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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 16

**Class Title:** Clerk IV (Outpatient Supervisor)

### **I. Level Definition**

Positions at this level supervise one or two designated staff, perform clerical work including dictation and/or direct billing of accounts for medical services.

### **II. Typical Duties**

1. Supervises up to two clerical employees by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Types material such as correspondence, medical reports, statements, medical billings from drafts, revisions or dictating machines.
3. Composes and signs correspondence as directed, or drafts correspondence for review and signature.
4. Sets up and maintains filing systems for material such as correspondence, personnel records, equipment and supply records.
5. Arranges meetings as directed, books meeting rooms, prepares and circulates notices and agenda. Records, transcribes and distributes notes or minutes of meetings.
6. Maintains appointment calendars, books appointments.
7. Makes travel arrangements and reservations.
8. Prepares and checks direct billings to patients, medical insurance plans for diagnostic and treatment services.
9. Maintains statistical records such as test procedures performed and prepares monthly summaries and reports.
10. Telephones or transmits test results and medical information to recipients such as patients, physicians and other hospitals.
11. 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.