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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 16

**Class Title:** Clerk IV, Admitting (Out-Patient Booking)

### **I. Level Definition**

Positions at this level schedule and book out-patient appointments for an outpatient area such as Radiology, Physiotherapy, and/or supervise one or two designated Admitting staff.

### **II. Typical Duties**

- (1) Schedules and books out-patient appointments for an out-patient area such as Radiology or Physiotherapy by receiving appointment requests, making follow up appointments, adjusting arrangements in accordance with patient and facility requirements and assigning to the appropriate time, date and location.
- (2) Contacts appropriate area such as doctor's office, patient, nursing unit to confirm appointments.
- (3) Supervises one or two designated admitting staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

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

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

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