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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 11

**Class Title:** Clerk III, Admitting

### **I. Level Definition**

Positions at this level obtain the information required in the admission of patients to the facility, complete admission documentation and perform related clerical duties.

### **II. Typical Duties**

1. Interviews patients, relatives and/or friends upon admission to obtain information such as personal details and proof of eligibility.
2. Enters information and completes admission and other related forms and forwards to appropriate department.
3. Explains consent forms to patients and/or relatives and obtains required signatures.
4. Explains hospital policy on matters such as deposits and room differentials and collects deposits.
5. Telephones patients who are "pre-admitted" for information such as personal details and proof of eligibility.
6. Follows up as necessary to verify patient eligibility for hospital programs coverage by sending enquiries to reference sources.
7. Escorts patients or arranges to have patients escorted to rooms.
8. Prepares identity bands and admission plates and/or labels for patients.
9. Receives and records patients' valuables for safekeeping.
10. Maintains a register of admissions and discharges.
11. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one 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) 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:** 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.

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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 (Bed Booking)

### **I. Level Definition**

Positions at this level identify available booking options and refer options to a senior position such as Registered Nurse, Senior Admitting/Bed Booking Clerk for assignment of beds.

### **II. Typical Duties**

1. Identifies available booking options by obtaining patient information such as personal details, nature of care required, type of surgery and comparing this information to available beds.
2. Refers options to a senior position such as Registered Nurse or Senior Admitting/Bed Booking Clerk for assignment of beds.
3. 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 organize work.
- (vii) Ability to operate related equipment.

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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 (O.R. Booking)

### **I. Level Definition**

Positions at this level assist a senior position such as Senior O.R. Booking Clerk or Registered Nurse with preparing and maintaining O.R. slates (including inpatient/outpatient/daycare) by gathering information and making adjustments to O.R. slates (including inpatient/outpatient/daycare) subject to the approval of a senior position such as Senior O.R. Booking Clerk, Registered Nurse.

### **II. Typical Duties**

Assists a senior position such as Senior O.R. Booking Clerk or Registered Nurse with preparing and maintaining the O.R. slates (including inpatient/outpatient/daycare) by performing a variety of duties such as:

1. Gathering patient information and pre-operative information from physician's office and/or nursing areas such as patient name, type of surgery, attending physician.
2. Contacting physician's office to advise when surgery times have been arranged.
3. Booking facility services such as radiology, pathology for the surgery booked.
4. Adjusting the initial slate according to information provided such as clean up procedures, blood required, staff required.
5. Notifying appropriate areas of adjustment made to the O.R. slate (including inpatient/outpatient/daycare).
6. Perform 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 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 organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 21

**Class Title:** Clerk V, Admitting

### **I. Level Definition**

Positions at this level supervise three to ten designated admitting staff and schedule and book out-patient appointments for an outpatient area such as Radiology, Physiotherapy.

### **II. Typical Duties**

1. Supervises three to ten designated admitting staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. 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.
3. Contacts appropriate area such as physician's office, patient, nursing unit to confirm appointments.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three years' 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 21

**Class Title:** Clerk V, Admitting  
(Autopsy Arrangement)

### **I. Level Definition**

Positions at this level obtain consent signature from the appropriate next of kin in order to clear body for release and make arrangements for autopsy and body removal.

### **II. Typical Duties**

1. Contacts coroner's office to obtain instructions regarding autopsy and release of body arrangements.
2. Makes arrangements for autopsy and body removal by interviewing family and obtaining the consent signature from the appropriate next of kin.
3. Contacts a variety of areas such as Pathology, Funeral Homes, Public Trustee and/or Police regarding autopsy, body removal and body release arrangements.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three years' 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 organize work
- (vii) Ability to operate related equipment

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 21

**Class Title:** Clerk V, Admitting (Bed Booking)

### **I. Level Definition**

Positions at this level identify available booking options and assign beds and may supervise one or two designated bed booking staff.

### **II. Typical Duties**

1. Identifies available booking options by obtaining patient information such as personal details, nature of care required, type of surgery and comparing this information to available beds.
2. Assigns beds by selecting the appropriate bed booking options.
3. Supervises one or two designated bed booking 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 three years' 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 21

**Class Title:** Clerk V, Admitting (O.R. Booking)

### **I. Level Definition**

Positions at this level prepare, maintain and assign patients/procedures to O.R. slates (including inpatient/outpatient/daycare) subject to review by nursing staff and/or physicians.

### **II. Typical Duties**

1. Prepares O.R. slates (including inpatient/outpatient/daycare) by gathering patient information such as patient name, type of surgery, attending physician; assigns patients to the O.R. slate (including inpatient/outpatient/daycare) according to type and expected duration of surgery; adjusts the initial slate according to information such as clean up procedures, blood required, staff required.
2. Notifies respective areas of adjustments and/or changes made to the O.R. slate (including inpatient/outpatient/daycare).
3. Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 and three years' 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 organize work.
- (vii) Ability to operate related equipment.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 24

**Class Title:** Clerk VI, Admitting

### **I. Level Definition**

Positions at this level supervise more than 10 designated staff.

### **II. Typical Duties**

1. Supervises more than 10 designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. 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.
3. Contacts appropriate area such as physician's office, patient, nursing unit to confirm appointments.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and medical terminology, four 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

---

**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 24

**Class Title:** Clerk VI, Admitting (Bed Booking)

### **I. Level Definition**

Positions at this level supervise three to ten designated bed booking staff.

### **II. Typical Duties**

1. Supervises three to ten designated bed booking staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Identifies available booking options by obtaining patient information such as personal details, nature of care required, type of surgery and comparing this information to available resources.
3. Allocates and assigns beds by identifying available options and selecting the appropriate bed booking option.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and medical terminology, four 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 24

**Class Title:** Clerk VI, Admitting (O.R. Booking)

### **I. Level Definition**

Positions at this level supervise one to ten designated O.R. booking staff.

### **II. Typical Duties**

1. Supervises one to ten designated O.R. booking staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Prepares O.R. slates (including inpatient/outpatient/daycare) by gathering patient information such as patient name, type of surgery, attending physician; assigns patients to the O.R. slate (including inpatient/outpatient/daycare) according to type and expected duration of surgery; adjusts the initial slate according to information such as clean up procedures, blood required, staff required.
3. Notifies respective areas of adjustments and/or changes made to the O.R. slate (including inpatient/outpatient/daycare).
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and medical terminology, four 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 33

**Class Title:** Supervisor (Admitting)

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing the admission function by supervising more than ten designated admitting staff and performing related administrative duties.

### **II. Typical Duties**

1. Monitors expenditures and makes recommendations regarding budget for assigned area and evaluates and selects equipment and supplies.
2. Supervises more than ten designated Admitting staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and five 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 33

**Class Title:** Supervisor (Bed Booking)

### **I. Level Definition**

Positions at this level supervise more than 10 designated bed booking staff.

### **II. Typical Duties**

1. Supervises more than 10 designated bed booking staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Identifies available booking options by obtaining patient information such as personal details, nature of care required, type of surgery and comparing this information to available resources.
3. Allocates and assigns beds by identifying available options and selecting the appropriate bed booking option.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and five 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

---

**Job Family:** Clerical

**Class Series:** Admitting

**Grid:** 33

**Class Title:** Supervisor (O.R. Booking)

### **I. Level Definition**

Positions at this level supervise more than ten designated O.R. booking staff.

### **II. Typical Duties**

1. Supervises more than ten designated O.R. booking staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Prepares O.R. slates (including inpatient/outpatient/daycare) by gathering patient information such as patient name, type of surgery, attending physician; assigning to the O.R. slate (including inpatient/outpatient/daycare) according to type and expected duration of surgery; adjusts the initial slate according to information such as clean up procedures, blood required, staff required.
3. Notifies respective areas of adjustments and/or changes made to the O.R. slate (including inpatient/outpatient/daycare).
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and five 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) Knowledge of medical terminology.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical **Class Series:** Admitting  
**Grid:** 17 (awaiting final determination) **Class Title:** Clerk IV (A), Admitting (Out-Patient Booking)

### **I. Level Definition**

Positions at this level determine out-patient appointment priority and schedule and book out-patient appointments. May supervise one or two designated Admitting staff.

### **II. Typical Duties**

- (1) Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.
- (2) Schedules and books out-patient appointments for an out-patient area 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.
- (3) Contacts appropriate area such as doctor's office, patient, nursing unit to confirm appointments.
- (4) 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.
- (5) 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 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

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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:** Finance

**Grid:** 11

**Class Title:** Clerk III, Cashier

### **I. Level Definition**

Positions at this level receive, record and account for payments received in accordance with the policies and procedures of the facility.

### **II. Typical Duties**

1. Receives payments for a variety of patient bills and sundry accounts; records payments in cash journals and/or summary sheets and issues change and receipts; makes refunds for overpayments.
2. Balances cash daily against receipts and prepares bank deposits and cash reports; balances cash journals and/or summary sheets.
3. Receives deposits on loan articles such as crutches; issues receipts and maintains loan records.
4. Maintains and balances petty cash account and makes disbursements as required.
5. Receives, checks and deposits patients' valuables for safekeeping; returns valuables in accordance with hospital policy; maintains related records.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and 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:** Clerical

**Class Series:** Finance

**Grid:** 11

**Class Title:** Clerk III, Accounts Receivable,  
Accounts Payable

### **I. Level Definition**

Positions at this level perform clerical duties related to the accounting function such as preparing, processing, batching accounts receivable and/or payable records.

### **II. Typical Duties**

#### **1. Accounts Receivable**

- (a) Bills self-pay patient, out-of-province, workers' compensation and similar sundry accounts.
- (b) Posts billing information such as charges for patient and medical agency accounts by transferring information into appropriate records.
- (c) Receives payments, enters information into cash receipts journal, balances and summarizes journal and receivable accounts by matching and checking payments received against invoices and posting from journal to accounts receivable ledger.
- (d) Follows up on discrepancies such as rejection of preliminary accounts, incorrect personal health numbers and other identifying information.
- (e) Lists overdue accounts and as directed sends out reminders as appropriate.
- (f) Prepares, batches and inputs data such as Inpatient, Outpatient, Day Care, Emergency and other admission forms, admission charges and procedures performed.
- (g) Performs other related duties as assigned.

#### **2. Accounts Payable**

- (a) Matches documents such as invoices, receiving reports, packing slips with purchase orders; contacts appropriate sources such as stores and external suppliers by telephone and/or correspondence regarding matters such as disputed supplier accounts, missing invoices and unmatched documents; refers problems to supervisor.
- (b) Verifies the accuracy of invoices by checking items such as quantities, prices, tax, extensions, discounts and totals; refers problems to supervisor.
- (c) Allocates invoices to internal accounts by assigning codes such as cost centre and general ledger codes and posts to the accounts payable ledger.
- (d) Prepares, batches and inputs accounts payable and inventory data such as invoices, credit and debit notes, manual cheques, inventory issues and voided cheques.
- (e) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one 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) 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:** Finance

**Grid:** 16

**Class Title:** Clerk IV, Head Cashier

### **I. Level Definition**

Positions at this level account for monies collected in other areas of the facility and independently perform cashiering functions and/or supervise one or two designated staff.

### **II. Typical Duties**

1. Supervises one or two designated cashiers by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Accounts for monies collected from a variety of areas by collecting, balancing, reconciling, checking, verifying and recording cash, cheques and receipts.
3. Answers related inquiries and resolves problems and/or discrepancies as required.
4. 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 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 17

**Class Title:** Clerk IV, Accounts Receivable

### **I. Level Definition**

Positions at this level process accounts receivable including the preparation of adjustment information such as journal vouchers, the billing, reconciling and balancing of accounts to the general ledger, and the follow up on delinquent accounts and/or supervise one or two designated staff.

### **II. Typical Duties**

1. Bills self-pay patient, out-of-province, workers' compensation, MSP and similar sundry accounts, posts billing information such as charges for patient and medical agency accounts to the accounts receivable ledger and balances to the general ledger.
2. Receives payments, enters information into cash receipts journal, balances and summarizes journal and receivable accounts by matching and checking payments received against invoices and posting from journal to accounts receivable ledger.
3. Reconciles designated accounts by matching information such as payments received, refunds and invoices issued, and identifying differences. Traces reasons for differences and prepares adjustment information such as vouchers and credit balance refunds to rectify the differences.
4. Follows up on delinquent accounts by initiating and responding to correspondence and telephone contacts with patients, billing agencies and insurers, and tracing accounts returned by Post Office.
5. Selects accounts for collection action, and prepares collections listings and supporting documentation to transfer delinquent accounts to collection agencies; maintains collections files, advises collection agency of payments and queries and provides additional information as required.
6. Supervises one or two designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized accounting course and two years' 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) 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 17

**Class Title:** Clerk IV, Accounts Payable

### **I. Level Definition**

Positions at this level process accounts payable including the reconciling and balancing of accounts to the general ledger, the preparation of adjustment information such as journal vouchers and/or supervise one or two designated staff.

### **II. Typical Duties**

1. Matches documents such as invoices, receiving reports, packing slips with purchase orders; contacts appropriate sources such as stores and external suppliers by telephone and/or correspondence regarding matters such as disputed supplier accounts, missing invoices and unmatched documents.
2. Verifies the accuracy of invoices by checking items such as quantities, prices, tax, extensions, discounts and totals; posts to the accounts payable ledger.
3. Balances accounts payable to the general ledger and identifies discrepancies; traces reasons for discrepancies such as price changes, substitutions and back-orders; prepares adjustment information such as vouchers and debit and credit notes to rectify discrepancies.
4. Supervises one or two designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized accounting course and two years' 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) 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 16

**Class Title:** Clerk IV (Sponsorship Clerk)

### **I. Level Definition**

Positions at this level interview patients to determine financial responsibility and arrange for sponsorship by social agencies.

