

Benchmark Description

Clerical Level 4

LEVEL: 4

FUNCTION: CLERICAL

JOB SUMMARY

This position is primarily responsible for providing a variety of office duties support services of varying complexity.

RESPONSIBILITIES

- Assist public in filling out forms
- Prepare advertisements
- Maintain petty cash
- Provide assistance to students
- Prepare reports
- 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
- Handling tuition, dispensing materials and books to students, bank deposits
- 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 involve the exchange of detailed information and explanations on matters concerning policies, regulations, programs and services. On occasion it can range from the exchange of basic factual information to occasionally complex or sensitive communication.

Typical contacts may include:

- General public
- Students
- Community organizations, agencies and businesses
- Other educational institutions
- Co-workers

SCOPE OF DECISION MAKING

The majority of decisions within this position may range

From: Judgment based on well-established procedures and methods where problems not normally dealt with are referred to supervisor.

To: Decisions requiring interpretation within a range of established alternatives where direction is sought when solutions are not within the established guidelines.

Typical decisions may include:

- Determine how to best serve clients/students
- Determine what advertising guidelines to follow
- Determine what Format to use
- Determine what filing or inventory system to use
- Determine priority of work

IMPACT OF DECISION MAKING

The majority of decisions may range

From: Short-term impact that extends beyond the region/district of the College and or short term impact that extends to multiple program areas and/or providing support for more than one program area

To: Long-term impact limited to one region/district of the College and/or long term impacted limited to a single program area.

Depending on work location and specific job duties.

MENTAL EFFORT

The majority of tasks within this position may range

From: Tasks that are standardized utilizing information that is given and requires no interpretation.

To: Tasks with standardized procedures that require some interpretation of information

Typical tasks may include:

- Updating information on forms/spreadsheets
- Entering data
- Providing reception duties
- Providing information regarding programs and services

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:

- Entering data
- Taking phone messages
- Preparing bank deposits
- Counting money
- Setting up equipment
- Editing/proofreading/formatting
- Verifying data

- Oral reports to supervisor
- Handling difficult people
- Supervising exams
- Setting up classrooms

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 will range from light (less than 10%) of time to occasional heavy (greater than 20%) of time depending on job location and specific duties.

Typical tasks may include:

- Moving boxes of books, paper, supplies
- Assisting with classroom setup

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:

- Operating keyboarding/mouse
- Utilizing calculator
- Writing

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 procedures, computer applications, basic bookkeeping and communication skills.

EXPERIENCE

The minimum 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.