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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 21

**Class Title:** Clerk V, Staffing

### **I. Level Definition**

Positions at this level allocate and call in relief staff and perform related clerical functions.

### **II. Typical Duties**

1. Receives requests for relief coverage from unit(s)/department(s) and makes any necessary calculations to determine availability of existing staff such as staff/patient ratios according to established guidelines.
2. Allocates and calls in relief staff to fill vacancies resulting from unfilled positions, vacations, leaves of absence and sick leaves in accordance with applicable collective agreements; distributes relief staff schedules to unit(s)/department(s).
3. Receives and processes requests such as vacation, leaves of absence and terminations by preparing appropriate documentation, making necessary calculations such as seniority and vacation entitlements and forwarding to appropriate authority for approval.
4. Maintains timekeeping records for staff and submits to payroll; liaises with payroll regarding employee enquiries and makes adjustments as required; answers employee enquiries regarding interpretation of collective agreements such as vacation accumulation, levelling and pay policies.
5. Maintains records on relief staff such as names, addresses, phone numbers, availability for work, suitable work area and hours worked.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three 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.