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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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

**Class Series:** Finance  
**Class Title:** Clerk II, Finance

### **I. Level Definition**

Under close supervision of a Senior Accounting position, positions at this level perform clerical duties related to the accounting function such as listing charges, batching and totaling charges, completing forms and records, typing material such as labels and lists of overdue accounts.

### **II. Typical Duties**

1. Lists, batches and totals information such as outpatient charges, inpatient admissions, transfers and discharges.
2. Completes forms and records by recording or logging information such as number of patients per day, types of procedures performed.
3. Sorts, files and distributes cheques.
4. Types material such as labels and lists of overdue accounts.
5. 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.
- (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

**Class Series:** Clerk General

**Grid:** 10

**Class Title:** Clerk I

### **I. Level Definition**

Positions at this level perform clerical duties such as filing, copying and distributing mail.

### **II. Typical Duties**

1. Sorts, files and pulls papers, documents, films, charts, and other data, assigns file numbers; generates labels.
2. Operates copying or other duplicating equipment to reproduce papers, documents and other data and performs equipment maintenance procedures such as cleaning glass and clearing paper paths.
3. Copies medical charts and other material, mails films for processing, splices processed films.
4. Delivers mail and internal communications; escorts visitors to specified locations.
5. Answers department telephone and refers calls as required.
6. 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.
- (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.

Awarded January 9, 1987

Revised effective April 1, 2007

Revised grid level, effective first pay period after April 1, 2019

Revised grid level, effective first pay period after April 1, 2020

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 10

**Class Title:** Clerk II, Food Services

### I. Level Definition

Positions at this level function under general supervision and perform clerical duties related to the maintenance of patient dietary records and related tallying, copying and general clerical duties.

### II. Typical Duties

1. Updates dietary records daily as required by patient admissions, discharges, transfers and dietary orders.
2. Adds heading information on patient menus in accordance with dietary classification and distributes to patients.
3. Tallies menu items required for production from items selected on patient menus.
4. Types material such as diets, menus, correspondence from drafts or revisions.
5. Answers telephones; transfers calls, takes messages or answers routine enquiries.
6. Maintains filing system for correspondence and departmental records.
7. Maintains statistical records such as patient meals prepared and prepares summary totals as required.
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

**Class Series:** Clerk General

**Grid:** 10

**Class Title:** Clerk II, Receptionist

### **I. Level Definition**

Positions at this level function under close supervision and perform a variety of clerical duties such as receiving visitors, telephone answering, typing.

### **II. Typical Duties**

1. Receives visitors, provides information and directs to appropriate areas.
2. Obtains information required from patients and completes a variety of standard forms such as medical insurance billing forms.
3. Types material such as correspondence, reports from drafts, revisions or dictating machine.
4. Telephones or transmits test results and medical information to patients, physicians and others as specifically directed.
5. Submits charges to Finance based on billing schedules for in and outpatient services such as diagnostic examinations, physiotherapy treatments.
6. Maintains statistical records such as test procedures performed, patients treated according to established categories and submits summary totals as required.
7. 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

**Class Series:** Communications

**Grid:** 10

**Class Title:** Clerk I, Messenger

### **I. Level Definition**

Positions at this level provide pick-up and delivery services.

### **II. Typical Duties**

1. Sorts and distributes incoming mail.
2. Picks up and sorts outgoing mail.
3. Picks up and delivers items such as medical charts, specimens and files.
4. 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 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Communications

**Grid:** 10

**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

**Class Series:** Health Records

**Grid:** 10

**Class Title:** Clerk II, Health Records

### **I. Level Definition**

Positions at this level perform clerical functions relating to the preparation and maintenance of files for admissions and discharges.

### **II. Typical Duties**

1. Checks patient registry for previous admission, assigns numbers, prepares index card, sets up, and files charts.
2. Pulls and assembles charts, files loose forms and reports. Locates missing charts.
3. Distributes medical records such as charts, transcribed reports and notices as required.
4. Enters information such as admission number, name, operative procedure on control sheets such as discharge or death register.
5. Provides information by telephone or correspondence to sources such as workers' compensation, ICBC and physicians. Types correspondence, copies reports, sorts and files material as necessary.
- 6.. 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:** Laundry

**Class Series:** Laundry Workers

**Grid:** 10

**Class Title:** Laundry Worker I

### I. Level Definition

Positions at this level perform laundry duties such as sorting, folding and weighing linen, and operating domestic washers and dryers under close supervision.

