

JOB DESCRIPTION

Benchmark Job #095

Ministry: Social Services
Branch: Regional Operations
Location: Various

Working Title:
Level:
Classification:

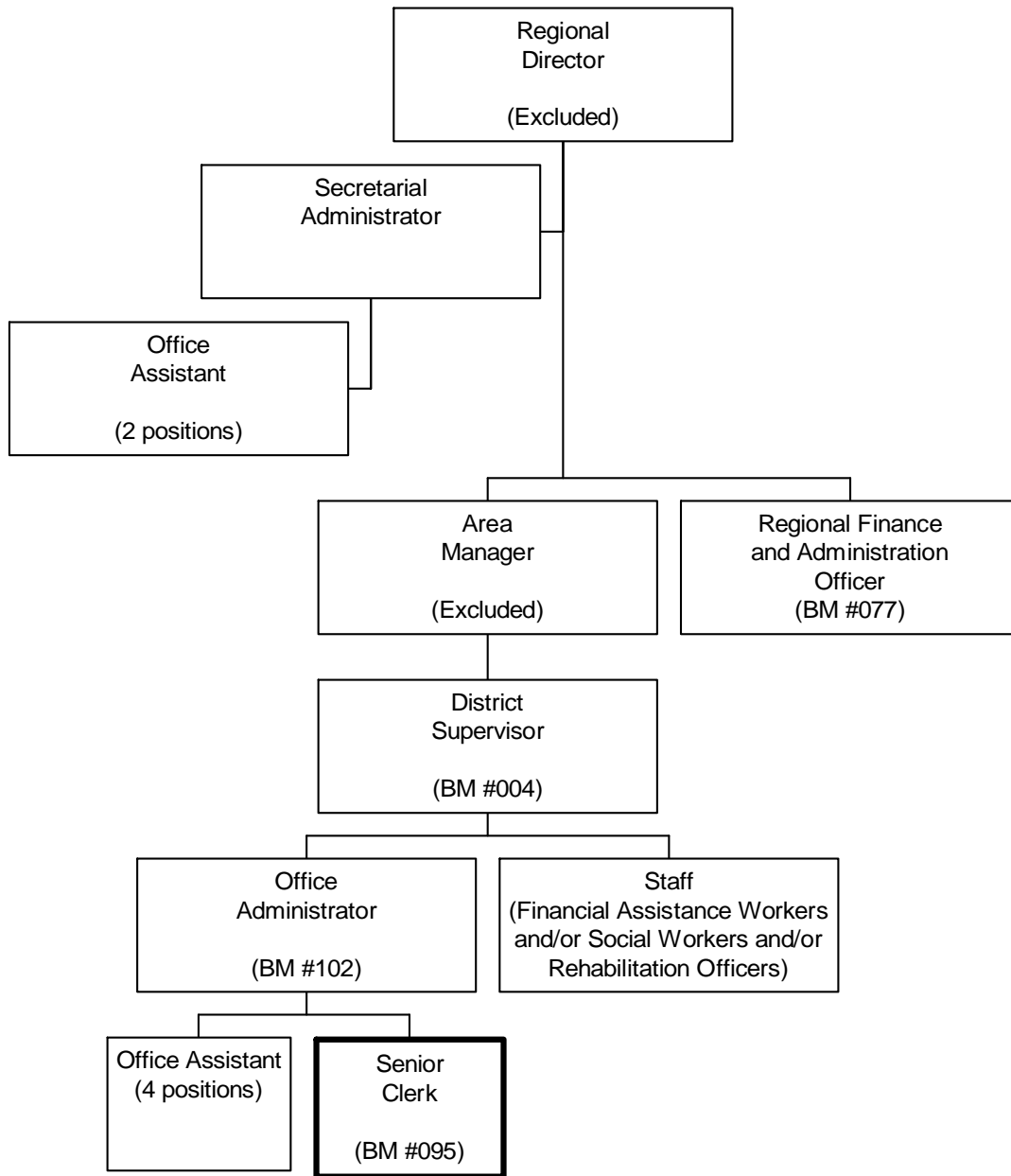
Senior Clerk
Range 9
Clerk

PRIMARY FUNCTION

To provide administrative support services for a district office.

JOB DUTIES AND TASKS

1. Coordinates office functions of an administrative team performing reception, mail, word processing and records services
 - a. delegates, schedules, prioritizes and monitors the work of administrative support staff
 - b. assists with the hiring, training, appraisal, orientation and time sheets for administrative support staff
 - c. instructs administrative support staff in how to use administrative training and client procedural manuals
 - d. ensures district staff are familiar with administrative procedures and processes
2. Provides front line client services
 - a. answers enquiries from clients and explains branch services and procedures
 - b. deals with difficult/irate clients and, where possible, solves client's concerns
 - c. deals with client issues escalated by administrative support staff
 - d. screens calls and visitors, books appointments and collects client information; refers clients to other resources
 - e. requests documentation from other offices, such as client medical coverage or identification
 - f. opens, closes and transfers client files and performs initial file preparation for all file types
3. Performs financial administrative functions to produce imprest cheques
 - a. verifies cheque data and produces imprest cheques
 - b. exercises cheque signing authority as one of two signing authorities
 - c. confirms that the cheque number of the system matches the physical cheque
 - d. verifies spending and payment authorities
 - e. performs emergency manual cheque procedures, as requested
 - f. maintains log or sign-out sheet of cheques that are mailed or picked up
 - g. voids and cancels imprest cheques, as required and defined by policy
 - h. maintains and files supporting documentation such as receipts and reconciles imprest cheques
 - i. processes accounts payable invoices for services and checks that figures match proper documents
 - j. advises supervisor or District supervisor of problems or unusual situations with financial services (e.g. missing cheques, overpayments, insufficient funds)
4. Performs other related duties
 - a. keyboards various correspondence, reports, contracts, legal documents and notes and places on appropriate files
 - b. drafts routine responses to clients and others for signature by District Supervisor
 - c. books meetings and prepares agendas, and arranges travel and accommodation for district staff
 - d. orders and monitors office equipment and supplies
 - e. arranges for the approved maintenance and keeps repair records for four government cars
 - f. circulates newsletters, information bulletins and training brochures to district staff as directed



Note: in a Region, there typically are 6 Area Managers, 30 District Supervisors and 300 Staff in total

REASON FOR CLASSIFICATION

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of administrative and clerical functions and understand how they relate to services for clients to process payments and invoices, instruct administrative support staff on procedures, produce imprest cheques and deal with client issues escalated by administrative support staff.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to provide financial administrative functions and authorize and distribute imprest cheques.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of policies and procedures to resolve client issues and remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a computer to enter data and produce correspondence, reports and legal documents with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, selects courses of action to complete assignments using previous instruction to coordinate administrative support functions, process payments and invoices and produce correspondence, reports and legal documents.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to exercise cheque signing authority as one of two signing authorities for imprest cheques.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user information system by maintaining client files.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to assign, monitor and review work of administrative support staff (4 FTEs).	CD	14
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to calm and reassure parents, guardians and children.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently visually focus on screen and use a computer to produce correspondence, reports and legal documents.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view computer screens to enter data and produce a variety of correspondence, reports and documents.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with angry or difficult clients in a Children and Families office.	B	4
13	HAZARDS Moderate exposure to hazards from regular possibility of physical violence from clients in a Children and Families office.	C	6

Total Points: 350.5

Level: Range 9