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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 16

**Class Title:** Clerk IV, Staffing

### **I. Level Definition**

Positions at this level call in relief staff according to pre-determined guidelines and perform related clerical functions.

### **II. Typical Duties**

1. Accepts calls from staff regarding illnesses and absence from work and communicates information received to unit(s)/department(s).
2. Forwards requests for relief staff to appropriate authority for approval and staff allocation; calls in relief staff according to pre-determined guidelines and refers problems and/or difficulties to supervisor; distributes relief staff schedules to unit(s)/department(s).
3. Maintains records on relief staff such as names, addresses, telephone numbers, availability for work, suitable work area and hours worked.
4. Maintains timekeeping records for regular and relief staff and submits to Payroll as required.
5. Receives and processes requests such as shift changes, vacations and leaves of absence by forwarding documentation to appropriate authority and communicating decisions to employees.
6. Maintains records such as statutory holidays and vacations taken and staff evaluations; forwards appropriate forms to unit(s)/department(s) for completion and follows up as required.
7. Compiles statistics such as bed occupancy levels, numbers of work injuries and amount of sick leave taken.
8. Types materials such as reports, evaluations and correspondence; performs a variety of clerical duties such as answering telephone, making appointments and maintaining departmental files.
9. Performs other related duties as assigned

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12 and two years' recent, related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to organize work.
- (v) Ability to operate related equipment.