### II. Typical Duties

1. Sorts, folds, counts and records linen for control purposes.
2. Issues linen and maintains ward linen quotas.
3. Operates equipment such as ironers, folders, steam finishers and pressers.
4. Loads and unloads domestic washers and dryers, operates same by selecting wash cycles, setting temperatures and switching machines on and off.
5. Loads and unloads tumblers, conditioners, and extractors.
6. Weighs linen, collects linen from user areas and distributes linen to user areas; loads and unloads laundry trucks.
7. Performs other related duties as assigned.

### III. Qualifications

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

Grade 10 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 operate related equipment.
- (v) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Payroll

**Grid:** 10

**Class Title:** Clerk II, Timekeeping

### **I. Level Definition**

Positions at this level perform clerical duties related to payroll time/flow sheet review and processing.

### **II. Typical Duties**

1. Receives time/flow sheets, reviews for completeness and reports problems/inaccuracies to supervisor.
2. Transfers payroll information from time/flow sheets to time cards, codes time cards and/or checks codes.
3. Performs clerical tabulations, related to time/flow sheets/cards such as carrying forward year to date part time and casual hours on time record cards.
4. Reviews time records to verify information such as checking vacation entitlement against time taken.
5. 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 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Maintenance Workers

**Grid:** 10

**Class Title:** Maintenance Worker I

### **I. Level Definition**

Under close supervision, positions at this level perform manual duties related to the maintenance of buildings, grounds and equipment in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Performs labouring work such as digging trenches and holes, unplugging plumbing fixtures such as sinks and toilets and performing demolition work such as stripping plaster and knocking out walls.
- (2) Cleans roofs, gutters and drains.
- (3) Transports heavy furniture and/or equipment manually and/or using aides such as dollies and carts.
- (4) Mixes building materials such as plaster and concrete.
- (5) Picks up and incinerates garbage.
- (6) Clears snow from walkways and building entrances.
- (7) Assists journeyman by performing duties such as setting out materials, handing and receiving tools and equipment and cleaning up work area.
- (8) Replaces items such as light bulbs, fluorescent tubes and tap washers.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Miscellaneous

**Class Series:** Elevator Operator

**Grid:** 10

**Class Title:** Elevator Operator

### **I. Level Definition**

Under general supervision operates assigned elevator.

### **II. Typical Duties**

- (1) Operates elevator to transport doctors, patients, employees, visitors and freight to desired floor.
- (2) Supplies information to passengers with regard to location of services within the facility.
- (3) Answers and responds to elevator telephone.
- (4) Assists patients and visitors in and out of elevator.
- (5) Notifies maintenance department of any malfunction of elevator.

### **III. Qualifications**

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

Grade 10 or an equivalent combination of education, training and experience.

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

- (i) Ability to communicate verbally in a pleasant, courteous and patient manner.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to operate related equipment.
- (v) Ability to perform repetitive task on a continual basis.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Stores

**Class Series:** Stores

**Grid:** 10

**Class Title:** Stores Attendant I

### I. Level Definition

Under direct supervision positions at this level perform routine, manual tasks and/or assist a Senior Stores Attendant in carrying out stores related duties.

### II. Typical Duties

1. Loads and unloads trucks.
2. Assists in unpacking of stock and placing in the appropriate stock location.
3. Transports stock and materials to all areas of the facility following standard procedures.
4. Cleans and rotates stock.
5. Performs other related duties as assigned.

### III. Qualifications

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

Grade 10 or 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services  
**Grid:** 10

**Class Series:** Food Service Workers  
**Class Title:** Food Service Worker I

### **I. Level Definition**

Positions at this level perform a variety of duties within a food service operation such as portioning and serving meals, washing and peeling vegetables and fruit, preparing items such as tea, coffee and toast, and washing dishes and utensils.

