

[3] ADMINISTRATIVE SERVICES

INDEX OF COMMUNITY SUBSECTOR – ADMINISTRATIVE SERVICES BENCHMARKS

[3] ADMINISTRATIVE SERVICES

<u>BENCHMARK TITLE</u>	<u>HSCIS CODE</u>	<u>INDEX #</u>
Accounting Administrator 1	80780	3-1
Accounting Administrator 2	80790	3-2
Administrative Support 1	80110	3-3
Administrative Support 2	80101	3-4
Administrative Support 3	80103	3-5
Administrative Support 4	80104	3-6
Administrative Support 5	80105	3-7
Administrative Support 6	80106	3-8
Financial Clerk 1	80760	3-9
Financial Clerk 2	80770	3-10
Financial/Contract Administrator 1	80800	3-11
Financial/Contract Administrator 2	80810	3-12
Health Records Technician	80170	3-13
Information Technology Administrator 1	80480	3-14
Information Technology Administrator 2	80490	3-15
Information Technology Administrator 3	80500	3-16
Information Technology Administrator 4	80510	3-17
Library Technician	80175	3-18
Materiels Management 1	80601	3-19
Materiels Management 2	80602	3-20
Materiels Management 3	80603	3-21
Payroll Administrator	80775	3-23
Research Analyst	80560	3-22

BENCHMARK
Accounting
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 80780

BENCHMARK TITLE: ACCOUNTING ADMINISTRATOR 1
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Prepares or ensures the preparation of, and verifies the accuracy of accounting reports and records such as balance sheets, income statements, general ledger and annual T4 slips, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares or ensures the preparation of, and verifies the accuracy of, various reports and analyses such as period end balance sheets and income statements, general ledger, year-end working papers, salary costing projections, draft budgets, cash flow estimates, provincial and federal sales tax returns, and comparative expenditure statements.
2. Works with auditors to design, maintain, and prepare account reconciliation and analytic working papers. Responds to inquiries from auditors, and makes required adjustments.
3. Develops work procedures, and ensures that department standards are maintained, transactions are accurate and deadlines are met. Provides input on policies and operational requirements to the Manager.
4. Performs payroll and accounting functions including posting to the general ledger, completing trial balances, reviewing journal entries, reconciling and balancing payroll data. Maintains records, compiles information, and performs analyses and summaries including preparing records of employment and Workers' Compensation Board employer claim forms, calculating retroactive payments. Prepares or ensures the preparation of monthly and quarterly financial reports, annual T4 slips and draft budgets, and collects information required for audits.
5. Follows up on overdue accounts and makes decisions regarding related action. Identifies reasons for discrepancies and takes corrective action.
6. Performs banking functions such as preparing and making bank deposits, including operating on-line bank balance systems, reconciling bank statements, monitoring bank account memos and bank charges to ensure compliance with contractual arrangements, and maintaining lists of authorized signing officers for bank accounts.
7. Manages cash resources by performing duties such as monitoring and reporting cash deficiencies, maintaining and modifying computerized cash flow forecasting models, making investment recommendations, and performing investment income accounting.
8. Answers inquiries by telephone and in person and takes corrective action.

**BENCHMARK
Accounting
Administrator 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Accounting Management
- Recent, related experience of four years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to accounting, and financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