### **II. Typical Duties**

1. Interviews inpatients, outpatients, parents or guardians to determine financial responsibility and financial assistance requirements.
2. Contacts social agencies to identify sponsorship responsibility and completes documentation.
3. Notifies areas such as government agencies, service organizations, lawyers, I.C.B.C. of sponsorship arrangements.
4. 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 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:** Finance

**Grid:** 16

**Class Title:** Clerk IV (Statistics)

### **I. Level Definition**

Positions at this level prepare statistical reports for a variety of areas such as Emergency, X-Ray, Admitting by researching, checking, analyzing and compiling information and writing up reports.

### **II. Typical Duties**

1. Compiles, prepares and maintains statistics such as inpatient and outpatient surgical procedures performed, admissions, inpatient and outpatient revenue.
2. Researches, checks and compiles information for reports, including HIA 35 statistics for BCHP, month end statistical work for a variety of departments including Emergency, X-Ray, Admitting.
3. Summarizes statistical information and prepares related reports.
4. 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 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:** Finance

**Grid:** 22

**Class Title:** Clerk V, Accounts Receivable (Patient Billing)

### **I. Level Definition**

Positions at this level supervise three to ten designated employees and/or perform accounts analysis and/or whole section(s) of HIA 35 reports and/or approve payment arrangements for delinquent accounts and recommend write-off.

### **II. Typical Duties**

1. Supervises from three to ten designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Compiles information and fills in complete sections of the HIA 35 report.
3. Analyzes patient accounts by reviewing information such as collection status, age and credit reports.
4. Follows up on delinquent accounts by initiating and responding to correspondence and telephone contacts with patients, billing agencies and insurers and tracing accounts returned by the Post Office; approves, independently, alternate payment arrangements or recommends write-off.
5. Selects accounts for collection action, and prepares collection listings and supporting documentation to transfer delinquent accounts to collection agencies; maintains collections files, advises collection agency of payments and queries and provides additional information as required.
6. Identifies problems or discrepancies, such as imbalance of sub-ledger to general ledger and suspense account items; performs accounts analysis by reviewing, extracting and interpreting information in order to determine reason for problem or discrepancy; takes corrective action.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized accounting course and three years' 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) 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

---

**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 22

**Class Title:** Clerk V, Accounts Payable

### **I. Level Definition**

Positions at this level supervise three to ten designated employees and/ or perform accounts analyses.

### **II. Typical Duties**

1. Supervises from three to ten designated employees by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Identifies problems or discrepancies such as imbalance of sub-ledger to general ledger; performs accounts analyses by reviewing, extracting and interpreting information in order to determine reason for problem or discrepancy; takes corrective action.
3. Analyzes designated accounts such as travel expense, sales tax and sundry payables accounts by reviewing, extracting and interpreting information; identifies trends and/ or problems and prepares related reports.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized accounting course and three years' 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) 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 21

**Class Title:** Clerk V, Patient Relations

### **I. Level Definition**

Positions at this level perform all patient admission, eligibility and billing documentation procedures in an extended or long term care area.

### **II. Typical Duties**

1. Interviews patients, relatives, or other responsible persons to ascertain billing directions, methods of payment, entitlement to patient services.
2. Completes all admitting and eligibility documentation. Verifies patients' eligibility for B.C. Hospital Insurance benefits and maintains related records.
3. Maintains extended care patient trust accounts by performing duties such as requesting and receiving deposits, processing charges and preparing patient trust account statements as required.
4. Maintains patient accounts and accounting records by recording the charges, preparing and sending out patient statement and following up on delinquent accounts.
5. Maintains statistical records and prepares reports including whole sections of the HIA 35.
6. Compiles required information and fills in complete sections of HIA 35 report.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three years' recent related experience 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:** Finance

**Grid:** 22

**Class Title:** Clerk V, Accounting

### **I. Level Definition**

Positions at this level supervise three to ten clerical employees and/or assist with the preparation of financial statements, government reports and reports to auditors and/or reconcile special purpose bank accounts.

### **II. Typical Duties**

1. Supervises three to ten clerical employees by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Assist with the preparation of financial statements, government reports and reports to auditors by preparing documentation such as general ledger trial balances, year-end working papers and supporting schedules.
3. Reconciles special purpose bank accounts such as payroll.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized accounting course and three years' recent related experience 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 24

**Class Title:** Clerk VI, Accounting

### **I. Level Definition**

Positions at this level supervise more than ten designated employees and/or perform accounting duties such as financial statement preparation and complex reconciliations for approval.

### **II. Typical Duties**

1. Supervises more than ten designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Prepares or ensures preparation of documentation such as general ledger trial balances, year-end working papers and supporting schedules such as depreciation schedules; from this documentation completes the facility financial statements such as HIA 35B and HIA 35C and prepares reports for government and auditors for approval.
3. Prepares complex reconciliations such as reconciliation of the general ledger and of the capital fund account ledgers and of the general bank account statements.
4. Recommends changes to accounting procedures such as method of recording prepayments, accruals and depreciation and implements as approved.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of two years of the CMA or CGA program and four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 24

**Class Title:** Clerk VI, Accounts Receivable  
(Patient Billing)

### **I. Level Definition**

Positions at this level supervise more than ten designated employees and perform related accounts receivable duties.

### **II. Typical Duties**

1. Supervises more than ten designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Compiles information and fills in complete sections of the HIA 35 report.
3. Analyzes patient accounts by reviewing information such as collection status, age, and credit reports.
4. Follows up on delinquent accounts by initiating and responding to correspondence and telephone contacts with patients, billing agencies and insurers and tracing accounts returned by the post office; approves, independently, alternate payment arrangements or recommends write-off.
5. Selects accounts for collection action, and prepares collections listings and supporting documentation to transfer delinquent accounts to collection agencies; maintains collections files, advises collection agency of payments and queries and provides additional information as required.
6. Identifies problems or discrepancies, such as imbalance of sub-ledger to general ledger and suspense account items; performs accounts analysis by reviewing, extracting and interpreting information in order to determine reason for problem or discrepancy; takes corrective action.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of two years of the CMA or CGA program and four years' recent related experience 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 24

**Class Title:** Clerk VI, Accounts Payable

### **I. Level Definition**

Positions at this level supervise more than ten designated employees and perform related accounts payable duties.

### **II. Typical Duties**

1. Supervises more than ten designated employees by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Identifies problems or discrepancies such as imbalance of sub-ledger to general ledger; performs accounts analyses by reviewing, extracting and interpreting information in order to determine reason for problem or discrepancy; takes corrective action.
3. Analyzes designated accounts such as travel expenses, sales tax and sundry payable accounts by reviewing, extracting and interpreting information; identifies trends and/or problems and prepares related reports.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of two years of the CMA or CGA program and four years' recent related experience 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 supervise.
- (vi) Ability to organize work.
- (vii) 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:** Clerk General

**Grid:** 11

**Class Title:** Clerk III, Receptionist

### **I. Level Definition**

Positions at this level perform a variety of clerical duties such as receiving visitors, telephone answering, and typing; and/or independently telephone medical test results.

### **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, and medical billings from drafts, revisions or dictating machines.
4. Telephones or transmits test results and medical information to patients, physicians and others according to established procedures.
5. Submits charges to Finance based on billing schedules for inpatient and outpatient services such as diagnostic examinations, physiotherapy treatments.
6. Maintains records such as test procedures performed, patients treated according to established categories, performs various arithmetic calculations and prepares summary reports as required.
7. Schedules patient appointments for diagnostic procedures or treatments.
8. Takes minutes or notes such as at departmental meetings and transcribes as required.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 13

**Class Title:** Personnel Secretary

### **I. Level Definition**

Positions at this level perform clerical work, including dictation related to the operation of a personnel office.

### **II. Typical Duties**

1. Maintains filing system for employee personnel files and records.
2. Completes forms related to hiring and termination of employees and other personnel information changes.
3. Completes or assists employees in completing claims for benefits such as workers' compensation, disability insurance, extended health care plans by explaining information required.
4. Provides information to employees on benefit programs and completes or assists employees in completing enrollment forms or changes in coverage by explaining information required.
5. Receives visitors, provides information, distributes and receives employment application forms and related material.
6. Types material such as correspondence, reports, and personnel forms from drafts, listings, or dictating machines.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one years' 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) 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:** 15

**Class Title:** Secretary

### **I. Level Definition**

Positions at this level perform secretarial duties for department heads, administrative or medical officials.

### **II. Typical Duties**

1. Types technical and non-technical material such as correspondence, medical reports, statements, medical billings from drafts, revisions or dictating machines.
2. Sets up and maintains filing systems for material such as correspondence, personnel records.
3. Composes and signs correspondence such as confirmation of appointments and form letters as directed or drafts correspondence for review and signature.
4. Arranges meetings as directed, books meeting rooms, types and circulates notices and agenda. Records, transcribes and distributes notes or minutes of meetings.
5. Maintains appointment calendars by arranging and confirming appointments.
6. Makes travel and hotel arrangements and reservations.
7. 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 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:** 15

**Class Title:** Nursing Secretary

### **I. Level Definition**

Positions at this level perform secretarial duties for nursing administrative officials.

### **II. Typical Duties**

1. Types technical and non-technical material such as correspondence, medical reports, statements, medical billings from drafts, revisions or dictating machines.
2. Sets up and maintains filing systems for material such as correspondence, personnel records and departmental files.
3. Composes and signs routine correspondence such as confirmation of appointments and form letters as directed or drafts correspondence for review and signature.
4. Arranges meetings as directed, books meeting rooms, types and circulates notices and agenda. Records, transcribes and distributes notes or minutes of meetings.
5. Performs a variety of clerical duties such as answering the telephone, making appointments and maintaining appointment calendars by arranging and confirming appointments
6. Makes travel and hotel arrangements and reservations.
7. Maintains records such as statutory holidays, vacations taken and staff evaluations; forwards appropriate forms to nursing units for completion and follows up as required.
8. Compiles statistics such as bed occupancy levels, numbers of work injuries and amount of sick leave taken.
9. Types materials such as reports, evaluations and correspondence.
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, medical terminology 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.

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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.

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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.

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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, Staffing

### **I. Level Definition**

Positions at this level call in relief staff according to pre-determined guidelines and perform related clerical functions.

### **II. Typical Duties**

1. Accepts calls from staff regarding illnesses and absence from work and communicates information received to unit(s)/department(s).
2. Forwards requests for relief staff to appropriate authority for approval and staff allocation; calls in relief staff according to pre-determined guidelines and refers problems and/or difficulties to supervisor; distributes relief staff schedules to unit(s)/department(s).
3. Maintains records on relief staff such as names, addresses, telephone numbers, availability for work, suitable work area and hours worked.
4. Maintains timekeeping records for regular and relief staff and submits to Payroll as required.
5. Receives and processes requests such as shift changes, vacations and leaves of absence by forwarding documentation to appropriate authority and communicating decisions to employees.
6. Maintains records such as statutory holidays and vacations taken and staff evaluations; forwards appropriate forms to unit(s)/department(s) for completion and follows up as required.
7. Compiles statistics such as bed occupancy levels, numbers of work injuries and amount of sick leave taken.
8. Types materials such as reports, evaluations and correspondence; performs a variety of clerical duties such as answering telephone, making appointments and maintaining departmental files.
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 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:** Clerk General

**Grid:** 24

**Class Title:** Administrative Secretary

### **I. Level Definition**

Positions at this level perform secretarial and administrative duties under the general supervision of a Department Head, administrative or medical official.

### **II. Typical Duties**

1. Performs secretarial duties such as screening incoming materials, prioritizing items for the attention of Department Head, administrative or medical official, responding to inquiries by drafting correspondence or referring to the appropriate area.
2. Types a variety of documents such as correspondence, memos, reports, minutes by transcribing from dictation and/or draft.
3. Attends a variety of meetings such as Hospital Foundation and Abortion Committee to record proceedings, prepares minutes/reports and agenda and takes follow up action as a result of such meetings.
4. Schedules appointments and meetings and determines urgency of request in order to respond to scheduling requirements.
5. Co-ordinates the work flow of assigned area by establishing work schedules and organizing operating procedures.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized secretarial program, including a recognized course in medical transcription and three years' recent, related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 60 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:** 21

**Class Title:** Clerk V, Staffing

### **I. Level Definition**

Positions at this level allocate and call in relief staff and perform related clerical functions.

### **II. Typical Duties**

1. Receives requests for relief coverage from unit(s)/department(s) and makes any necessary calculations to determine availability of existing staff such as staff/patient ratios according to established guidelines.
2. Allocates and calls in relief staff to fill vacancies resulting from unfilled positions, vacations, leaves of absence and sick leaves in accordance with applicable collective agreements; distributes relief staff schedules to unit(s)/department(s).
3. Receives and processes requests such as vacation, leaves 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. Maintains timekeeping records for staff and submits to payroll; liaises with payroll regarding employee enquiries and makes adjustments as required; answers employee enquiries regarding interpretation of collective agreements such as vacation accumulation, levelling and pay policies.
5. Maintains records on relief staff such as names, addresses, phone numbers, availability for work, suitable work area and hours worked.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three 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 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:** Clerk General

**Grid:** 24

**Class Title:** Clerk VI, Clerical Supervisor

### **I. Level Definition**

Positions at this level supervise more than 10 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 more than 10 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 four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 24

**Class Title:** Clerk VI, Staffing

### **I. Level Definition**

Positions at this level prepare and adjust staff rotations, allocate and call in relief staff and perform related clerical functions.

