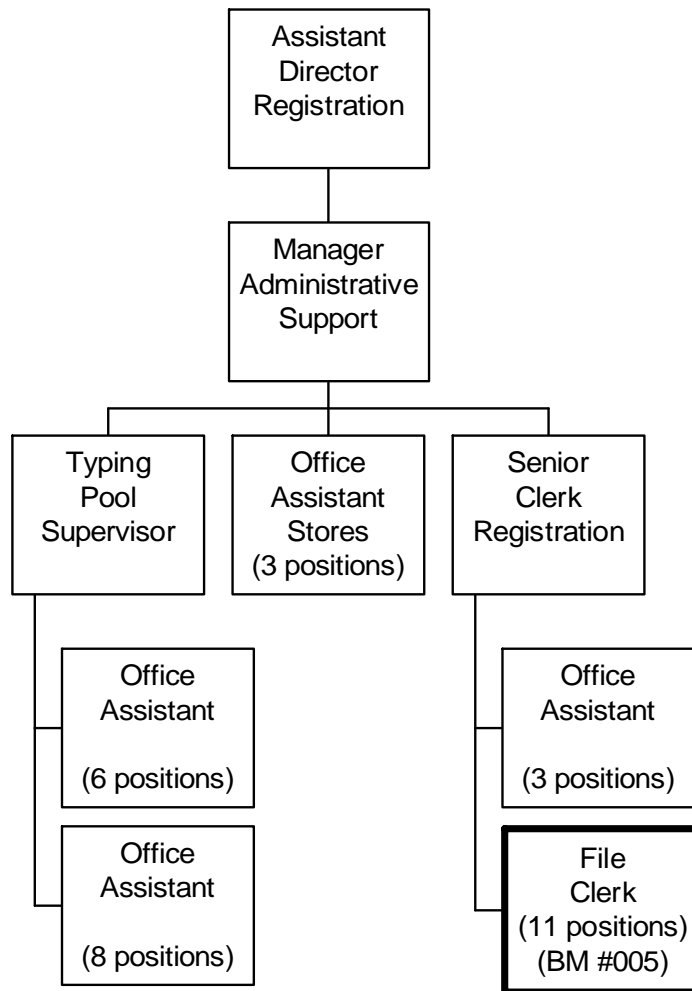
To maintain current and accurate files in the Medical Services Plan (MSP) subscriber filing system.

### JOB DUTIES AND TASKS

1. Keeps subscriber files up-to-date, accurate and orderly
  - a. opens, sorts and distributes incoming correspondence and mail
  - b. retrieves and delivers files and correspondence as required
  - c. maintains file system by assigning codes and filing correspondence and documents
  - d. processes outgoing mail and correspondence
  - e. updates personal file information on computer filing system
  - f. conducts searches for missing file information using computer databases and micro-fiche
  - g. purges files and arranges for off-site storage as directed
  
2. Performs other related duties
  - a. receives and redirects calls and responds to general enquiries in-person and over the telephone; exchanges information with doctors, public, government agents, etc.
  - b. photocopies and distributes interdepartmental communications, manuals, and amendments
  - c. orders office supplies as required
  - d. receives cash and cheques in the mail and issues receipt
  - e. gives informal guidance to staff on filing procedures

ORGANIZATION CHART  
Benchmark Job #005

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## REASON FOR CLASSIFICATION

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Job Title: File Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>                      Know several work tasks and how to read and write to file and retrieve correspondence, sort and distribute mail and update computer files for the MSP subscriber filing systems.</p>	B	40
2	<p><b>MENTAL DEMANDS</b>                      Judgement to select a known action in completing specific tasks to file, sort and retrieve correspondence on files and perform computer searches for information.</p>	B	40
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>                      Tact required to exchange information and answer general inquiries related to filing duties and work unit and exchange information with public, doctors and government agents.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>                      Some coordination and dexterity required to update computer file using keyboard with a minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>                      Guided by set routines, makes minor changes in known job tasks to file and retrieve correspondence, update database records and sort and deliver in-house mail.</p>	A	15
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>                      Limited financial responsibility to receive cash and cheques in the mail and issue receipts.</p>	B	10
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>                      Moderate responsibility to provide maintenance for a large multi-user Medical Services Plan filing system by assigning codes and filing correspondence and delivering files.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give informal guidance to staff on filing procedures.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility to process information for medical claim payments to assist doctors and care card holders.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Close sensory concentration to regularly visually sort and distribute mail and files.	B	6
11	<b>PHYSICAL EFFORT</b> Light physical effort to regularly focus on computer screens to update on-line files.	B	6
12	<b>SURROUNDINGS</b> Exposure to crowded office setting with background noise almost always.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent repetitive motion in opening and stamping mail.	B	4

**Total Points: 180**

**Level: Range 6**