BENCHMARK Accounting Administrator 2

CLASSIFICATION GRID: 14
BENCHMARK NUMBER: 80790

BENCHMARK TITLE: ACCOUNTING ADMINISTRATOR 2
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the accounting and/or payroll functions of the organization by developing and maintaining systems, policies, and procedures, including establishing methods for depreciation of assets, revenue deferral, and accruals. Prepares or ensures the preparation of, and verifies the accuracy of, accounting and/or payroll reports and records such as balance sheets, income statements, general ledgers, and annual T4 slips. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Oversees the accounting and/or payroll function of the organization by developing and maintaining systems, policies, and procedures, including establishing methods for depreciation of assets, revenue deferral, and accruals. Ensures department standards are maintained, transactions are accurate, and deadlines are met.
2. Prepares or oversees the preparation, and verifies the accuracy of, various reports and analyses such as period end balance sheets and income statements, general ledger, year-end working papers, salary costing projections, draft budgets, cash flow estimates, provincial and federal sales tax returns, and comparative expenditure statements.
3. Works with auditors to design, maintain, and prepare account reconciliation and analytic working papers. Responds to inquiries from auditors, and makes required adjustments.
4. Performs banking functions such as preparing and making bank deposits, including operating on-line bank balance systems, reconciling bank statements, monitoring bank account memos and bank charges to ensure compliance with contractual arrangements, and maintaining lists of authorized signing officers for bank accounts.
5. Manages cash resources by performing duties such as monitoring and reporting cash deficiencies, maintaining and modifying computerized cash flow forecasting models, making investment recommendations, and performing investment income accounting.
6. Answers inquiries by telephone and in person and takes corrective action.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting designation such as CGA, CMA, or CA
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to accounting, and financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures
- Ability to interpret and apply policies and procedures

BENCHMARK
Administrative
Support 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 3

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 1

BENCHMARK NUMBER: 80110

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs general administrative support functions such as filing, photocopying, and distributing mail.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
2. Receives, records, sorts, and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents. Picks up and/or delivers supplies and materials.
3. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
4. Maintains a stock of supplies in the work station area.
5. Performs basic word processing and/or typing functions such as preparing file labels and lists.
6. Takes messages, provides basic information, and answers routine inquiries in accordance with established guidelines.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize work
- Ability to type

BENCHMARK Administrative Support 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 4

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 2

BENCHMARK NUMBER: 80101

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Operates a multi-line switchboard or phone, and/or performs administrative support functions such as general word processing and data entry.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Operates a multi-line switchboard or phone, and performs reception duties such as directing calls, receiving and relaying messages, receiving and directing visitors, and responding to in-person and telephone inquiries. Refers problems to supervisor.
2. Performs general word processing and data entry functions such as inputting client information into relevant computerized systems, maintaining relevant registers, and typing from rough draft or general instruction, including correspondence, reports, and documents.
3. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
4. Receives, records, sorts and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents, using a postage meter as required. Signs for receipt of packages and shipments.
5. Performs general office functions such as booking and setting up meeting rooms, arranging conference calls, and maintaining a stock of supplies in the work area.
6. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
7. Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments, and maintains waiting lists.
8. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Performs general timekeeping functions such as tracking hours worked, and reviewing timesheets for accuracy.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Assistant Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures

BENCHMARK

Administrative Support 3

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 3

BENCHMARK NUMBER: 80103

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of administrative support functions such as word processing, composing and signing correspondence, typing medical and legal reports and documents from notes and/or recording devices, and answering general inquiries related to programs and policies.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases.
2. Sorts and distributes mail, completes forms for signature, and packages items for shipping, including samples and lab specimens. Signs for receipt of packages and shipments.
3. Answers general inquiries by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public, and provides direction and/or general information about programs and policies. Refers problems to supervisor.
4. Performs record management duties such as setting up and maintaining numeric, alphabetical, and subject filing systems, indexing files, and materials to be filed, and conducting file searches for requested information.
5. Composes and signs general correspondence such as appointment confirmations, payment reminders, and information requests. Drafts correspondence for review and signature.
6. Gathers and compiles information as required, such as client information and statistics.
7. Assists with client intake by performing duties such as obtaining information, completing documentation required for admission, and liaising with information sources to obtain additional client information. Schedules and confirms clients for programs and/or services, and establishes and maintains waiting lists.
8. Arranges meetings as directed, books meeting rooms, and types and circulates notices and agendas. Transcribes and distributes notes and minutes of meetings.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Contacts designated authority or supervisor, and informs of building maintenance and repair requirements.
10. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and/or provide general information.
11. Performs general staffing and timekeeping functions such as calling in relief staff from a pre-established list, tracking hours worked, and reviewing timesheets for accuracy.
12. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.
13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology

BENCHMARK Administrative Support 4

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 4

BENCHMARK NUMBER: 80104

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs administrative support functions such as secretarial duties, monitoring expenditures, and providing input into the development and evaluation of programs, policies, procedures, and standards for a program, Manager, and/or unit. May supervise administrative support staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs secretarial duties for a program, Manager, and/or unit, such as screening and prioritizing incoming materials, managing schedules, arranging meetings, taking minutes, composing correspondence, and making basic updates to internet web-sites in accordance with established procedures.
2. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases. Proofreads documents as required.
3. Processes and monitors expenditures by performing duties such as initiating documents for purchases (e.g., purchase orders, requisitions) and forwarding for approval as required, verifying coding and calculations, posting invoices to ledgers, reconciling ledgers, following up on discrepancies, and initiating journal vouchers for correction of errors. Investigates invoice anomalies and damaged shipments as required.
4. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
5. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
6. Provides input into the development and evaluation of program policies, procedures, and standards.
7. Arranges for building maintenance and repairs by liaising with contractors and service providers, and attaining required approvals.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Answers inquiries and addresses issues by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public.
9. Gathers and compiles information as required, such as client information and statistics. Researches, organizes, and summarizes information for reports.
10. Performs payroll functions such as maintaining the security of timesheets and payroll records, reviewing timesheets for accuracy, verifying cheques against input data, sorting and distributing cheques, and investigating and responding to employee inquiries related to payroll.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to do basic mathematical calculations

BENCHMARK

Administrative Support 5

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80105

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 5
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the daily operation of an office by performing a variety of administrative support functions such as assisting with the preparation of budgets, and monitoring expenditures for a designated area. Supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists with the preparation of budgets by performing duties such as preparing financial summaries and reports, and developing short- and long-term plans for capital needs such as space, furniture, and/or equipment. Assists in applying to funding sources, researching funding alternatives, and organizing funding initiatives.
2. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
5. Assists in the development and evaluation of program policies and standards, and develops and implements work methods and procedures.
6. Performs or ensures completion of secretarial duties for a program, Manager, and/or unit such as developing and maintaining record keeping/filing systems, screening and prioritizing incoming materials, managing schedules, arranging meetings, taking minutes, composing correspondence, and making alterations to internet web-sites.
7. Processes and monitors expenditures by performing duties such as initiating documents for purchases (e.g., purchase orders, requisitions), verifying coding and calculations, liaising with internal departments and/or suppliers, posting invoices to ledgers, reconciling ledgers, and following up on discrepancies.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Assists in the management of grants and/or contracts (e.g., sessional, funded agency, residential facility) by reviewing for accuracy, ensuring payments are consistent with contract terms, tracking and reviewing the financial status of contracts to termination date, identifying and reporting occurrences of over- and under-funding, recommending reallocation of funds to meet financial commitments, and amending contracts as required.
9. Monitors maintenance of the facility and its equipment by consulting with users regarding requirements, contacting suppliers to obtain information such as price, source of supply, and delivery date, and informing user departments. Researches solutions and provides input to supervisor, including information on user needs, cost, and maintenance requirements.
10. Prepares reports by researching, organizing, and summarizing information.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of three years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to do financial calculations
- Ability to evaluate and monitor administrative systems and procedures

BENCHMARK

Administrative Support 6

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 80106

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 6
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the delivery of administrative support services for a program or multiple offices by performing functions such as developing and implementing policies and procedures, authorizing expenditures, and managing contracts. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Determines resource requirements, develops short- and long-term plans for capital needs such as space, furniture, and/or equipment, and prepares budget submissions. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
4. Develops, evaluates, implements, and modifies program policies, procedures, and standards.
5. Manages grants and/or contracts (e.g., sessional, funded agency, residential facility) by reviewing for accuracy, ensuring payments are consistent with contract terms, tracking and reviewing the financial status of contracts to termination date, flagging cases of over- and under-funding, recommending reallocation of funds to meet financial commitments, and amending contracts as required.
6. Oversees and is accountable for receipt, storage, and distribution of equipment for the centre/agency, and makes recommendations for purchase, lease, replacement, and disposal. Monitors maintenance of the facility and its equipment by consulting with users regarding requirements, contacting suppliers to obtain information such as price, source of supply, and delivery date, and informing user departments. Researches solutions, consults with management on user needs, cost, and maintenance requirements, and selects suppliers.
7. Assists with required internal and external audits, such as financial audits related to assets, and compliance audits of contracts and grants.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Prepares reports by researching, organizing, and summarizing information. Researches and prepares reports and business cases for management related to new programs and/or significant changes to programs by performing duties such as conducting feasibility studies and cost benefit analyses.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of five years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to supervise
- Ability to research, analyze, and resolve problems
- Ability to do financial calculations
- Ability to develop, evaluate and monitor administrative systems and procedures
- Knowledge of principles and practices related to accounting and budget management