### **II. Typical Duties**

1. Prepares staff rotations for unit(s)/department(s) by extending and transferring information from master rotations, making adjustments to take account of items such as leaves of absence, vacancies, terminations and vacations, and scheduling hours according to applicable collective agreements; identifies staff shortages and notifies unit(s)/department(s) accordingly.
2. Receives requests for relief coverage from unit(s)/department(s) and makes any necessary calculations to determine availability of existing staff such as staff/patient ratios according to established guidelines.
3. Allocates and calls in relief staff to fill vacancies resulting from unfilled positions, vacations, leaves of absence and sick leaves in accordance with applicable collective agreements; distributes relief staff schedules to unit(s)/department(s).
4. Receives and processes requests such as vacation, leaves of absence and terminations by preparing appropriate documentation, making necessary calculations such as seniority and vacation entitlements and forwarding to appropriate authority for approval.
5. Maintains timekeeping records for staff and submits to payroll; liaises with payroll regarding employee enquiries and makes adjustments as required; answers employee enquiries regarding interpretation of collective agreements such as vacation accumulation, levelling and pay policies.
6. Maintains record on relief staff such as names, addresses, phone numbers, availability for work, suitable work area and hours worked.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and four 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 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:** Clerk General

**Grid:** 35

**Class Title:** Administrative Assistant

### **Level Definition**

Positions at this level co-ordinate, organize and evaluate the administrative support activities of assigned area and may supervise designated staff.

### **II. Typical Duties**

1. Co-ordinates the administrative support activities of a variety of areas by organizing workflow and determining priorities in order to meet the needs and requirements of assigned area, resolving day-to-day problems and evaluating operating procedures of assigned area.
2. Oversees the maintenance of budget for assigned area by reviewing budget statements, making decisions with regard to the commitment of departmental funds, analyzing budget reports and recommending changes, projecting budgetary requirements and preparing budget submission for assigned area.
3. Discusses inquiries for information with a variety of senior positions, both internally and externally, in order to obtain and disclose information, and answers non-routine inquiries and complaints by determining the nature of the problem, providing information directly and/or corresponding.
4. Provides assistance on research projects by collecting data requiring the evaluation and determination of available sources, assembling and editing research papers, grant applications, reports, and preparing reports/papers into an appropriate format.
5. Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized secretarial program including a recognized course in medical transcription and five 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 28

**Class Title:** Staffing Co-ordinator

### **I. Level Definition**

Positions at this level are in charge of staffing and employee scheduling functions including preparation of master rotations and approval of staff rotations.

### **II. Typical Duties**

1. In charge of all staffing and employee scheduling functions of a department and supervise designated employees.
2. Supervises clerical employees by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Oversees the workflow of the department by establishing priorities, organizing operating procedures for a variety of clerical support functions to meet departmental needs and allocating the work among designated staff.
4. Prepares master rotations based on factors such as staff/patient ratios, collective agreements and budgetary limitations.
5. Receives requests for relief coverage from unit(s)/department(s) and makes any necessary calculations to determine availability of existing staff such as staff/patient ratios according to established guidelines.
6. Prepares and approves staff rotations by extending and transferring information from master rotations, making adjustments to account for relief requirements and scheduling hours according to applicable collective agreements; identifies staff shortages and notifies unit(s)/department(s) accordingly.
7. Calls in and allocates relief staff to fill temporary staffing requirements; maintains records of relief staff such as names, addresses, phone numbers, availability for work, suitable work areas.
8. Oversees the maintenance of the departmental staffing budget by reviewing budget statements, making decisions with regard to the commitment of departmental funds, analyzing budget reports and recommending changes, projecting staffing budgetary requirements and preparing departmental staffing budget.
9. 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.
10. Maintains timekeeping records for staff and submits to payroll; liaises with payroll regarding employee enquiries and makes adjustments as required; answers employee enquiries regarding vacation accumulation, levelling and pay policies.
11. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, five years' recent related experience and one year's supervisory 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Rate:** SD16 (A)

**Class Series:** Clerk General  
**Class Title:** Nursing Unit Assistant

### **I. Level Definition**

Under general supervision, positions at this level perform a variety of clerical duties related to the operation of a patient care area. This includes duties such as acting as a communication link for the Unit by transcribing and processing physicians' orders, communicating with other departments and hospitals, coordinating patient appointments, arranging patient tests and receiving results, receiving and directing visitors and telephone answering. Assembles and maintains patient charts and performs keyboarding and data entry responsibilities.

### **II. Typical Duties**

- (1) Prioritizes, processes, coordinates and transcribes physicians' orders and performs necessary follow up action.
- (2) Acts as a communication link for the Unit by contacting other hospitals and departments, including collaborating with bed booking by exchanging information related to bed availability to assist in admissions, discharges and transfers. Answers telephones; transfers calls, takes messages or answers routine enquiries. Receives patient test results. Receives visitors, provides information and directs to appropriate area.
- (3) Schedules, books and coordinates patient appointments by receiving appointment requests, making follow up appointments, adjusting arrangements as directed in accordance with patient and facility requirements and assigning to the appropriate time, date and location. Arranges patient tests. Maintaining appointment diaries by arranging and confirming appointments.
- (4) Assembles and maintains patient charts, inputs patient data and transcribes information into relevant systems such as MARS, Kardex, charts or electronic health record systems. Attaches documents to charts such as laboratory and special examination reports and dismantles charts for Health Records upon patient discharge.
- (5) Performs related clerical duties such as keyboarding, data entry, filing, compiling, preparing and maintaining statistics such as the daily census, producing reports, delivering and picking up items, ordering supplies through stores and takes meeting minutes as necessary.
- (6) Maintains timekeeping records for regular and relief staff and submits/enters to payroll systems as required. Receives and processes requests such as vacation, leave of absence and terminations by preparing necessary documentation and forwarding to appropriate authority for approval.
- (7) Accepts calls from nursing staff regarding illnesses and absence from work and communicates information received to nursing units and appropriate personnel; calls in relief nursing staff according to predetermined guidelines and refers problems to supervisor.
- (8) Maintains records on relief staff such as: names, addresses, telephone numbers, availability for work, suitability for work area and hours worked.
- (9) Observes patient call signals and relays messages to the appropriate personnel as necessary.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, medical terminology and graduation from a recognized Nursing Unit Clerk program 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 keyboard 50 w.p.m.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.
- (vii) Ability to utilize a variety of computer software applications.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**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.



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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, Laboratory

### **I. Level Definition**

Positions at this level process test requisitions by receiving specimens and written or verbal instructions from physicians and completing requisition forms; summarize pathology reports; and perform a variety of related duties such as receiving patients, telephone answering and typing.

### **II. Typical Duties**

1. Processes test requisitions by receiving specimens and written or verbal instructions from physicians and completing requisition forms with information such as age, weight, and fasting according to the specific laboratory test required; explains requisition information to patients.
2. Receives pathology reports, types information such as name, birth date and doctor into patient file and prepares summary reports as required.
3. Performs clerical duties such as maintaining records of test results, telephone test results as required, making appointments, typing and filing.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

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

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

- (i) Ability to keyboard at 45 wpm.
- (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:** Communications

**Grid:** 11

**Class Title:** Clerk III, Postal

### **I. Level Definition**

Positions at this level receive, sort, distribute, pick up and process incoming and outgoing mail, utilizing a postage meter.

### **II. Typical Duties**

1. Processes all outgoing mail utilizing a postage meter.
2. Weighs letters and parcels and affixes proper postage.
3. Receives and sorts incoming mail and parcels.
4. Delivers and picks up items such as mail, parcels, internal correspondence and memos.
5. Records incoming and outgoing registered mail.
6. Parcels and packages articles such as specimens and tape discs for shipping.
7. Copies, distributes and files data.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and 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:** Clerical

**Class Series:** Communications

**Grid:** 17

**Class Title:** Switchboard Operator

### **I. Level Definition**

Positions at this level receive and forward calls and information, utilizing a switchboard, public address and related communications systems.

### **II. Typical Duties**

1. Operates switchboard by connecting incoming calls to appropriate locals and placing outgoing calls as requested; transfers calls and takes messages as required; records long distance toll calls; checks monthly long distance billings.
2. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
3. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
4. Provides directions to patients and the public regarding the location of various departments and services such as gift shop, Chaplain, cafeteria.
5. Answers inquiries, both in person and by telephone, regarding information such as patients' room numbers, visiting hours.
6. Copy types information such as lists and messages, sorts and files forms and documents.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one 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) 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  
**Grid:** 20

**Class Series:** Communications  
**Class Title:** Switchboard Supervisor I

### **I. Level Definition**

Positions at this level supervise one or two designated staff and perform a variety of switchboard and related clerical duties.

### **II. Typical Duties**

1. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Maintains statistics on switchboard operations by compiling and analyzing data such as user frequency and repairs required; makes recommendations regarding switchboard standards and procedures.
3. Operates switchboard by connecting incoming calls to appropriate locals and placing outgoing calls as requested; transfers calls and take messages as required; records long distance toll calls.
4. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
5. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
6. Deals with enquiries and complaints by providing information directly or referring to appropriate area.
7. 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 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Communications

**Grid:** 29

**Class Title:** Switchboard Supervisor II

### **I. Level Definition**

Positions at this level supervise from 3 to 10 designated staff and perform a variety of switchboard and related clerical duties.

### **II. Typical Duties**

1. Supervises from 3 to 10 designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Maintains statistics on switchboard operations by compiling and analyzing data such as user frequency and repairs required; makes recommendations regarding switchboard standards and procedures.
3. Operates switchboard by connecting incoming calls to appropriate locals and placing outgoing calls as requested; transfers calls and takes messages as required, records long distance toll calls.
4. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
5. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
6. Deals with enquiries and complaints by providing information directly or referring to appropriate area.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Communications

**Grid:** 34

**Class Title:** Switchboard Supervisor III

### **I. Level Definition**

Positions at this level supervise more than 10 designated staff and perform a variety of switchboard and related clerical duties.

### **II. Typical Duties**

1. Supervises more than 10 designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Maintains statistics on switchboard operations by compiling and analyzing data such as user frequency and repairs required; makes recommendations regarding switchboard standards and procedures.
3. Operates switchboard by connecting incoming calls to appropriate locals and placing outgoing calls as requested; transfers calls and takes messages as required, records long distance toll calls.
4. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
5. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
6. Deals with enquiries and complaints by providing information directly or referring to appropriate area.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and four 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Data Processing

**Grid:** 10

**Class Title:** Data Entry/Keypunch Operator I

### **I. Level Definition**

Under close supervision, positions at this level key and verify coded and uncoded data into equipment such as data entry machines, computer terminals and/or card key punch machines.

### **II. Typical Duties**

Under close supervision, performs a variety of duties such as:

1. Checking legibility and completeness of a variety of source documents such as forms, invoices, requisitions and/or vouchers in preparation for keypunching and/or computer data entry; following up discrepancies with user departments and referring problems to supervisor.
2. Entering data in on-line or batch mode from source documents according to established procedures by keying coded and uncoded data into computer equipment using data entry machines, computer terminals and/or card keypunch machines.
3. Verifying data keyed by keypunch and/or data entry operators by means of keyboard entry machines and/or by comparing printed output with original source documents; locating and correcting errors and omissions; identifying and reporting coding and other problems to supervisor.
4. Maintaining input logs and/or control totals as required.
5. Printing out keyed in data as required.
6. Performing related clerical duties such as filing and answering the telephone.
7. Performing 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 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Data Processing

**Grid:** 15

**Class Title:** Data Entry/Keypunch-Operator II

### **I. Level Definition**

Positions at this level key and verify coded and uncoded data into equipment such as data entry machines, computer terminals and/or card key punch machines.

### **II. Typical Duties**

1. Checks legibility and completeness of a variety of source documents such as forms, invoices, requisitions and/or vouchers in preparation for keypunching and/or computer data entry; follows up discrepancies with user departments and refers problems to supervisor.
2. Enters data in on-line or batch mode from source documents according to established procedures by keying coded and uncoded data into computer equipment using data entry machines, computer terminals and/or card keypunch machines.
3. Verifies data keyed by keypunch and/or data entry operators by means of keyboard entry machines and/or by comparing printed output with original source documents; locates and corrects errors and omissions; identifies and reports coding and other problems to supervisor.
4. Maintains input logs and/or control totals as required.
5. Prints out keyed in data as required.
6. Performs related clerical duties such as filing and answering the telephone.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, training as a keypunch operator and one year's 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Data Processing

**Grid:** 18

**Class Title:** Lead Data Entry/Keypunch Operator III

### **I. Level Definition**

Positions at this level supervise up to and including 7 designated data entry/keypunch operators and perform related data processing duties.

### **II. Typical Duties**

1. Oversees the workflow of the unit by scheduling and assigning work, organizing operating procedures and checking, verifying and recording the accuracy of designated operators work.
2. Supervises up to and including 7 designated data entry/keypunch operators by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Provides input into the selection of staff by performing duties such as interviewing applicants and making recommendations for selection.
4. Performs related data processing duties such as keying and verifying coded and uncoded data using data entry machines, computer terminals or card keypunch machines.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, training as keypunch operator and two 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 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** SC13

**Class Series:** Data Processing  
**Class Title:** Computer Operator II

### **I. Level Definition**

Positions at this level perform routine computer operating duties according to established procedures in a centralized computing operations environment, where control of computer systems is held by one functional area of the organization, which runs concurrent multi-application systems and serves a variety of internal and/or external users.

