

Benchmark Description

Clerical Level 2

LEVEL: 2

FUNCTION: CLERICAL

JOB SUMMARY

This position is primarily responsible for attending to course delivery needs of Saskatchewan Communication Network (SCN) courses and performs a variety of office duties.

RESPONSIBILITIES

- Opening and closing facilities
- Meeting and greeting students
- Ensure proper functioning of televised equipment
- Responding to inquiries from the general public
- Providing clerical assistance for a variety of departments and programs

CONTACTS

The majority of the contacts within this position require the exchange of basic factual information.

Typical contacts may include:

- Technical help desk
- General public
- Co-workers
- Students
- Janitors
- Educational institution

SCOPE OF DECISION MAKING

The majority of decisions within this position require judgement based on well-established procedures and methods. Problems not normally dealt with are referred to supervisor.

Typical decisions may include:

- Determine when to call help desk
- Determine how to set up room
- Determine when to tape classes
- Determine when to refer problems/clients
- Determine priority of work

IMPACT OF DECISION MAKING

The majority of decisions within this position may range

From: Decisions having short-term impact limited to the work area

To: Decisions having short-term impact limited to one region/district of the college and/or having short-term impact limited to a single program area, and/or providing support for more than one work area.

MENTAL EFFORT

The majority of tasks within this position are standardized utilizing information that is given and requires no interpretation.

Typical tasks may include:

- Invigilate exams
- Completing forms
- Attending to equipment
- Preparing rooms
- Providing clerical support

SENSORY EFFORT

Sensory tasks within this position require constant or intense visual or aural attention. Due to the significant amount of these tasks this position may achieve Level 3.

Typical tasks may include:

- Setting up equipment
- Exam invigilation
- Taking phone messages
- Troubleshooting equipment

SUPERVISION

Supervisory responsibility is not normally part of the job requirement. There may be a requirement to show others how to perform tasks or duties.

PHYSICAL ACTIVITY

The physical activity of this position requires light physical activity less than 10%.

FINE MOTOR MOVEMENT

The duties within this position requiring the use of fine motor movement are between 21% and 45% of the time.

Typical tasks may include:

- Adjusting equipment
- Use of small tools
- Writing
- Keyboarding

TRAVEL

This position requires slight travel (less than 5% of work time).

CONTROL OF DISTRACTIONS

This position usually has the discretion to limit distractions/interruptions.

EDUCATION

The minimum relevant knowledge or formal training essential to perform the functions of this position is up to and including completion of Grade 12 or equivalent.

EXPERIENCE

The minimum amount of practical related experience required to perform the duties of this position is less than one year.