CLASSIFICATION GRID: 4**BENCHMARK TITLE: FINANCIAL CLERK 1****BENCHMARK NUMBER: 80760****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs general duties related to one of more of the following areas: payroll, accounts receivable, billing, and/or accounts payable, such as entering and updating records, verifying information, and matching documents.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes financial information such as payroll, accounts receivable, billing, and/or accounts payable, by performing duties such as entering and updating records using a computerized system, calculating client billing totals, matching documents such as invoices to purchase orders, preparing invoices and receipts, verifying information such as quantities and prices, and preparing payments.
2. Maintains records, gathers and compiles information and documents such as data required for budget preparation and lists of overdue accounts, and sends out reminders as directed.
3. Completes and processes forms such as Superannuation refund, pension, status change, and benefit remittance forms.
4. Answers general inquiries by telephone and in person. Refers complex problems to supervisor.
5. Verifies information related to payroll, including checking employee timesheet calculations, verifying client hours, and ensuring that timesheets have appropriate signatures as required. Identifies and resolves related discrepancies such as errors in timesheet calculations and identifying information, and refers complex problems to supervisor.
6. Performs routine cash management duties such as receiving, recording, and issuing receipts for payments, balancing cash transactions, preparing and making bank deposits, reconciling bank statements, and maintaining and balancing petty cash accounts.
7. Performs administrative support duties such as sorting and distributing mail, filing, data entry, photocopying, and answering telephones.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of an introductory accounting course
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounts receivable, accounts payable, and payroll

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**BENCHMARK
Financial Clerk 2**

CLASSIFICATION GRID: 6

BENCHMARK TITLE: FINANCIAL CLERK 2

BENCHMARK NUMBER: 80770

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs complex duties related to one or more of the following areas: payroll, accounts receivable, billing, and/or accounts payable, such as posting to general ledger and reconciliations, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes financial information such as payroll, accounts receivable, billing and/or accounts payable by performing duties such as entering and updating records using a computerized system, posting accounts payable entries to the general ledger, completing trial balances, following up on overdue accounts and making decisions regarding related action. Identifies reasons for discrepancies, and takes corrective action.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Maintains records and compiles information including preparing records of employment and WCB employer claim forms. Performs analyses and summaries such as calculating retroactive payments and entitlements and preparing salary costing projections. Assists with the preparation of financial statements and annual T-4 slips, and collects information required for budgets and audits.
4. Answers inquiries by telephone and in person. Identifies problems and takes corrective action.
5. Performs payroll duties such as reconciling payroll deductions, balancing billing hours to payroll hours paid, and verifying payroll information. Investigates and resolves discrepancies, and follows up on problems.
6. Performs cash management duties such as receiving, recording, and balancing cash transactions, preparing and making bank deposits, reconciling bank statements, and maintaining and balancing petty cash accounts.
7. Monitors employee eligibility for benefits, provides benefit information to employees, enrolls employees into benefit plans, and processes employee health benefit claim forms.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounting and payroll
- Ability to supervise

BENCHMARK
Financial/Contract
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 12
BENCHMARK NUMBER: 80800

BENCHMARK TITLE: FINANCIAL/CONTRACT ADMINISTRATOR 1
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Provides financial and/or contract administration support to the organization's managers in the development, administration, and control of budgets, grants, and/or contracts with external agencies and service providers, such as sessional contracts, funded agency contracts, and residential facility contracts. May supervise staff. ✓