### **II. Typical Duties**

1. Initiates computer jobs by loading disks/tapes in disk/tape drives and entering commands to the computer. Prepares printing equipment to receive printed output by loading paper and/or forms. Distributes printed output.
2. Produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
3. Monitors operating consoles; identifies command and error messages and takes action following established procedures; refers problems according to established procedures.
4. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
5. Maintains a tape and/or disk library; retrieves tapes disks for production as required; prepares media for processing, under direction; arranges for off-site storage and retrieval as required.
6. Maintains established procedures for processing and distributing user data by conferring with senior personnel, designing a variety of forms for approval such as user request forms and maintaining controls such as input and output logs.
7. Performs backup of systems, applications and data files by copying computer files onto disk/tape storage.
8. Under direction, responds to routine user enquiries by correcting minor problems such as printer jams and replacing printer supplies; refers problems according to established procedures.
9. Under direction, carries out installation of pre-configured computer equipment such as workstations or printers by following documented procedures. Refers problems according to established procedures.
10. Maintains materials and supplies such as tapes, cartridges, forms and paper.
11. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of recognized courses related to computer operating systems and two years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 20 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  
**Grid:** SC18

**Class Series:** Data Processing  
**Class Title:** Computer Operator III

### **I. Level Definition**

Positions at this level perform computer operating duties in a centralized computing operations environment, where control of computer systems is held by one functional area of the organization, which runs concurrent multi-application systems and serves a variety of internal and/or external users and resolve known, routine problems according to established procedures or vendor provided instructions.

### **II. Typical Duties**

1. Initiates computer jobs by loading disks/tapes in disk/tape drives and entering commands to the computer. Prepares printing equipment to receive printed output by loading paper and/or forms. Distributes printed output.
2. Controls established time schedule to ensure maximum job scheduling and production; produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
3. Monitors operating consoles; responds to command and error messages; identifies and resolves known, routine systems problems according to established procedures; reviews operating system logs; refers problems according to established procedures.
4. Under direction, modifies operating command language and job control language.
5. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
6. Maintains a tape and/or disk library ; retrieves tapes for production as required; prepares media for processing; arranges for off-site storage and retrieval as required.
7. Establishes and maintains procedures for processing and distributing user data by conferring with senior personnel, designing a variety of forms such as user request forms and establishing and maintaining controls such as input and output logs.
8. Responds to user enquiries and identifies and resolves known, routine problems such as workstation hardware and software failures according to established procedures or vendor provided instructions. Refers problems according to established procedures.
9. Under direction, installs, configures and tests workstations and printers. Refers problems as required.
10. Under direction, loads workstation software according to established procedures or vendor provided instructions. Refers problems as required.
11. Assigns work tasks to designated staff and provides related training and orientation.
12. Maintains materials and supplies such as tapes, cartridges, forms and paper.
13. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of recognized courses related to computer operating systems and three years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 20 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:** Data Processing

**Grid:** 19

**Class Title:** Data Processing Supervisor

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing an electronic data processing service by supervising computer and data entry operators and other designated staff and performing related administrative duties.

### **II. Typical Duties**

1. Monitors data processing expenditures and makes recommendations regarding budget for assigned area; evaluates data processing equipment such as printers and terminals and makes recommendations regarding purchase; purchases and oversees inventory of data processing materials and supplies such as disc packs, printer ribbons and paper.
2. Supervises computer and data entry operators and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Schedules computer jobs to meet user department needs; ensures reports are produced according to established schedules and adjusts schedules as required.
4. Establishes and maintains procedures for processing and distribution of user data by conferring with user departments and computer company representatives, designing a variety of forms such as user request forms and establishing and maintaining controls such as input and output logs.
5. Establishes and maintains a tape and/or disc library and arranges for off-site storage and retrieval as required.
6. Operates mini and/or micro computers, including operating consoles and peripheral equipment such as tape and disc drives, card readers and terminals as required.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** SC23

**Class Series:** Data Processing  
**Class Title:** Computer Operator IV

### **I. Level Definition**

Positions at this level perform computer operating duties in a centralized computing operations environment, where control of computer systems is held by one functional area of the organization, which runs concurrent multi-application systems and serves a variety of internal and/or external users, resolve known, routine problems according to established procedures or vendor provided instructions, perform related administrative duties and supervise Computer Operators II and/or Computer Operators III and other designated staff.

### **II. Typical Duties**

1. Supervises Computer Operators II and/or Computer Operators III and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Performs administrative functions such as formulating and updating departmental procedures, compiling statistical reports on departmental activity, liaising with other departments on work flows and other matters and coordinating transactions with external agencies on behalf of the department.
3. Initiates computer jobs by loading disks/tapes in disk/tape drives and entering commands to the computer. Prepares printing equipment to receive printed output by loading paper and/or forms.
4. Establishes schedules for computer jobs to meet user department needs; produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
5. Monitors operating consoles; responds to command and error messages; identifies and resolves known, routine systems problems according to established procedures; reviews operating system logs; and refers problems according to established procedures.
6. Under direction, modifies operating command language and job control language.
7. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
8. Establishes and maintains a tape and/or disk library; retrieves tapes for production as required; prepares media for processing; arranges for off-site storage and retrieval as required.
9. Establishes and maintains procedures for processing and distributing user data by conferring with senior personnel, designing a variety of forms such as user request forms and establishing and maintaining controls such as input and output logs.
10. Responds to user enquiries and identifies and resolves known, routine problems such as workstation hardware and software failures according to established procedures or vendor provided instructions. Refers problems according to established procedures.
11. Under direction, installs, configures and tests workstations and printers. Refers problems as required.
12. Under direction, loads workstation software according to established procedures or vendor provided instructions. Refers problems as required.
13. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of recognized courses related to computer operating systems and four years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 20 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.

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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:** Clerical

**Class Series:** Health Records

**Grid:** 11

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

### **I. Level Definition**

Positions at this level perform a variety of health records duties such as coding, abstracting, and/or quantitative analysis.

### **II. Typical Duties**

1. Identifies and processes corrections in health records.
2. Codes and abstracts charts for required information according to established guidelines.
3. Calculates and maintains statistics on discharge.
4. Completes abstracts and admission forms.
5. Checks completed charts, and files for accuracy..
6. Pulls designated classes of cases for review by various committees.
7. Answers inquiries regarding patient's charts in accordance with established procedures.
8. Performs quantitative analysis on separations.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and 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:** Clerical

**Class Series:** Health Records

**Grid:** 18

**Class Title:** Medical Transcriptionist

### **I. Level Definition**

Positions at this level transcribe medical dictation and perform related clerical duties.

### **II. Typical Duties**

1. Transcribes medical dictation such as histories, consultations and physicians' reports from dictation equipment and/or rough draft.
2. Copies and distributes reports and correspondence as required.
3. Performs a variety of clerical duties such as booking appointments, answering the telephone and maintaining files and records.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from an approved program in medical transcription and one year's recent, related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 60 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:** 18

**Class Title:** Medical Transcriptionist,  
Supervisor I

### **I. Level Definition**

Positions at this level supervise one or two designated staff, transcribe medical dictation and perform related clerical duties.

### **II. Typical Duties**

1. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Transcribes medical dictation such as histories, consultations and physicians' reports from dictation equipment and/or rough draft.
3. Provides information by telephone or correspondence to sources such as physicians, patients' families and government agencies.
4. Provides information such as date of admission or discharge by telephone or correspondence to sources such as workers' compensation, ICBC and physicians. Types material such as correspondence, copies material such as reports, sorts and files material as necessary.
5. Co-ordinates booking of patients' appointments in accordance with the schedules of clinics or services.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from an approved course in medical transcription and two years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 60 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Health Records

**Grid:** 24

**Class Title:** Medical Transcriptionist,  
Supervisor II

### **I. Level Definition**

Positions at this level supervise from three to ten designated staff and may perform related administrative and medical transcription functions.

### **II. Typical Duties**

1. 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.
2. Co-ordinates the work flow of assigned area by establishing work schedule and priorities and processes incoming and outgoing correspondence.
3. Makes recommendations regarding budget for assigned area.
4. Develops operating procedures for a variety of clerical support functions in order to meet the needs and requirements of assigned area; oversees and updates standards and policies for assigned area.
5. Transcribes medical dictation such as histories, consultations and physicians' reports from dictation equipment and/or rough draft.
6. Co-ordinates booking of patients' appointments in accordance with the schedules of clinics or services.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from an approved course in medical transcription and three years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to keyboard at 60 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Health Records

**Grid:** 29

**Class Title:** Medical Transcriptionist  
Supervisor III

### **I. Level Definition**

Positions at this level supervise more than 10 designated staff and perform related administrative duties.

### **II. Typical Duties**

1. Supervises more than 10 designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Co-ordinates the workflow of assigned area by establishing work schedules and priorities and processes incoming and outgoing correspondence.
3. Makes recommendations regarding budget for assigned area.
4. Develops operating procedures for a variety of clerical support functions in order to meet the needs and requirements of assigned area; oversees and updates standards and policies for assigned area.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized medical transcription course and four 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.

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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:** Clerical

**Class Series:** Payroll

**Grid:** 11

**Class Title:** Clerk III, Payroll

### **I. Level Definition**

Positions at this level perform clerical duties related to the preparation and processing of payroll information such as salary warrants, master files and preparing manual vacation payroll cheques.

### **II. Typical Duties**

1. Records payroll information such as hours worked, wage rate, deductions, and completes salary warrants by transcribing information from records such as time/flow sheets.
2. Verifies cheques against input data; sorts and distributes cheques as required
3. Answers inquiries related to the preparation and processing of payroll information by providing information such as pay periods, distribution of cheques and deductions such as benefits, union dues or referring to the appropriate area.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one 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) 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:** Payroll

**Grid:** 17

**Class Title:** Clerk IV, Payroll

### **I. Level Definition**

Positions at this level prepare records of employment for Employment Insurance (EI), calculate and prepare manual payroll cheques on terminations, leave of absence and/or severance, reconcile payroll deductions such as EI, pension plan, union dues and assessments, and may supervise one or two designated staff.

### **II. Typical Duties**

1. Prepares and processes the records of employment for EI by calculating the required information such as hours worked, amount of entitlements and completing forms as required.
2. Calculates and prepares manual payroll cheques for adjustments such as terminations, leave of absences, severances and/or vacations.
3. Completes documentation and reconciles deductions related to enrolling employees into benefit plans, income tax, pension plans, EI and other related payroll deductions; reconciles statements for medical, dental and group life insurance plans and prepares adjustments to rectify differences between accounts.
4. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 successful completion of a recognized payroll course and two years' 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) 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Payroll

**Grid:** 22

**Class Title:** Payroll Supervisor I

### **I. Level Definition**

Positions at this level are responsible for the payroll function and may supervise one or two designated staff.

### **II. Typical Duties**

1. Calculates and distributes Receiver General cheques for Income Tax, Canada Pension Plan and Employment Insurance.
2. Calculates and distributes Minister of Finance cheques for superannuation; reconciles statements and completes refund, pension and personal record forms for superannuation.
3. Calculates Canada Savings Bond deductions and interest.
4. Completes T4 slips and reconciles to payroll register and Revenue Canada receipts.
5. Prepares and signs portable benefits letters such as paid vacation, sick leave and salary; provides information to staff and external agencies on pay matters such as vacation accumulation, levelling and pay policies; corresponds and makes corrections and adjustments as required.
6. Maintains security of timekeeping and payroll records.
7. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
8. Performs a variety of payroll duties such as completing salary warrants and benefit enrolment forms, calculating manual cheques and retroactive payments and completing payroll summaries and analyses.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized payroll course and three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Payroll

**Grid:** 25

**Class Title:** Payroll Supervisor II

### **I. Level Definition**

Positions at this level supervise from three to ten designated staff and are responsible for the payroll function.

### **II. Typical Duties**

1. Supervises from 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.
2. Calculates and distributes Receiver General cheques for Income Tax, Canada Pension Plan and Employment Insurance.
3. Calculates and distributes Minister of Finance cheques for superannuation; reconciles statements and completes refund, pension and personal record forms for superannuation.
4. Calculates Canada Savings Bond deductions and interest.
5. Completes T4 slips and reconciles to payroll register and Revenue Canada receipts.
6. Prepares and signs portable benefits letters such as paid vacation, sick leave and salary; provides information to staff and external agencies on pay matters such as vacation accumulation, levelling and pay policies; corresponds and makes corrections and adjustments as required.
7. Maintains security of timekeeping and payroll records.
8. Performs a variety of payroll duties such as completing salary warrants and benefit entitlement forms, calculating manual cheques and retroactive payments and completing payroll summaries and analyses.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized payroll course and four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Payroll

**Grid:** 27

**Class Title:** Payroll Supervisor III

### **I. Level Definition**

Positions at this level supervise more than 10 designated staff and are responsible for the payroll function.

### **II. Typical Duties**

1. Supervises more than 10 designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Calculates and distributes Receiver General cheques for Income Tax, Canada Pension Plan and Employment Insurance.
3. Calculates and distributes Minister of Finance cheques for superannuation; reconciles statements and completes refund, pension and personal record forms for superannuation.
4. Calculates Canada Savings Bond deductions and interest.
5. Completes T4 slips and reconciles to payroll register and Revenue Canada receipts.
6. Prepares and signs portable benefits letters such as paid vacation, sick leave and salary; provides information to staff and external agencies on pay matters such as vacation accumulation, levelling and pay policies; corresponds and makes corrections and adjustments as required.
7. Maintains security of timekeeping and payroll records.
8. Performs a variety of payroll duties such as completing salary warrants and benefit enrolment forms, calculating manual cheques and retroactive payments and completing payroll summaries and analyses.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized payroll course and five 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Printing

**Grid:** 12

**Class Title:** Printer I

### **I. Level Definition**

Positions at this level operate print production equipment and related binding equipment.

