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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** 10

**Class Series:** Communications  
**Class Title:** Clerk II, Information

### **I. Level Definition**

Positions at this level provide information and directions to patients and the public both in person and by telephone.

### **II. Typical Duties**

1. Answers inquiries, both in person and by telephone, regarding information such as patients' room numbers, visiting hours.
2. Provides directions to patients and the public regarding the location of various departments and services such as gift shop, Chaplain, cafeteria.
3. Maintains current patient information such as room number, and date of discharge by amending files as instructed.
4. Sorts and re-directs patient's mail.
5. Receives flowers, packages and messages for delivery to patients.
6. Accepts lost and found items and submits them to Lost and Found.
7. Copy types information such as lists and messages, sorts and files forms and documents.
8. Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** 8

**Class Series:** Communications  
**Class Title:** Clerk II, Information

### **I. Level Definition**

Positions at this level provide information and directions to patients and the public both in person and by telephone.

### **II. Typical Duties**

1. Answers inquiries, both in person and by telephone, regarding information such as patients' room numbers, visiting hours.
2. Provides directions to patients and the public regarding the location of various departments and services such as gift shop, Chaplain, cafeteria.
3. Maintains current patient information such as room number, and date of discharge by amending files as instructed.
4. Sorts and re-directs patient's mail.
5. Receives flowers, packages and messages for delivery to patients.
6. Accepts lost and found items and submits them to Lost and Found.
7. Copy types information such as lists and messages, sorts and files forms and documents.
8. Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.