TYPICAL FUNCTIONS AND RESPONSIBILITIES

- ✓ 1. Reviews contracts and/or budgets to ensure that all legal and policy requirements are met, such as ensuring that sufficient funding is available, ensuring that associated contract schedules are in accordance with related directives, and ensuring that external contracts are registered in the insurance program for contractors. Identifies anomalies and non-compliance to the relevant manager.
- ✓ 2. Monitors contracts and budgets through to expiration or end of fiscal period by performing duties such as monitoring expenditures against budgets, conducting internal and external financial reviews to check for compliance with terms, identifying anomalies and discrepancies, and recommending solutions and options to relevant manager.
- ✓ 3. Investigates and resolves problems related to contract and budget administration, and modifies and enhances contracts and budgets as required, in accordance with established policy.
4. Performs budget duties such as gathering relevant information, preparing preliminary budgets, determining budget implications of expenditures, and reviewing budgets of service providers for reasonableness.
5. Assists managers responsible for contracts and budgets by performing duties such as providing information related to legal and policy requirements of budgets and contracts, and providing guidance, advice, and recommendations related to contract terms and conditions.
6. Performs projections, forecasts, and analyses, including providing costing information to managers during contract negotiations.
7. Prepares reports such as statistical summaries.
- ✓ 8. Develops and maintains data tracking mechanisms such as databases and record keeping systems.
9. Provides input and feedback regarding office procedures and systems to the Manager.

**BENCHMARK
Financial/Contract
Administrator 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

10. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Financial Management
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures

BENCHMARK
Financial/Contract
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 14

BENCHMARK TITLE: FINANCIAL/CONTRACT ADMINISTRATOR 2

BENCHMARK NUMBER: 80810

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Provides advanced financial and/or contract administration support such as developing and overseeing financial control and reporting systems, developing and presenting budget submissions and justifications, exercising signing authority, and allocating funds. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, evaluates, and oversees financial control and reporting systems related to budgets, grants, resource allocation, and contracts with external agencies and service providers. Performs needs assessments, and develops and implements systems, such as contract monitoring to ensure compliance with terms and conditions, budget monitoring to ensure that commitments are supported by available funds, and fixed asset management systems.
2. Performs budget duties such as developing budget submissions, preparing and presenting budget justifications and presentations, advising senior managers on budgetary issues, exercising signing authority, allocating and reallocating budget and contract funds, and making recommendations for dealing with surpluses and deficits.
3. Interprets government financial policies for organization staff, and ensures organization's compliance with policy. Makes recommendations related to organization's financial policy.
4. Performs audit functions such as verifying accuracy of financial records, liaising with Auditor General staff during audits, and following up on audits to implement recommendations and to ensure compliance with directives.
5. Performs complex projections, forecasts, and analyses such as cost-benefit analyses, trend analyses, impact analyses, feasibility studies, and business cases for new programs and initiatives. Makes recommendations on issues such as fund allocation, funding options, and contract negotiations.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting designation such as CGA, CMA, or CA
- Recent, related experience of four years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures
- Ability to interpret and apply policies and procedures

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Health Records Technician*

CLASSIFICATION GRID: 6

BENCHMARK TITLE: HEALTH RECORDS TECHNICIAN

BENCHMARK NUMBER: 80170

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of health records duties such as coding, abstracting, and performing qualitative and quantitative data analysis. May supervise administrative support staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Checks health records for accuracy, completeness, and correct assembly. Processes corrections, and updates information and changes such as changes of address, death notices, and discharge summaries.
2. Codes and abstracts health records for required information, such as diseases, diagnoses, and interventions, in accordance with established guidelines.
3. Performs qualitative and quantitative data analyses such as preparing statistics on admissions, discharges, client demographics, and disease frequency.
4. Gathers and compiles required information, and prepares related manual and computer reports.
5. Maintains record control by performing duties such as ensuring that records are signed out according to established procedures, entering data into the tracking program, and verifying unique unit number assignment, and notifying relevant supervisors when merging of duplicate numbers or other editing is required.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Files, retrieves, and forwards health records for a variety of purposes such as clinical data studies, committee reviews, quantitative analyses, and other requests, in accordance with established policies, procedures, and guidelines regarding information release. Refers problems to the Manager.
8. Performs administrative support duties such as screening and prioritizing incoming material, determining urgency of requests for a supervisor, maintaining registries, and answering inquiries related to health records.
9. Performs other related duties as assigned.