### **II. Typical Duties**

1. Sets up and operates offset press equipment, performs adjustments as required, cleans and lubricates machine parts.
2. Prepares paper off-set masters from original copy.
3. Performs a variety of related bindery duties such as drilling, collating and stapling materials.
4. Sorts, wraps, labels and distributes completed copies.
5. Maintains master files and records printing job statistics.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

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

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** 16

**Class Series:** Printing  
**Class Title:** Printer II

### **I. Level Definition**

Positions at this level set up and operate print production equipment, and prepare negatives and metal offset plates.

### **II. Typical Duties**

1. Sets up and operates copy camera to produce negatives for offset plates. Develops and prepares negatives for use.
2. Places negative and sensitized plate in plate-making machine, adjusts settings for correct exposure and produces a metal offset plate.
3. Sets up and operates offset press equipment, performs adjustments as required, cleans and lubricates machine parts.
4. Performs a variety of bindery duties such as drilling, collating and stapling materials.
5. Types forms, does layout work for forms, brochures, illustrations and art work.
6. Maintains master files and records printing job statistics.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 and three 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 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:** Printing

**Grid:** 18

**Class Title:** Printer III

### **I. Level Definition**

Positions at this level oversee the Printing service by supervising designated staff, and/or performing related administrative duties. Operates print production and related equipment.

### **II. Typical Duties**

1. Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Monitors expenditures and makes recommendations regarding budget for assigned area.
3. Oversees the Printing service by ordering and receiving supplies for the department and ensuring that levels of printed forms are maintained and distributed in a timely and efficient manner.
4. Costs printing jobs and prepares billing for printing services as required.
5. Serves as a member of the Forms Committee and provides advice regarding quality and economy of reproduction of material.
6. Drafts and composes lay-outs and mock-ups of forms, art work and reports.
7. Sets up and operates offset press equipment, copy cameras and offset plate-making equipment. Adjusts and cleans equipment as required.
8. Performs a variety of bindery duties such as drilling, collating and stapling materials.
9. Maintains master files and records printing job statistics.
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 and three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Purchasing

**Grid:** 11

**Class Title:** Clerk III, Invoice

### **I. Level Definition**

Positions at this level check, code and distribute invoices.

### **II. Typical Duties**

1. Matches documents such as invoices, receiving reports, packing slips with purchase orders; maintains files of invoices, purchase orders and receiving documents; contacts appropriate sources such as stores and external suppliers by telephone and/or correspondence regarding matters such as disputed supplier accounts, missing invoices and unmatched documents; refers problems to supervisor.
2. Verifies the accuracy of invoices by checking items such as quantities, prices, extensions, discounts and totals; follows up on discrepancies by contacting sources such as stores personnel and external suppliers for information such as delivery dates and quantities; refers problems to supervisor.
3. Allocates invoices to internal accounts by assigning codes such as cost centre codes and general ledger codes.
4. Distributes invoices for approval and payment.
5. Records information such as stock disbursements, receipts and price adjustments on inventory control cards.
6. Types a variety of documents such as purchase orders and inventory lists.
7. Assists in taking count of physical inventory by counting, calling and/or recording inventory.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and one 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) 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:** Purchasing

**Grid:** 16

**Class Title:** Clerk IV, Purchasing

### **I. Level Definition**

Positions at this level place designated purchase orders by telephone, fax, electronic format and/or in person, contact designated sources of supply to obtain specific information, maintain perpetual inventory records including notifying appropriate personnel when reorder points are reached, contact suppliers to arrange adjustments to invoices or modifications to original orders, establish and maintain a library of equipment and supplies catalogues and/or supervise one or two designated staff.

### **II. Typical Duties**

1. Places specific purchase orders with designated external suppliers in person, by telephone, fax and/or by electronic format; completes and enters purchase orders into system, arranges for appropriate approvals and forwards to supplier.
2. Contacts designated sources of supply to obtain specific information such as prices and estimated delivery dates and forwards information obtained to supervisor or buyer.
3. Maintains perpetual inventory records by recording information such as stock disbursements, receipts and price adjustments on inventory control and advising appropriate personnel when reorder points are reached; verifies inventory levels by performing physical inventory counts as required; maintains records of capital equipment purchases.
4. Contacts external suppliers by telephone, letter, and/or electronically to investigate a variety of matters such as incorrect invoices, pricing problems, outstanding or backordered items and damaged goods; traces duplicate shipments and organizes invoice adjustments and credit notes with suppliers as required; returns outdated and/or deleted stock to vendors as directed.
5. Maintains a library of supplies and equipment catalogues and provides information and catalogues to departments as requested.
6. Prepares and types a variety of reports such as allocation of supplies to departments, stock status reports and back orders.
7. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
8. 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 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Purchasing

**Grid:** 21

**Class Title:** Clerk V, Purchasing

### **I. Level Definition**

Positions at this level process individual purchase requests by performing duties such as meeting with user departments, determining source of supply providing information to user departments and suppliers through to the point of ordering and forwarding purchase orders to appropriate authority for approval.

### **II. Typical Duties**

1. Processes individual purchase requests by:
  - a) Meeting with user department to identify requirements.
  - b) Determining the source, availability and price of goods.
  - c) Arranging for product evaluation and demonstration.
  - d) Completing related manual and/or electronic forms and preparing purchase order based on user department's request.
  - e) Forwarding purchase order to appropriate authority for approval.
2. Answers inquiries on outstanding purchase orders and related requests for information; follows up on requests as required.
3. Prepares and maintains related inventory catalogue system.
4. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 supplemented by accounting courses and three 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 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:** Purchasing

**Grid:** 21

**Class Title:** Clerk V, Supervisor

### **I. Level Definition**

Positions at this level supervise from 3 to 10 designated staff and perform a variety of purchasing and related clerical duties and/or complete and follow up on capital equipment grant applications such as H1A 39 and H1A 40.

### **II. Typical Duties**

1. Supervises from 3 to 10 designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Contacts sources of supply to obtain information such as prices and estimated delivery dates and forwards information obtained to supervisor and/or user departments.
3. Maintains perpetual inventory records by recording information such as stock disbursements, receipts and price adjustments on inventory control and advising appropriate personnel when reorder points are reached; verifies inventory levels by performing physical inventory counts as required; as required places purchase orders directly with external suppliers.
4. Contacts external suppliers by telephone, letter and/or electronically to investigate a variety of matters such as incorrect invoices, pricing problems, outstanding or backordered items and damaged goods; traces duplicate shipments and organizes invoice adjustments and credit notes with suppliers as required; returns outdated and/or deleted stock to vendors as directed.
5. Maintains a library of supplies and equipment catalogues and provides information and catalogues to departments as requested.
6. Maintains records of capital equipment purchases; completes capital equipment grant applications such as HIA 39 and HIA 40 and follows up with departments and funding agencies as required.
7. Prepares and types a variety of reports such as allocation of supplies to departments, stock status reports and back orders.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and three years' 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) 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Purchasing

**Grid:** 24

**Class Title:** Clerk VI, Purchasing

### **I. Level Definition**

Positions at this level administer standing orders by determining re-order points and placing orders for stock required.

### **II. Typical Duties**

1. Administers standing orders by determining re-order points, placing orders for stock required, preparing purchase orders and contacting suppliers.
2. Prepares documentation such as third party billing claims and invoices; gathers background statistical information for use in the preparation of tenders.
3. Contacts suppliers and representatives and writes follow-up letters on matters such as credit notes, order discrepancies, delivery delays and price adjustments.
4. Oversees the preparation and maintenance of related records and reports.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, and four 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 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:** Purchasing

**Grid:** 21

**Class Title:** Inventory Analyst

### **I. Level Definition**

Positions at this level develop, implement and maintain systems to control and provide information regarding inventory content and levels.

### **II. Typical Duties**

1. Controls inventory content and levels of a variety of materials and supplies by reviewing reports such as stock usage and stock status reports, conferring with user departments regarding requirements, determining items no longer in demand and establishing and/or revising optimum reorder points and quantities.
2. Reviews non-inventory purchases and recommends addition of items to inventory.
3. Audits inventory levels by conducting regular and spot physical checks and comparing actual to recorded inventory levels; investigates discrepancies and refers problems to supervisor.
4. Establishes and maintains stock control systems and procedures by conferring with a variety of sources such as data processing and user departments, designing/revising a variety of forms such as requisition, purchase order and electronic forms and establishing security measures such as counter-signatures; establishes and maintains an inventory catalogue system by preparing descriptions of items, assigning stock numbers, removing obsolete and adding new items.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and four 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 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:** Specialty

**Grid:** 23

**Class Title:** Fire and Safety Officer

### **I. Level Definition**

Positions at this level inspect and maintain fire protection equipment and provide instruction/training to staff in safety and fire prevention procedures.

### **II. Typical Duties**

1. Inspects, tests and maintains fire protection and alarm equipment in working order, per applicable Statutes or Regulations.
2. Conducts fire and evacuation drills and fire prevention and safety inspections in accordance with Regulations and established procedures.
3. Instructs and trains staff in safety, fire prevention, fire fighting and evacuation procedures.
4. Investigates fire reports and accidents and communicates with appropriate hospital personnel and agencies (e.g. Fire Department; workers' compensation).
5. Maintains related records, prepares reports and makes recommendations for changes (e.g. equipment, procedures) as appropriate.
6. Provides advice to Committees on accident and/or fire prevention.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 and five 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 10

**Class Title:** Housekeeping Aide

### **I. Level Definition**

Positions at this level perform a variety of light cleaning duties such as sweeping and damp mopping floors, vacuuming carpets and dusting and polishing furniture.

### **II. Typical Duties**

1. Cleans areas such as floors, stairways, walls, windows and walkways by methods such as sweeping, spot washing and damp mopping.
2. Cleans carpets and rugs by methods such as vacuuming, shampooing, brushing and shaking.
3. Cleans items such as furniture, woodwork, ledges, fixtures and blinds by methods such as dusting, polishing and wiping.
4. Cleans and disinfects washrooms and replenishes items such as soap and towels.
5. Strips and makes beds; cleans and tidies items such as cupboards, lockers, basins and tables; hangs and removes items such as drapes and bed curtains.
6. Empties and cleans waste containers and removes garbage from buildings.
7. Locks windows and doors following facility security procedures.
8. Reports damaged and/or inoperable fixtures and furniture.
9. Clears snow from building entrances.
10. Maintains related equipment by cleaning, lubricating and replacing items such as filter bags and belts.
11. 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:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 10

**Class Title:** Cleaner

### **I. Level Definition**

Positions at this level perform a variety of heavy cleaning duties such as wet mopping, scrubbing, waxing and polishing floors; washing walls, windows and ceilings.

### **II. Typical Duties**

1. Cleans areas such as floors and stairways by methods such as wet mopping, scrubbing, stripping, sealing, waxing, buffing and polishing.
2. Washes areas such as walls, windows, ceilings, air vents and ducts; steam cleans items such as waste receptacles and dietary carts.
3. Transports heavy furniture and/or equipment manually and/or using aides such as dollies and carts.
4. Clears snow from walkways and building entrances.
5. Maintains related equipment by cleaning, lubricating and replacing items such as filter bags and belts.
6. 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:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 12

**Class Title:** Custodial Attendant

### **I. Level Definition**

Positions at this level maintain order and security among patients and/or residents and report incidents to appropriate staff.

### **II. Typical Duties**

1. Patrols buildings and/or grounds, enforces facility regulations and reports incidents to appropriate staff.
2. Maintains related records and prepares reports.
3. Administers first aid as required.
4. Investigates and handles any disturbances which may arise and reports them to appropriate staff.
5. Provides information and directions as required.
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:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 12

**Class Title:** Building Security Officer

### **I. Level Definition**

Positions at this level patrol buildings and/or grounds to maintain security of buildings and property and report security problems to appropriate staff.

### **II. Typical Duties**

1. Checks doors, windows and other entrances and secures same to prevent entry of unauthorized persons.
2. Reports security problems to appropriate staff.
3. Provides information and directions as requested.
4. Maintains related records and prepares reports.
5. Administers first aid as required.
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:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 17

**Class Title:** Housekeeping Supervisor 1

### **I. Level Definition**

Positions at this level supervise up to 4 Housekeeping Aides/Cleaners and perform a variety of housekeeping duties.

### **II. Typical Duties**

1. Supervises up to 4 Housekeeping Aides/Cleaners by performing duties such as scheduling, co-ordinating work assignments and determining related training and orientation requirements.
2. Performs and/or directs the performance of a variety of cleaning duties such as washing walls, windows and ceilings, waxing, scrubbing and polishing floors and stairways and vacuuming carpets.
3. Orders cleaning supplies and recommends the purchase of equipment.
4. Maintains related reports and records.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

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

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 19

**Class Title:** Housekeeping Supervisor 2

### **I. Level Definition**

Positions at this level supervise from 5 to 16 Housekeeping Aides/Cleaners and perform a variety of housekeeping duties.

### **II. Typical Duties**

1. Supervises from 5 to 16 Housekeeping Aides/Cleaners by performing duties such as scheduling, co-ordinating work assignments and determining related training and orientation requirements.
2. Performs and/or directs the performance of a variety of cleaning duties such as washing walls, windows and ceilings, scrubbing, waxing and polishing floors and stairways and vacuuming carpets.
3. Orders cleaning supplies and recommends purchase of equipment.
4. Maintains related reports and records and is responsible for department inventory.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus three 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 operate related equipment.
- (v) Ability to supervise.
- (vi) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 22

**Class Title:** Housekeeping Supervisor 3

### **I. Level Definition**

Positions at this level supervise over 16 Housekeeping Aides/Cleaners and perform a variety of housekeeping duties.

