

Benchmark Description

Clerical Level 5

LEVEL: 5

FUNCTION: CLERICAL

JOB SUMMARY

This position is primarily responsible for providing administrative support through a variety of office duties relating to planning, organizing, delivering and evaluating programs in an assigned area.

RESPONSIBILITIES

- Prepare advertisements, publicize and promote assigned program(s)
- Collect research data for programs as directed
- Prepare reports
- Provide general information regarding College programs and services
- Perform various levels of keyboarding and data entry duties as required
- Provide reception backup as required
- Assist in recruitment, selection, and orientation of students
- Arrange for facilities, materials, supplies, and equipment necessary for the assigned program(s)
- Monitor program activity and provide feedback to respective Coordinator
- Review budget activity relating to the assigned program
- Process student documentation and distribute it to appropriate persons
- Maintain program records as required

CONTACTS

The majority of contacts within this position require discussion, coordination, cooperation, elaboration and understanding. This position occasionally handles complex or sensitive communication. (Level 3)

Typical contacts may include:

- Students
- General Public
- College staff
- Supervisors
- Advertising agencies/community groups/stakeholders

SCOPE OF DECISION MAKING

The majority of decisions within this position require interpretation within a range of established alternatives. Direction is sought when solutions are not within the established guidelines. (Level 2)

Typical decisions may include:

- Determine how to best serve clients/students
- Determine how to apply guidelines for student issues such as examinations, tuition, student loans
- Determine and follow advertising guidelines
- Determine what filing or inventory system to use
- Determine priority of work

IMPACT OF DECISION MAKING

The majority of decisions within this position have 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 (Level 3).

MENTAL EFFORT

The majority of tasks within this position are standardized utilizing information that is given and requires no interpretation. (Level 1)

Typical tasks may include:

- Preparing reports
- Arranging facilities and equipment
- Updating information on forms/spreadsheets
- Entering data
- Providing information regarding programs and services
- Monitoring program activity

SENSORY EFFORT

Sensory tasks within this position require constant or intense visual or aural attention. (Level 2) Due to the significant amount of these tasks this position may achieve Level 3.

Typical tasks may include:

- Entering data
- Setting up equipment
- Editing/proofreading/formatting
- Verifying data
- Oral reports to supervisor
- Handling difficult people
- Supervising exams
- Setting up classrooms

SUPERVISION

Supervisory responsibility within this position requires scheduling, distributing, monitoring or checking work of others. (Level 2)

PHYSICAL ACTIVITY

The physical activity of this position will range from light (less than 10% - Level 1) of the time to occasional (up to 20% - Level 2) of the time.

FINE MOTOR MOVEMENT

The duties within this position requiring the use of fine motor movements are between 21% and 45% of the time. (Level 2)

Typical tasks may include:

- Operating keyboarding/mouse
- Utilizing calculator
- Writing

TRAVEL

The travel required within this position may range from slight (less than 5% (Level 1) of the time) to occasional (less than 15% (Level 2) of work time).

CONTROL OF DISTRACTIONS

This position usually has the discretion to control distractions/interruptions. (Level 1)

EDUCATION

The minimum relevant knowledge or formal training essential to perform the functions of this position is a relevant one-year post-secondary certificate or equivalent. (Level 3)
This education would typically provide knowledge of office procedures, computer applications, business communications, and organizational and communication skills.

EXPERIENCE

The minimum practical related experience required to perform the duties of this position is one year. (Level 2) 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.