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Health Records Technician*

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Health Information Services
- Recent, related experience of one year
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Ability to establish and maintain rapport with others
- Knowledge of general office procedures
- Knowledge of medical terminology

BENCHMARK
Information Technology
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 1

BENCHMARK NUMBER: 80480

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties related to support of computer hardware and software.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides support related to hardware, software, application programs, and basic network communications by performing duties such as determining problems, explaining functions to users, and demonstrating applications. Refers complex problems to vendors, technicians, and senior staff.
2. Performs installation, upgrading, preventative maintenance, and routine repair and troubleshooting of hardware, and software such as desk top applications, and makes arrangements for complex repairs.
3. Maintains and updates Internet access, as well as e-mail files, access, and programs. Makes minor modifications to web sites as required.
4. Performs network and server data archiving.
5. Assists users to maintain and make minor modifications to databases and user aides such as menus, command procedures, help files, customized reports, and standard file formats.
6. Identifies requirements for new and modified computer hardware and software, and makes recommendations.
7. Prepares and maintains a variety of documentation and reports such as system documentation and user guides.
8. Performs security administration duties such as monitoring the security of equipment and data, and creating, documenting, adding, and deleting aliases, user groups, access profiles, and passwords. Backs up data, and provides recovery services as required.
9. Performs other related duties as assigned.

BENCHMARK
Information Technology
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment and software applications
- Ability to orient and train
- Knowledge of operating systems such as Microsoft NT
- Ability to install, upgrade, operate, troubleshoot, and maintain computer equipment and software applications
- Ability to identify, investigate, assess, document, and resolve software and hardware problems

BENCHMARK
Information Technology
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80490

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 2
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties related to the installation and support of computer servers, networks, databases, hardware, and software. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Installs, configures, upgrades, enhances, and problem solves network systems such as local area networks (LANs) and wide area networks (WANS).
2. Designs web-sites by methods such as downloading webpage builders from the Internet, and making minor modifications.
3. Assists users in designing, implementing, and maintaining custom file systems and databases using existing software.
4. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
5. Identifies requirements for computer networks, identifies and evaluates options and pricing, makes purchase recommendations, and makes arrangements for implementation. Liaises with external agencies, vendors, and user areas as required.
6. Conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
7. Prepares and maintains a variety of documentation and reports such as user guides and procedure manuals.
8. Provides direction and monitors work performed by contractors such as installation of power lines, data lines, and hardware. Contacts external contractors and tradespeople to obtain quotes, and arranges for repairs.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

BENCHMARK
Information Technology
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Knowledge of advanced level LAN/WAN management
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise

BENCHMARK
Information Technology
Administrator 3

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 3

BENCHMARK NUMBER: 80500

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties such as computer programming, customized application development, implementation of complex networking projects, complex database development, and complex telephone system programming. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and implements complex networking projects such as networking multiple sites, integrating multiple desktop, server, and network platforms, and installing telephone and data networks and related systems. Performs duties such as determining cable type, determining physical layout and communication patterns of networks, programming using established overlay programs, investigating and documenting system malfunctions, and resolving problems.
2. Performs computer programming to design, alter, customize, and test computer applications. Designs, implements, tests, evaluates, and makes complex modifications to databases. Plans and implements the installation and configuration of upgrades.
3. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
4. Evaluates existing and emerging information systems technology, identifies requirements, analyzes alternative products, performs cost benefit analysis, and makes recommendations. Liaises with external agencies, vendors, and user areas as required.
5. Develops and conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
6. Develops, tests, and maintains disaster recovery procedures.
7. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
8. Prepares and maintains a variety of documentation and reports such as procedure manuals and business cases.

BENCHMARK
Information Technology
Administrator 3

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Computer Science
 - Microsoft SE certification
 - Recent, related experience of three years
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise
- Ability to program in relevant computer language

BENCHMARK
Information Technology
Administrator 4

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 15
BENCHMARK NUMBER: 80510

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 4
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs business system development functions such as planning new systems, integrating platforms, performing impact analyses, and making business process improvement recommendations. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and implements system development, enhancement, and maintenance by performing duties such as evaluating existing and emerging information systems technology, performing budget and risk/impact analyses, making purchase and risk minimization recommendations, and developing and executing project plans for implementation. Liaises with external agencies, vendors, and user areas as required.
- ✓ 2. Provides technical support to operations staff in determining and correcting system problems involving operating systems, networks, databases, languages, and applications.
3. Develops data security guidelines, policies, and procedures.
4. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
5. Prepares and maintains a variety of documentation and reports such as business process improvement plans and business cases.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