### **II. Typical Duties**

1. Supervises over 16 Housekeeping Aides/Cleaners by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Performs and/or directs the performance of a variety of cleaning duties such as washing walls, windows and ceilings, scrubbing, waxing and polishing floors and stairways and vacuuming carpets.
3. Orders cleaning supplies and equipment.
4. Maintains related reports and records.
5. Acts as liaison with other departments.
6. Prepares budget estimates and monitors budget for assigned area.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, plus three years' recent related experience including six months' supervisory 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 operate related equipment.
- (v) Ability to supervise.
- (vi) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Housekeeping

**Class Series:** Housekeeping

**Grid:** 25

**Class Title:** Housekeeping Supervisor 4

### **I. Level Definition**

Positions at this level are in charge of the Housekeeping function, carrying out related administrative duties and additionally may be responsible for other functional areas.

### **II. Typical Duties**

1. Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Recommends changes to facility decor such as painting and repairs, replacements and additions to furnishings; recommends relocation of furniture and equipment.
3. Prepares and monitors budget for assigned area. Orders equipment and supplies from suppliers.
4. Establishes and maintains linen inventory; oversees replacements of laundry and linen items; oversees repairs of patient clothing and manufacture of draperies; maintains related records.
5. Oversees and updates housekeeping standards and procedures; ensures safety practices and procedures are adhered to.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, plus four 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.

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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:** Laundry

**Class Series:** Laundry Workers

**Grid:** 12

**Class Title:** Laundry Worker II

### **I. Level Definition**

Positions at this level operate non-domestic tumblers, conditioners, extractors, and/or dryers under general supervision.

OR

Positions at this level make up O.R. bundles under general supervision.

OR

Positions at this level supervise up to and including 8 Laundry Workers I and perform a variety of laundry duties.

### **II. Typical Duties**

1. Loads and unloads non-domestic tumblers, conditioners, extractors, and dryers; operates same by setting temperatures, switching on and off machine and determining length of time of drying cycle.
2. Notifies supervisor of machine malfunctions.
3. Performs other related duties as assigned.

OR

1. Scrutinizes O.R. linen for tears and lint and makes repairs as required; folds O.R. linen and makes up O.R. bundles according to pre-set specifications.
2. Ensures that established standards of production and safety are met; maintains related records.
3. Supervises designated Laundry Workers I by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
4. Performs other related duties as assigned.

OR

1. Supervises designated Laundry Workers I by performing duties such as scheduling and co-ordinating work assignments and determining related training and orientation requirements.
2. Sorts, folds, counts and records linen for control purposes.
3. Issues linen and maintains ward linen quotas.
4. Operates equipment such as ironers, folders, steam finishers and pressers.
5. Weighs linen, collects linen from user areas and distributes linen to user areas; loads and unloads laundry trucks.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10, plus one year's recent related experience in a commercial or industrial laundry 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.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Laundry Workers

**Grid:** 16

**Class Title:** Laundry Worker IV

### **I. Level Definition**

**WASHFLOOR:** Positions at this level operate non-domestic washers and/or extractors and supervise 5 or more laundry workers.

OR

**DRYFLOOR:** Positions at this level are in charge of laundry sections such as sorting, folding and collecting, with a staff of 9 or more Laundry Workers I and/or II.

### **II. Typical Duties**

**WASHFLOOR:**

1. Supervises 5 or more laundry workers by performing duties such as scheduling and co-ordinating work assignments and determining related training and orientation requirements.
2. Establishes standard temperature and cycle settings and quantities and types of wash ingredients.
3. Sorts soiled linen and selects wash formula according to type of machine.
4. Loads and unloads non-domestic washers and/or extractors; operates same by selecting wash cycles, setting temperatures and switching on and off power.
5. Checks machines regularly to ensure safe and effective functioning, and advises supervisor of malfunctions.
6. Performs other related duties as assigned.

OR

**DRYFLOOR:**

1. Supervises sections such as sorting, folding, quota control, dispatch and collection of linen by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Operates and provides instruction on operation of related equipment.
3. Establishes and monitors a quality control program for assigned area.
4. Maintains related records.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, plus three years' recent related experience in a commercial or industrial laundry 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 operate related equipment.
- (v) Ability to supervise.
- (vi) Ability to organize work.
- (vii) Some knowledge of washing ingredients.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Laundry Workers (Washfloor)

**Grid:** 14

**Class Title:** Laundry Worker III

### **I. Level Definition**

Positions at this level operate non-domestic washers and/or extractors and may supervise up to 4 laundry workers.

OR

Positions at this level are in charge of laundry sections up to eight Laundry Workers II.

### **II. Typical Duties**

1. Establishes standard temperature and cycle settings and quantities and types of wash ingredients.
2. Sorts soiled linen and selects wash formula according to type of machine.
3. Loads and unloads non-domestic washers and/or extractors; operates same by selecting wash cycles, setting temperatures and switching on and off machine.
4. Checks machines regularly to ensure safe and effective functioning.
5. Notifies supervisor of any malfunction of equipment.
6. Supervises up to 4 laundry workers by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
7. Performs other related duties as assigned.

OR

1. Supervises designated Laundry Workers I by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.

### **III. Qualifications**

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

Grade 10, plus two years' recent related experience in a commercial or industrial laundry 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.
- (vi) Some knowledge of washing ingredients.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Laundry Workers (Charge)

**Grid:** 19

**Class Title:** Laundry Worker V (Charge)

### **I. Level Definition**

Positions at this level are in charge of a non-domestic laundry which services less than 500 beds and which has a staff of five or more laundry workers (excluding charge person), or function as a shift supervisor of a laundry servicing more than 500 beds.

### **II. Typical Duties**

1. Supervises 5 or more designated staff by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Oversees and updates laundry standards and procedures; ensures safety practices and procedures are adhered to.
3. Makes recommendations regarding budget for assigned area.
4. Ensures the maintenance and repair of machinery and equipment.
5. Orders department supplies against perpetual inventory.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, plus four years' recent related experience in a commercial or industrial laundry 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 operate related equipment.
- (v) Ability to supervise.
- (vi) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Laundry Workers (Charge)

**Grid:** 27

**Class Title:** Laundry Worker VI (Charge)

### **I. Level Definition**

Positions at this level are in charge of a laundry which services more than 500 beds or act as Assistant Laundry Manager of a laundry servicing more than 1000 beds.

### **II. Typical Duties**

1. Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Oversees and updates laundry standards and procedures; ensures safety practices and procedures are adhered to.
3. Makes recommendations regarding budget for assigned area.
4. Ensures the maintenance and repair of machinery and equipment.
5. Researches capital equipment sources, monitors inventory level, adjusts re-order points.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, plus five years' recent related experience in a commercial or industrial laundry 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 operate related equipment.
- (v) Ability to supervise.
- (vi) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Sewing Machine Operators

**Grid:** 12

**Class Title:** Sewing Machine Operator I

### **I. Level Definition**

Positions at this level mend torn or worn articles such as linen and clothing; manufacture cloth articles such as sheets and towels; design and cut patterns; manufacture hospital furnishings, canvas and upholstered articles using power sewing machines and cutting machines, or by hand.

### **II. Typical Duties**

1. Operates sewing machines, cutting machines and other equipment associated with the manufacturing, sewing or repairing of garments, furnishings, canvas and upholstered articles.
2. Designs and cuts patterns and makes articles such as uniforms, bed jackets, curtains, drapes and dresses.
3. Maintains records of work performed and materials used and discarded items.
4. Notifies supervisor when supplies require re-ordering.
5. Cleans and maintains related equipment.
6. Marks and alters new clothing when issued.
7. Issues, counts and sorts clothing and linen supplies.
8. Bundles and sends articles for laundering and drycleaning.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10, completion of a recognized course in power machine sewing and/or garment making 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 operate related equipment.
- (v) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Laundry

**Class Series:** Sewing Machine Operators

**Grid:** 14

**Class Title:** Sewing Machine Operator II

### **I. Level Definition**

Positions at this level supervise designated sewing machine operators and perform a variety of sewing duties.

### **II. Typical Duties**

1. Supervises designated sewing machine operators by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
2. Designs, cuts, lays out and sews materials.
3. Orders materials and supplies and controls stock inventories.
4. Cleans and maintains related equipment.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of a recognized course in sewing machine and/or garment making, plus three 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 operate related equipment.
- (v) Ability to organize work.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA17

**Class Title:** Power Engineer 5

### **I. Level Definition**

Positions at this level operate and maintain a power plant or a low pressure steam plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (2) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (3) Monitors and adjusts chemical treatment systems.
- (4) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (5) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (6) Performs testing on boiler systems such as combustion and water treatment analyses.
- (7) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (8) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (9) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 5th Class Power Engineer with Boiler endorsement recognized by the Province of B.C. 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA20

**Class Title:** Supervising Power Engineer 5

### **I. Level Definition**

Positions at this level operate and maintain a power plant or a low pressure steam plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations. Supervises 5th Class Power Engineers and other designated staff.

### **II. Typical Duties**

- (1) Supervises 5th Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (3) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (4) Monitors and adjusts chemical treatment systems.
- (5) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (6) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (7) Performs testing on boiler systems such as combustion and water treatment analyses.
- (8) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (9) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (10) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 5th Class Power Engineer with Boiler endorsement recognized by the Province of B.C. 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA21

**Class Title:** Power Engineer 4

### **I. Level Definition**

Positions at this level operate and maintain a power plant or any low pressure steam plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (2) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (3) Monitors and adjusts chemical treatment systems.
- (4) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (5) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (6) Performs testing on boiler systems such as combustion and water treatment analyses.
- (7) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (8) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (9) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 4th Class Power Engineer recognized by the Province of B.C. 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA23

**Class Title:** Supervising Power Engineer 4

### **I. Level Definition**

Positions at this level operate and maintain a power plant or any low pressure steam plant by operating, repairing, and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations. Supervises 4th Class Power Engineers and other designated staff.

### **II. Typical Duties**

- (1) Supervises 4th Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (3) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (4) Monitors and adjusts chemical treatment systems.
- (5) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (6) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (7) Performs testing on boiler systems such as combustion and water treatment analyses.
- (8) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (9) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (10) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 4th Class Power Engineer recognized by the Province of B.C. 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA27

**Class Title:** Chief Power Engineer 4

### **I. Level Definition**

Positions at this level oversee the operation of a power plant or a low pressure steam plant in compliance with applicable codes and regulations. Supervises 4th Class Power Engineers and other designated staff; performs administrative functions such as budget preparation and formulation of department policies and procedures.

### **II. Typical Duties**

- (1) Monitors expenditures for assigned area, makes recommendations regarding budget for assigned area and evaluates and selects equipment and supplies.
- (2) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (3) Supervises 4th Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (5) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (6) Monitors and adjusts chemical treatment systems.
- (7) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (8) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (9) Performs testing on boiler systems such as combustion and water treatment analyses.
- (10) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (11) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (12) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (13) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 4th Class Power Engineer recognized by the Province of B.C. Three years' recent related experience including one year in a supervisory position 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA29

**Class Title:** Power Engineer 3

### **I. Level Definition**

Positions at this level operate and maintain a power plant or any low pressure plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (2) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (3) Monitors and adjusts chemical treatment systems.
- (4) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (5) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (6) Performs testing on boiler systems such as combustion and water treatment analyses.
- (7) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (8) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (9) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 3rd Class Power Engineer recognized by the Province of B.C. Four 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA31

**Class Title:** Supervising Power Engineer 3

### **I. Level Definition**

Positions at this level operate and maintain a power plant or any low pressure steam plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations. Supervises 3rd Class Power Engineers and other designated staff.

### **II. Typical Duties**

- (1) Supervises 3rd Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (3) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (4) Monitors and adjusts chemical treatment systems.
- (5) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (6) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (7) Performs testing on boiler systems such as combustion and water treatment analyses.
- (8) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (9) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (10) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 3rd Class Power Engineer recognized by the Province of B.C. Four 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MA37

**Class Title:** Chief Power Engineer 3

### **I. Level Definition**

Positions at this level oversee the operation of a power plant or any low pressure plant in compliance with applicable codes and regulations. Supervises 3rd Class Power Engineers and other designated staff; performs administrative functions such as budget preparation and formulation of departmental policies and procedures.

### **II. Typical Duties**

- (1) Monitors expenditures for assigned area, makes recommendations regarding budget for assigned area and evaluates and selects equipment and supplies.
- (2) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (3) Supervises 3rd Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (5) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (6) Monitors and adjusts chemical treatment systems.
- (7) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (8) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (9) Performs testing on boiler systems such as combustion and water treatment analyses.
- (10) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (11) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (12) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (13) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 3rd Class Power Engineer recognized by the Province of B.C. Five years' recent related experience including one year in a supervisory position 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MB35

**Class Title:** Power Engineer 2

### **I. Level Definition**

Positions at this level operate and maintain any power plant or any low pressure plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (2) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (3) Monitors and adjusts chemical treatment systems.
- (4) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (5) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (6) Performs testing on boiler systems such as combustion and water treatment analyses.
- (7) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (8) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (9) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 2nd Class Power Engineer recognized by the Province of B.C. Five 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MB37

**Class Title:** Supervising Power Engineer 2

### **I. Level Definition**

Positions at this level operate and maintain any power plant or any low pressure steam plant by operating, repairing and carrying out preventative maintenance on the boilers, air conditioning units, emergency power and other related equipment of the facility in compliance with applicable codes and regulations. Supervises 2nd Class Power Engineers and other designated staff.

