

## Benchmark Description

### Clerical Level 3

**LEVEL: 3**

**FUNCTION: CLERICAL**

#### **JOB SUMMARY**

This position is primarily responsible for a variety of office and/or reception duties in support of College programs and services.

#### **RESPONSIBILITIES**

- Provide general information regarding College programs and services
- Perform reception duties such as handling and screening walk in and telephone inquiries
- Make appointments for various staff
- Maintain accurate filing system and ensure accurate record keeping
- Handle mail, interoffice memos
- Order supplies using established procedures
- May be responsible for handling tuition, dispensing materials and books to students, bank deposits
- May be responsible for ensuring student registration procedures are followed and information is accurate
- Performs various levels of keyboarding and data entry duties as required

#### **CONTACTS**

The majority of contacts within this position will range

From: The exchange of basic information

To: Providing detailed information on programs, services regulations and policy.

Typical contacts may include:

- General public
- Students/clients
- Interest or volunteer groups
- Funding agencies
- Other educational institutions
- Community organizations

**SCOPE OF DECISION MAKING**

The majority of decisions within this position may range

From: Decisions requiring judgment based on well-established procedures and methods

To: Decisions requiring interpretation within a range of established alternatives.

Typical decisions may include:

- Determine how to format reports, correspondence
- Determine how to develop and maintain a filing system
- Determine priority of work
- Determine who to refer client or inquiries to
- Determine how to handle student enquires

**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.

On rare occasions the majority of decisions have short-term impact that extends to multiple program 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:

- Filing
- Entering data
- Reception duties
- Following procedures for student registration
- Collecting tuition or fees
- Providing information

**SENSORY EFFORT**

Sensory tasks within this position may range

From: Tasks requiring minimal visual and aural attention

To: Tasks requiring constant or intense visual and aural attention.

Due to the significant amount of constant or intense sensory tasks this position may achieve a Level 3.

Typical tasks may include:

- Photocopying
- Supervising exams
- Giving basic course information
- Taking detailed phone messages

- Data entry, proofreading
- Transcribing
- Non-routine direction and interaction
- Counting money
- Setting up equipment
- Dealing with difficult people

### **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 may range from light (less than 10%) of time to occasionally heavy (greater than 20%) of time depending on work location and specific duties.

Typical tasks may include:

- Lifting/carrying supplies
- Moving boxes of paper
- Handling freight

### **FINE MOTOR MOVEMENT**

The duties within this position requiring the use of fine motor movements range from regular (>20%) to almost always (>75%) of the time.

Typical tasks may include:

- Keyboarding
- E-mailing
- Calculating

### **TRAVEL**

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

### **CONTROL OF DISTRACTIONS**

Depending upon location and specific duties, this position may or may not have the discretion to control distractions. In cases where one of the primary functions of the position is to perform reception duties, the position would not have the discretion to control distractions.

### **EDUCATION**

The minimum relevant knowledge or formal training essential to perform the functions of this position is a one-year post-secondary certificate or equivalent. This education would typically provide knowledge of office procedure, keyboarding, software and basic bookkeeping.

**EXPERIENCE**

The minimum amount of practical related experience required to perform the duties of this position is one year. This experience would typically provide skills such as interpersonal skills, communication skills, time management, accuracy and proficiency in keyboarding and specific computer functions and applications.