BENCHMARK
Information Technology
Administrator 4

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Computer Science
- Recent, related experience of five years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise
- Ability to program in relevant computer language
- Ability to perform budget and risk/impact analyses
- Ability to plan, develop, implement, manage, and evaluate complex projects, programs, systems, and budgets

CLASSIFICATION GRID: 7**BENCHMARK TITLE: LIBRARY TECHNICIAN****BENCHMARK NUMBER: 80175****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Under the direction of a Librarian performs a variety of technical library functions, and assists library users by locating reference materials, and by providing information, instruction, and assistance. Performs related purchasing and administrative support duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs technical library functions such as cataloguing, indexing, and shelving library materials, completing bibliographic descriptions, and assigning subject headings.
2. Assists library users to locate reference materials by performing duties such as researching information, performing database and on-line searches, and processing interlibrary loans.
3. Provides information, instruction, and assistance to library users on topics such as available research services, database use, library research techniques, audiovisual equipment operation, borrowing procedures, and loan periods.
4. Performs purchasing duties such as obtaining and verifying order information, processing requisitioned orders and supporting documents in accordance with established policy, receiving ordered materials, verifying invoices, and resolving discrepancies. Assists with inventory counts as required.
5. Circulates reference materials such as books, journals, periodicals, and audiovisuals.
6. Operates and maintains audiovisual equipment, and forwards for repair as required.
7. Performs administrative support duties such as sorting mail, filing, photocopying, and packaging materials for shipping.
8. Completes and maintains related records and documentation such as audiovisual booking lists, overdue notices, loan records, and library utilization statistics.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Library Technician Diploma
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Knowledge of library procedures and standards

CLASSIFICATION GRID: 3**BENCHMARK TITLE: MATERIELS MANAGEMENT 1****BENCHMARK NUMBER: 80601****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs materiel management duties in a centralized environment, such as placing standing orders, and receiving, loading, unloading, and distributing supplies and materiel.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Places standing orders with specified suppliers by performing duties such as completing requisitions and distributing as required.
2. Performs receiving duties such as receiving goods, checking packing slips against invoices, recording quantities received, and checking for and recording shortages, damaged materiel, and substitutions. Refers discrepancies and problems to supervisor.
3. Loads, unloads, and distributes supplies and materiel to appropriate departments using equipment such as pallet jacks and dollies.
4. Picks orders from inventory in storage areas.
5. Performs inventory management duties such as taking physical inventory counts, rotating inventory, checking expiration dates, and informing supervisor of inventory shortages.
6. Prepares and packages medical and non-medical supplies for shipping by performing duties such as packaging, insulating, and labelling. Prepares waybills as required.
7. Enters the receipt and disbursement of supplies and materials into manual and computerized inventory systems. Notifies supervisor when reorder points are reached.
8. Responds to general inquiries related to inventory and order status.
9. Completes and maintains related records and documentation such as logs and filing systems for shipping transactions.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize

CLASSIFICATION GRID: 7**BENCHMARK TITLE: MATERIELS MANAGEMENT 2****BENCHMARK NUMBER: 80602****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs materiels management duties such as meeting with user departments to identify materiel and supply requirements, and contacting suppliers to investigate and resolve discrepancies and problems. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes purchase requests by performing duties such as meeting with user departments to identify materiel and supply requirements, contacting suppliers to determine availability and negotiate prices, and preparing and forwarding purchase orders in accordance with policy.
2. Contacts suppliers and investigates and resolves discrepancies and problems such as incorrect invoices, outstanding and back ordered items, duplicate shipments, and damaged goods.
3. Performs inventory management duties such as maintaining perpetual inventory records, forecasting usage of items, assisting in establishing reorder points, following up on inventory shortages, and arranging for disposal of outdated, obsolete, and damaged inventory. Stores and disposes of controlled goods and hazardous materials in accordance with relevant regulations.
4. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
5. Performs receiving duties such as signing for goods received, checking packing slips against invoices, recording quantities received, and checking for and recording shortages, damaged materiels, and substitutions.
6. Responds to inquiries related to inventory and order status.
7. Completes and maintains related records and documentation such as supply and equipment catalogues and logs of transactions with suppliers.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of a purchasing course
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to supervise
- Knowledge of stores methods and procedures