### **II. Typical Duties**

- (1) Sets up meal trays with items such as condiments, utensils and napkins; portions out food and beverages on meal trays according to menu slips; loads, delivers, collects and unloads meal service wagons.
- (2) Portions out and serves food and beverages within a dining room and/or cafeteria operation; operates dispensing machines; puts away and brings out supplies as required; takes cash and/or meal tickets for items purchased; utilizes a cash register as required.
- (3) Counts, weighs and/or measures ingredients for assigned food preparation area.
- (4) Makes beverages and food items such as tea, coffee and toast; assembles items such as sandwiches and salads.
- (5) Washes, peels and stores vegetables and fruit.
- (6) Strips, racks and washes items such as dishes, pots, pans and utensils; operates dishwashing and/or pot washing machines; stacks clean dishes and utensils; sets, clears and cleans dining tables.
- (7) Performs cleaning duties such as sweeping and damp mopping floors, cleaning counter tops, sinks, machines and equipment and spot washing walls and splash areas; removes garbage as required.
- (8) Performs clerical duties such as answering the telephone, filing, writing information on menu cards and checking cards against lists.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker II (Cashier)

### **I. Level Definition**

Positions at this level oversee the collection and receipt of cash and/or meal tickets for items purchased in a hospital cafeteria.

### **II. Typical Duties**

- (1) Prepares, receives and verifies cash register float.
- (2) Verifies cash receipts against cash register printout and balances.
- (3) Prepares and completes bank deposit slip.
- (4) Empties cash from dispensing machines and counts and records amounts.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker II (Checker)

### I. Level Definition

Positions at this level check patient trays to ensure dietary accuracy.

### II. Typical Duties

- (1) Checks meal trays against patient menus to ensure accuracy of food and beverage items.
- (2) Removes inappropriate items and/or portions and replaces as per patient menu.
- (3) Performs other related duties as assigned.

### III. Qualifications

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker II (Cook's Helper)

### I. Level Definition

Positions at this level measure and combine food and beverage ingredients by procedures such as grinding, blending and slicing.

### II. Typical Duties

- (1) Prepares items such as vegetables and fruit by procedures such as slicing, dicing and grating.
- (2) Prepares items such as meat, fish and poultry by procedures such as grinding, flouring and breading.
- (3) Prepares food items such as sandwich fillings and salads by procedures such as combining, mixing and/or blending ingredients; measures, mixes, grates and/or blends food ingredients.
- (4) Delivers food items from storage areas to work areas; removes food items from packaging, cans and/or freezer; labels, packages and transfers food items to freezer storage.
- (5) Withdraws food items from freezer for plating or heating; rotates food items in freezer as directed.
- (6) Performs other related duties as assigned.

### III. Qualifications

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker (Nourishment Aide)

### **I. Level Definition**

Positions at this level prepare and portion out therapeutic diet items.

### **II. Typical Duties**

- (1) Prepares therapeutic diet items such as salads, sandwiches, milkshakes, infant formulas and tube feedings by weighing, measuring and combining ingredients.
- (2) Sets up therapeutic diet trays and portions out food and beverages according to diet information.
- (3) Checks returned diet trays for items not consumed and makes substitutions according to therapeutic diet.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker II (Pot Washer)

### **I. Level Definition**

Positions at this level spend the majority of the time washing and scrubbing pots, pans and related accessories.

### **II. Typical Duties**

- (1) Washes, scrubs, rinses and dries pots, pans and related accessories.
- (2) Washes floors, walls and ceilings in the kitchen areas; cleans ovens.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker II (Supervisor)

### **I. Level Definition**

Positions at this level are in charge of a designated shift within a food service operation and perform related food service worker duties as required.

### **II. Typical Duties**

- (1) Is in charge of a designated shift within a food service operation by scheduling and co-ordinating work assignments, providing related training and orientation and overseeing the operation of the unit during the shift.
- (2) Performs food service worker duties such as portioning and serving meals, washing dishes, pots and pans and receiving cash and/or meal tickets for items purchased.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Workers

**Grid:** 10

**Class Title:** Food Service Worker III

### **I. Level Definition**

Positions at this level supervise designated Food Service Workers and perform a variety of duties within the food services operation.

### **II. Typical Duties**

- (1) Supervises designated Food Service Workers by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Performs Food Service Worker duties such as preparing therapeutic diet items, checking meal trays against patient menus, preparing items such as vegetables and fruit by procedures such as slicing, dicing and grating; and preparing, receiving and verifying cash register float.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus 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 supervise.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.