### **II. Typical Duties**

- (1) Supervises 2nd Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (3) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (4) Monitors and adjusts chemical treatment systems.
- (5) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (6) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (7) Performs testing on boiler systems such as combustion and water treatment analyses.
- (8) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (9) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (10) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 2nd Class Power Engineer recognized by the Province of B.C. Five 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Power Engineers

**Grid:** MB42

**Class Title:** Chief Power Engineer 2

### **I. Level Definition**

Positions at this level oversee the operation of a power plant or any low pressure plant in compliance with applicable codes and regulations. Supervises 2nd Class Power Engineers and other designated staff; performs administrative functions such as budget preparation and formulation of department policies and procedures.

### **II. Typical Duties**

- (1) Monitors expenditures for assigned area, makes recommendations regarding budget for assigned area and evaluates and selects equipment and supplies.
- (2) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (3) Supervises 2nd Class Power Engineers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Operates steam, hot water heating boilers, expansible fluid and air conditioning systems, including starting up and shutting down boilers and related pumps, fans, air compressors, pneumatic systems; monitors and adjusts temperature control system, pressure and feed water levels; monitors and records meter and gauge readings to ensure distribution of steam/air heating to designated areas.
- (5) Monitors and adjusts physical plant and heating, ventilating and air conditioning systems by operating a variety of mechanical, pneumatic and/or electronic control systems and performing such tasks as altering systems operating parameters and schedules; repairs and calibrates various instrumentation components of the steam and HVAC systems; maintains required documentation.
- (6) Monitors and adjusts chemical treatment systems.
- (7) Performs preventative and demand maintenance on steam, hot water heating boilers, expansible fluid, ventilation and air conditioning systems by lubricating, repairing, replacing or installing equipment and/or parts such as pumps, fans, air compressors, heaters, refractories, pneumatic systems, valves, bearings and seals.
- (8) Tests and maintains auxiliary power generators and repairs/adjusts as required.
- (9) Performs testing on boiler systems such as combustion and water treatment analyses.
- (10) Maintains, repairs, replaces and extends steam piping systems including components of the physical plant such as expansion joints, valves, steam traps, strainers, heat exchangers, gauges and insulation.
- (11) Answers service and emergency calls for sterilizers and a variety of building systems such as fire protection, medical air, vacuum and gases; resets systems, assesses and performs required repairs or calls in appropriate person.
- (12) Ensures compliance with various codes and regulations applying to power engineering by providing direction in relation to plant safety to all persons working within the power plant.
- (13) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of competency as a 2nd Class Power Engineer recognized by the Province of B.C. Six years' recent related experience including one year in a supervisory position 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) Ability to read and interpret blueprints, drawings and specifications.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.



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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:** Maintenance

**Class Series:** Maintenance Workers

**Grid:** 13

**Class Title:** Maintenance Worker II

### **I. Level Definition**

Positions at this level perform maintenance duties related to buildings, grounds and equipment in one or a variety of areas such as electrical, plumbing and painting in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Performs carpentry maintenance such as replacing glides on furniture, removing and replacing door handles and attaching items such as pictures, drapery tracks and baseboards to walls.
- (2) Performs plumbing maintenance such as unblocking waste lines; replacing fixtures such as flush tank mechanisms and faucets; and adjusting pool temperature, water level and chlorine content.
- (3) Under close supervision, performs electrical maintenance duties such as replacing light switches, electric plugs, extension cords, sockets, receptacles and ballasts; fastens boxes and conduits on surfaces. Cleans, greases, oils and replaces filters on motors and replaces motors on appliances such as blenders and mixers.
- (4) Performs painting maintenance such as preparing plaster, wood, metal or other surfaces by scraping, brushing, sanding, burning off existing surfaces and/or removing and replacing wall plates; applying paint and other finishes by brush and/or roller as directed; removes and replaces tiles; makes signs and notices using materials such as stencils.
- (5) Performs mechanical maintenance on equipment such as wheelchairs, beds and carts by cleaning, greasing, oiling and replacing broken and worn parts such as castors and filters; performs engine maintenance such as changing oil, cleaning/replacing spark plugs and checking and topping up battery and other fluids.
- (6) Assists journeyman by performing duties such as cutting materials to specified measurements and drilling and tapping holes.
- (7) Assigns work tasks to designated staff and provides related training and orientation.
- (8) Maintains materials and supplies for assigned area.
- (9) 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:** Maintenance

**Class Series:** Maintenance Workers

**Grid:** 16

**Class Title:** Maintenance Worker III

### **I. Level Definition**

Positions at this level perform maintenance and repair duties related to buildings, grounds and equipment in one or a variety of areas such as electrical, plumbing and painting in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Repairs furniture such as tables, cupboards and shelves; repairs items such as walls, doors, floors, ceilings and windows by applying materials such as drywall, wood paneling, floor and ceiling coverings and glass; constructs items such as shelves and cupboards.
- (2) Replaces plumbing fixtures such as sinks and toilets; repairs plumbing fixtures such as water supply lines and waste lines.
- (3) Identifies nature of malfunction of equipment and appliances such as wheelchairs, paging systems, toasters, food mixers and blenders; performs electrical and mechanical repairs by disassembling motors and equipment, cleaning, oiling, greasing and replacing parts such as brushes, elements, bearings, filters and wires and soldering connections; installs items such as timers and switches; performs safety checks on electrical appliances for defects such as faulty wires and improper grounding. Installs receptacles and ballasts and changes circuits under supervision in compliance with applicable codes and regulations.
- (4) Applies paint and other finishes by brush, roller and/or spray; removes and replaces coverings such as tiles, linoleum and carpets.
- (5) Performs maintenance to heavy duty equipment such as sterilizers, washers, dryers and extractors by disassembling equipment, cleaning, oiling, greasing and replacing items such as filters and reassembling equipment as required.
- (6) Assigns tasks to designated staff and provides related training and orientation.
- (7) Establishes and monitors preventative maintenance procedures for related equipment, recommends repairs and purchases as required.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10, 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 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:** 20

**Class Title:** Maintenance Worker IV (Charge)

### **I. Level Definition**

Positions at this level perform maintenance and repair duties related to buildings, grounds and equipment in compliance with applicable codes and regulations; are in charge of the maintenance function carrying out related administrative duties; may supervise Maintenance Workers and/or other designated staff.

### **II. Typical Duties**

- (1) Is in charge of the maintenance function by performing a variety of duties such as recommending renovations to facility, preparing estimates of labour and material costs, and monitoring maintenance contract work to ensure adherence to facility requirements.
- (2) Performs maintenance and repair duties in one or a variety of areas such as electrical and/or painting.
- (3) Monitors expenditures and makes recommendations regarding budget for assigned area.
- (4) Oversees and updates standards and procedures for assigned area.
- (5) Supervises Maintenance Workers and other designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 10, plus three 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 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:** 20

**Class Title:** Maintenance Worker IV (Plant System Repairs)

### **I. Level Definition**

Positions at this level perform mechanical and electrical repairs to plant systems such as heating, air handling and pneumatic tube systems in compliance with applicable codes and regulations; may supervise Maintenance Workers and/or other designated staff.

### **II. Typical Duties**

- (1) Performs mechanical and electrical repairs on systems such as heating, air-handling and pneumatic tube systems by disassembling equipment, replacing parts and changing seals and bearings; reassembles as required.
- (2) Supervises Maintenance Workers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10, plus three 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 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:** 23

**Class Title:** Maintenance Worker V

### **I. Level Definition**

Positions at this level perform trades duties approaching the journeyman level in one or a variety of trades areas such as electrical, plumbing and painting in compliance with applicable codes and regulations; may supervise Maintenance Workers and other designated staff.

### **II. Typical Duties**

- (1) Installs plumbing fixtures and systems such as taps, sinks and toilets by extending and/or changing water supply and waste lines and fitting pipes.
- (2) Performs electrical and mechanical repairs to equipment such as autoclaves, washers, sterilizers and dryers by replacing and/or repairing items such as drive units, electric motors and control valves, changing seals and bearings and installing water lines and drains.
- (3) Constructs items such as walls, doors, floors, ceilings and windows by framing, applying and finishing materials such as drywall, wood paneling and floor coverings; designs and constructs furniture such as desks and tables.
- (4) Performs plastering, painting and decorating by selecting and applying a variety of paint, plaster and wall coverings.
- (5) Supervises Maintenance Workers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10, plus four 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 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:** Groundskeepers

**Grid:** 13

**Class Title:** Groundskeeper 2

### **I. Level Definition**

Positions at this level perform duties related to the routine maintenance of grounds and exterior physical plant.

### **II. Typical Duties**

- (1) Prunes, plants and maintains areas such as seasonal flower beds, trees and shrubs.
- (2) Prepares and applies insecticides, herbicides and other solutions.
- (3) Prepares areas such as flower beds, shrubberies and garden plots by fertilizing, weeding and thinning.
- (4) Cleans, sharpens and lubricates tools.
- (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.  
Valid Applicator's Certificate.

#### **(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:** Groundskeepers

**Grid:** 16

**Class Title:** Groundskeeper 3

### **I. Level Definition**

Positions at this level perform gardening and landscaping duties.

### **II. Typical Duties**

- (1) Performs landscaping duties such as designing and laying out flower displays; selecting fertilizer; maintaining flower rotations; ordering items such as flowers, shrubs and trees; sowing and maintaining lawns.
- (2) Selects and applies appropriate solutions; carries out a maintenance control program by spraying areas such as flower beds and shrubberies in order to eliminate insects, diseases, weeds and other problems.
- (3) Maintains and repairs irrigation system and performs minor repair and maintenance on gardening equipment such as changing oil and replacing belts.
- (4) Assigns tasks to designated staff and provides related training and orientation.
- (5) Recommends the purchase of supplies and materials.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in Horticulture or an equivalent combination of education, training and experience.  
Valid Applicator's certificate.

#### **(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:** Groundskeepers

**Grid:** 20

**Class Title:** Groundskeeper 4

### **I. Level Definition**

Positions at this level supervise designated staff and perform gardening and landscaping duties.

### **II. Typical Duties**

- (1) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, and determining related training and orientation requirements.
- (2) Performs landscaping duties such as designing and laying out flower displays; selects fertilizer; maintains flower rotations; sows and maintains lawns.
- (3) Selects and applies appropriate solutions; carries out a maintenance control program by spraying areas such as flower beds and shrubberies in order to eliminate insects, diseases, weeds and other problems.
- (4) Performs administrative duties such as making recommendations regarding budget for assigned area, preparing estimates of labour and material costs and monitoring gardening contract work to ensure adherence to facility requirements.
- (5) Maintains and repairs irrigation system and performs major repair and overhaul on gardening equipment.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in Horticulture plus two years' recent related experience including six months in a supervisory capacity or an equivalent combination of education, training and experience. Valid Applicator's Certificate.

#### **(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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Groundskeepers

**Grid:** 23

**Class Title:** Groundskeeper 5

### **I. Level Definition**

Positions at this level are in charge of the gardening and landscaping function in a large institution who supervises designated staff and perform administrative duties.

### **II. Typical Duties**

- (1) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments and determining related training and orientation requirements.
- (2) Performs administrative duties such as preparing budget for assigned area, preparing estimates of labour and material costs and monitoring gardening contract work.
- (3) Liaises with landscaping contractors.
- (4) Responsible for ordering capital equipment supplies for gardening.
- (5) Performs related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in Horticulture as well as three years' recent related experience including one year's supervisory experience or an equivalent combination of education, training and/or 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.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Maintenance Supervisors

**Grid:** 28

**Class Title:** Maintenance Supervisor I

### **I. Level Definition**

Positions at this level spend the majority of the time supervising Maintenance Workers and/or Groundskeepers; may supervise other designated staff and perform related administrative duties.

### **II. Typical Duties**

- (1) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements. Estimates material and labour requirements and costs; makes recommendations regarding budget for assigned area.
- (3) Oversees the work of outside contractors to ensure adherence to specifications and other facility requirements.
- (4) Ensures the maintenance and repair of vehicles, machinery and equipment for assigned area; orders materials and supplies and controls stock levels; establishes and monitors preventative maintenance procedures for assigned area.
- (5) Reviews and updates standards and procedures; ensures safety practices and procedures are adhered to. Maintains required documentation.
- (6) Verifies that equipment, materials and projects conform with applicable standards, procedures and by-laws.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus five years' recent, related experience including two years 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 read and interpret blueprints and drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Maintenance Supervisors

**Grid:** MA32

**Class Title:** Maintenance Supervisor II

### **I. Level Definition**

Positions at this level spend the majority of the time performing related administrative duties and supervising designated staff. Performs skilled journeyman work as either a painter or a laundry mechanic in compliance with applicable codes, regulations and established procedures.

### **II. Typical Duties**

- (1) Supervises designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements. Estimates material and labour requirements and costs; makes recommendations regarding budget for assigned area.
- (3) Oversees the work of outside contractors to ensure adherence to specifications and other facility requirements.
- (4) Ensures the maintenance and repair of vehicles, machinery and equipment for assigned area; orders materials and supplies and controls stock levels; establishes and monitors preventative maintenance procedures for assigned area.
- (5) Reviews and updates standards and procedures; ensures safety practices and procedures are adhered to. Maintains required documentation.
- (6) Verifies that equipment, materials and projects conform with applicable standards, procedures and by-laws.
- (7) Performs skilled work as either a journeyman painter or laundry mechanic.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Mechanic or Painter recognized by the Province of B.C. Three years' recent related experience including two years 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Maintenance Supervisors

**Grid:** MA37

**Class Title:** Maintenance Supervisor III

### **I. Level Definition**

Positions at this level spend the majority of the time performing related administrative duties and supervising designated staff. Performs skilled journeyman work as either a carpenter, millwright, machinist, plumber, fitter or welder in compliance with applicable codes, regulations and established procedures.