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80603

BENCHMARK TITLE: MATERIELS MANAGEMENT 3
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees and administers the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions, and negotiates, evaluates, and manages purchase contracts. Supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Oversees the day-to-day operation of the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions by performing duties such as establishing, evaluating, and revising inventory control systems, establishing inventory re-order points, developing inventory forecasting models, forecasting inventory levels, purchasing, and resolving problems with customers and vendors.
2. Tenders, negotiates, evaluates, and manages purchase contracts.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Completes and maintains related records and documentation such as statistics, reports, business plans, and proposals related to activity of the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions.
5. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to supervise
- Ability to develop, evaluate, and monitor materiels management systems and procedures
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 13**BENCHMARK TITLE: RESEARCH ANALYST****BENCHMARK NUMBER: 80560****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Plans and conducts research and qualitative and/or quantitative data analysis. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Searches out, reviews, and acquires data on health related issues by methods such as researching historical and archival data, performing literature searches, accessing on-line databases, performing interviews, and consulting with national and provincial groups and organizations.
2. Performs qualitative and quantitative data analysis, projections, and forecasts using descriptive and statistical methodologies, including computerized statistical software, and identifies and advises of gaps in data and data limitations. Identifies issues, trends, developments, and implications.
3. Plans and conducts research studies by performing duties such as determining information needs, designing questionnaires, and conducting surveys. Develops, tests, implements, and evaluates health information gathering tools such as questionnaires and surveillance forms, and recommends changes.
4. Prepares reports such as briefing notes, planning summaries, and issue papers by performing duties such as summarizing research data, preparing charts, tables, and graphs, compiling information into integrated reports, and formulating recommendations based on findings, including program and budgetary recommendations. Prepares and delivers presentation material as required.
5. Develops and maintains data collection and recording systems such as databases, spreadsheets, and web-sites, including designing ad hoc reports. Writes computer programs and macros to capture and edit data, and/or liaises with information systems department for same.
6. Reviews staff and outside agency research proposals, recommends acceptance or rejection, and advises on appropriate research methodologies, measurement criteria, and techniques. Assists departmental and outside agency representatives in gathering data, monitoring data quality, and interpreting results, as required.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Prepares grant applications and project proposals to secure funding, and liaises with funding agencies to access resources for organizational initiatives.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in related field such as Health Information Science
- Recent, related experience of three years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with others
- Knowledge of medical terminology
- Ability to analyze and resolve problems
- Knowledge of statistical design and quantitative and qualitative statistical methods
- Ability to supervise
- Ability to design and implement research studies
- Ability to perform complex statistical and trend analyses, projections, and forecasts

CLASSIFICATION GRID: 8**BENCHMARK TITLE: PAYROLL ADMINISTRATOR****BENCHMARK NUMBER: 80775****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Prepares or ensures the preparation of, and verifies the accuracy of payroll reports and records, such as payroll registers, payroll analyses, and T-4 forms and summaries. Calculates and distributes, or ensures the calculation and distribution of, Receiver General remittances. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes or ensures the processing of payroll, including performing manual earnings and deduction calculations and transmitting payroll information to financial institutions.
2. Ensures completion of payroll duties such as reconciling payroll deductions, balancing billing hours to payroll hours paid and reconciling bank statements. Verifies the accuracy of payroll reports. Investigates and resolves discrepancies, and follows up on problems.
3. Ensures completion of year-end reporting including completing working papers, annual T-4 slips, and related summaries. Collects information required for budgets and audits. Assists with the preparation of financial statements.
4. Calculates and distributes Receiver General remittances.
5. Completes and maintains records and compiles information including preparing records of employment and WCB employer claim forms. Performs analyses and summaries such as calculating retroactive payments and entitlements and preparing salary costing projections.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of the Payroll Supervisor certification from the Canadian Payroll Association
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounting and payroll
- Ability to supervise