
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Clerk General

Grid: 21

Class Title: Clerk V, Clerical Supervisor

I. Level Definition

Positions at this level supervise three to ten designated staff and oversee the coordination of workflow of the department.

II. Typical Duties

1. Oversees the workflow of the department by establishing work schedules and priorities, organizing operating procedures for a variety of clerical support functions to meet departmental needs and allocating the work among designated staff.
2. Supervises three to ten designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Develops new work methods and procedures and identifies problems and alternative solutions.
4. Compiles and analyzes data involving the interpretation and application of policies and procedures.
5. Monitors expenditures and makes recommendations regarding budget for assigned area.
6. Provides input into the selection of staff by performing duties such as interviewing applicants and making recommendations for selection.
7. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12, successful completion of a recognized course in medical transcription and three years' recent, related experience including one year in a supervisory capacity 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.