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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 14

**Class Title:** Clerk, General

### **I. Level Definition**

Positions at this level perform recording, timekeeping, attendance keeping functions and general clerical duties.

### **II. Typical Duties**

1. Maintains records of staff such as names, addresses, phone numbers, availability for work and suitable work areas.
2. Maintains timekeeping records for staff and submits to payroll.
3. Receives and processes requests such as vacation, leave of absence and terminations by preparing appropriate documentation, making necessary calculations such as seniority and vacation entitlements and forwarding to appropriate authority for approval.
4. Receives visitors, provides information and directs to appropriate persons or areas.
5. Answers telephones; transfers calls, takes messages or answers routine enquiries.
6. Types technical and non-technical material such as correspondence, reports, lists, forms from drafts, revisions or dictating machines.
7. Sets up and maintains filing systems for material such as correspondence, personnel records, equipment and supply records.
8. Maintains records such as supply and equipment inventories, departmental operating statistics.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

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

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

- (i) Ability to keyboard at 55 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.