### **II. Typical Duties**

- (1) Supervises designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements. Estimates material and labour requirements and costs; makes recommendations regarding budget for assigned area.
- (3) Oversees the work of outside contractors to ensure adherence to specifications and other facility requirements.
- (4) Ensures the maintenance and repair of vehicles, machinery and equipment for assigned area; orders materials and supplies and controls stock levels; establishes and monitors preventative maintenance procedures for assigned area.
- (5) Reviews and updates standards and procedures; ensures safety practices and procedures are adhered to. Maintains required documentation.
- (6) Verifies that equipment, materials and projects conform with applicable standards, procedures and by-laws.
- (7) Performs skilled work as either a journeyman carpenter, millwright, machinist, plumber, fitter or welder.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Carpenter, Millwright, Machinist, Plumber, Fitter or Welder recognized by the Province of B.C. Four years' recent, related experience including two years 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Maintenance Supervisors

**Grid:** MA42

**Class Title:** Maintenance Supervisor IV

### **I. Level Definition**

Positions at this level manage projects by planning, scheduling, coordinating and administering maintenance, renovation or construction activities of buildings, grounds and equipment and the work of journeymen in a variety of trades areas.

### **II. Typical Duties**

- (1) Plans, schedules, co-ordinates and administers a variety of maintenance, renovation or construction activities by reviewing work requests, estimating cost and determining the availability of materials and labour and ensures follow up by monitoring project activities.
- (2) Consults with, coordinates scheduling and oversees the work of outside contractors and to ensure adherence to specifications and other facility requirements.
- (3) Supervises journeyman Electricians, Plumbers, Carpenters, Refrigeration/Air Conditioning Mechanics and other maintenance and trades staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Reviews and updates standards and procedures; ensures safety practices and procedures are adhered to. Maintains required documentation.
- (5) Verifies that equipment, materials and projects conform with applicable standards, procedures and by-laws.
- (6) Monitors expenditures and makes recommendations regarding budget for assigned area. Evaluates and selects equipment and supplies.
- (7) Establishes and monitors preventative maintenance program for trades and related areas.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Tradesperson recognized by the Province of B.C. Five years' recent, related experience including two years 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Maintenance

**Class Series:** Electrical Instrument Control Technicians

**Grid:** 43

**Class Title:** Electronics Instrument Control Technician (EIC) 1

### I. Level Definition

Positions at this level perform skilled work in the installation, alteration, troubleshooting, maintenance, service and repair of electronic equipment and systems. Interprets prepared sketches, diagrams, schematic drawings, manuals and manufacturer's specifications. Understands and operates computer software for electronic equipment/systems, and building automation systems (BAS). All work performed on electronic equipment and systems is done in accordance with, where applicable, bylaws, regulations, codes and standards.

### II. Typical Duties

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements. Interprets sketches, diagrams, schematic drawings, manuals and manufacturers' specifications in order to determine the project's scope and the required materials and equipment. Calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Liaises with manufacturers and suppliers to determine the availability and cost of systems/parts. Where required, obtains guidance on their installation and use. Assess factors such as condition, age and functionality in order to determine repair, modification or replacement. Prepares for work project by performing operational and safety risk assessments; arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs, maintains, repairs and commissions electronic equipment and systems such as access controls, mobile radios, nurse call, alarms, paging/intercom, patient wandering, direct digital controls, BAS and gas-monitoring systems. Investigates and resolves user complaints. Performs diagnostic correction and repair.
- (4) Commissions new/modified systems into operation by performing trials and monitoring the system to ensure it is functioning according to specifications. Makes necessary repairs or adjustments. Follows up with installation contractors as required.
- (5) Tests and inspects electronic and security devices such as motion detectors, door position switches, duress buttons and control panels, in accordance with applicable bylaws, regulations, codes and standards.
- (6) Performs preventative maintenance on all electronic equipment and systems by cleaning, testing, calibrating and replacing parts as required. Maintains appropriate documentation.
- (7) Liaises with outside contractors to ensure adherence to contract specifications and facility requirements.
- (8) Maintains an inventory and recommends purchases of supplies, equipment and tools; completes related reports and records.
- (9) Performs other related duties as assigned.

### III. Qualifications

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

Graduate of a recognized diploma program in Electronic Technology plus three (3) years' recent, related experience or an equivalent combination of education, training and experience. Industry and vendor equipment certifications as required.

#### (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 read and interpret blueprints, drawings and specifications.
- (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:** Maintenance

**Class Series:** Electrical Instrument Control Technicians

**Grid:** 48

**Class Title:** Electronics Instrument Control Technician (EIC) 2

### **I. Level Definition**

Positions at this level design and build electronic circuits, design and implement solutions to issues and problems and perform fault analyses. Perform skilled work in the installation, alteration, troubleshooting, maintenance, service and repair of electronic equipment and systems. Interprets existing or prepares new sketches, diagrams or schematic drawings. Understands, operates and modifies computer software for electronic equipment/systems and building automation systems (BAS). All work performed on electronic equipment and systems is done in accordance with, where applicable, bylaws, regulations, codes and standards.

### **II. Typical Duties**

- (1) Designs and builds electronic circuits by acquiring parts, assembling components and wiring equipment. Installs, tests, adjusts and commissions the modification. Generates appropriate drawings and documentation.
- (2) Designs and implements solutions to issues and problems by reviewing work requests and consulting with user departments regarding specifications and other project requirements. Interprets existing or prepares new sketches, diagrams or schematic drawings in order to determine the sequence of operations, the project's scope and required materials and equipment. Calculates materials and labour in estimating the cost of projects and makes recommendations as required. Maintains systems to ensure optimal performance.
- (3) Performs fault analyses by identifying problems with a circuit board, component or programming configuration level. Inputs commands, updates data and tests system functionality using computer terminals. Demonstrates the use of systems and provides technical support to staff.
- (4) Liaises with manufacturers and suppliers to determine the availability and cost of systems/parts. Where required, obtains guidance on their installation and use. Assess factors such as condition, age and functionality in order to determine repair, modification or replacement. Prepares for work project by performing operational and safety risk assessments; arranges work schedules with user departments and assembles supplies, tools and equipment.
- (5) Installs, maintains, repairs and commissions electronic equipment and systems such as access controls, mobile radios, nurse call, alarms, paging/intercom, patient wandering, direct digital controls, BAS and gas-monitoring systems. Investigates and resolves user complaints. Performs diagnostic correction and repair.
- (6) Commissions new/modified systems into operation by performing trials and monitoring the system to ensure it is functioning according to specifications. Makes necessary repairs or adjustments. Follows up with installation contractors as required.
- (7) Tests and inspects electronic and security devices such as motion detectors, door position switches, duress buttons and control panels, in accordance with applicable bylaws, regulations, codes and standards.
- (8) Performs preventative maintenance on all electronic equipment and systems by cleaning, testing, calibrating and replacing parts as required. Maintains appropriate documentation.
- (9) Liaises with outside contractors to ensure adherence to contract specifications and facility requirements.
- (10) Maintains an inventory and recommends purchases of supplies, equipment and tools; completes related reports and records.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduate of a recognized diploma program in Electronic Technology plus five (5) years' recent, related experience or an equivalent combination of education, training and experience. Industry and vendor equipment certifications as required.

#### **(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 read and interpret blueprints, drawings and specifications.
- (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:** Miscellaneous

**Class Series:** Media Services Technicians

**Grid:** 10

**Class Title:** Media Services Technician I

### **I. Level Definition**

Under close supervision, positions at this level provide assistance to a senior Media Services Technician in a variety of media services such as photography, including laboratory processing, audio-visual operations and/or video production.

### **II. Typical Duties**

Under close supervision, assists a Senior Media Services Technician by performing a variety of duties such as:

- (1) Preparing and processing films, slides and tapes by mixing photographic chemicals, scanning, editing, splicing and reading.
- (2) Operating and maintaining printing, processing and audio-visual equipment such as projectors, processors, film duplicators; transports and stores equipment and materials.
- (3) Enlarging or reducing copy by projection or contact printing; preparing and mounting display materials; reproducing drawings, plans and photographs;
- (4) Performing related clerical duties such as appointment and room bookings, answering telephones, maintaining files and records, and booking and recording equipment/material loans and returns.
- (5) Performing 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 equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Miscellaneous

**Class Series:** Media Services Technicians

**Grid:** 15

**Class Title:** Media Services Technician II

### **I. Level Definition**

Positions at this level provide assistance to a Senior Media Services Technician in a variety of media services such as photography, including laboratory processing, audio-visual operations, video production and/or microfilm processing.

### **II. Typical Duties**

Assists a Senior Media Services Technician by performing a variety of duties such as:

- (1) Preparing, processing and printing film, paper, slides and tapes by mixing photographic chemicals, scanning, editing, splicing and reading.
- (2) Operating and maintaining printing, processing, audio-visual and microfilming equipment such as projectors, processors and film duplicators; transporting and storing equipment and materials.
- (3) Developing black and white film; enlarging or reducing copy by projection or contact printing; toning, dodging or controlling prints.
- (4) Setting up and operating cameras and related equipment in the studio and the field.
- (5) Preparing and mounting display materials; reproducing drawings, plans and photographs.
- (6) Performing related clerical duties such as appointment and room bookings, answering telephones, maintaining files and records and booking and recording equipment/material loans and returns.
- (7) Performing other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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:** Miscellaneous

**Class Series:** Media Services Technicians

**Grid:** 23

**Class Title:** Media Services Technician III

### **I. Level Definition**

Positions at this level perform a variety of media services such as photography, including laboratory processing, audio-visual operations, video-production and/or microfilm processing.

### **II. Typical Duties**

- (1) Performs photography and prepares audio tapes for the production of audio slide shows, exhibit material and/or other material.
- (2) Prepares, processes and prints film, paper, slides and tapes by mixing photographic chemicals, scanning, editing, splicing and reading.
- (3) Develops black and white film, reduces copy by projection or contact printing; tones, dodges or controls prints; assists with colour printing and processing procedures.
- (4) Operates and maintains printing, processing and audio-visual equipment such as projectors, processors and film duplicators; transports and stores equipment and materials.
- (5) Demonstrates use and care of audio-visual equipment to departments as required; provides training to Media Services Technicians as required.
- (6) Edits scripts and narrations for audio-visual presentations.
- (7) Operates microfilm and related equipment; maintains quality control of film.
- (8) Sets up and maintains an audio-visual library, books films and other audio-visual material as required, and schedules and co-ordinates equipment/material loan system.
- (9) Performs related clerical duties such as appointment and room bookings, answering telephones, maintaining files and records and booking and recording equipment/material loans and returns.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized course in photography or media resources plus three 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 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:** Media Services Technicians

**Grid:** 27

**Class Title:** Media Services Technician IV

### **I. Level Definition**

Positions at this level perform a variety of media services such as medical/scientific photography, operation and maintenance of a colour processing/printing facility and/or visual interpretation and filming of video presentations and/or supervise Media Services Technicians I, II and/or III.

### **II. Typical Duties**

- (1) Performs medical/scientific photography such as photographing the human body, cadavers and pathological specimens; photographs surgery under sterile conditions; makes radiographic reductions; and photographs research set ups and laboratory subjects such as bacteriological cultures.
- (2) Produces media packages such as video, photography and audio slides/tapes by interpreting scripts, determining and assessing department requirements, planning and co-ordinating the production of video films and tapes, and reviewing media packages.
- (3) Operates and maintains a colour processing and printing laboratory and trains Media Services Technicians in the processing of colour films.
- (4) Develops new or modifies existing techniques as required.
- (5) Supervises Media Services Technicians I, II and/or III by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Oversees the operation of equipment, maintains standards of quality control, and monitors and maintains production records.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized course in photography or media resources plus four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Miscellaneous

**Class Series:** Media Services Technicians

**Grid:** 31

**Class Title:** Media Services Technician V

### **I. Level Definition**

Positions at this level supervise Media Services Technicians IV and provide media services such as medical/scientific photography, operation and maintenance of a colour processing/printing facility, and/or visual interpretation and filming of video presentations.

### **II. Typical Duties**

- (1) Supervises Media Services Technicians IV by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Performs medical/scientific photography such as photographing the human body, cadavers and pathological specimens; photographs surgery under sterile conditions; makes radiograph reductions; and photographs research set ups and laboratory subjects such as bacteriological cultures.
- (3) Produces media packages such as video, photography and audio slides/tapes by interpreting scripts, determining and assessing requirements, planning and co-ordinating the production of video films and tapes, and reviewing media packages.
- (4) Oversees the operation and maintenance of a colour processing and printing laboratory.
- (5) Develops new or modifies existing techniques, implements and monitors standards of quality control.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized course in media resources plus five 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Miscellaneous

**Class Series:** Technical Assistants/Engineering Technicians

**Grid:** 10

**Class Title:** Technical Assistant I

### **I. Level Definition**

Under close supervision positions at this level assist a senior Technical Assistant in drafting and/or graphic illustration.

### **II. Typical Duties**

- (1) Under close supervision of a senior Technical Assistant, performs drafting and/or graphic illustration duties such as estimating quantities, drafting, plotting, tracing and calculating.
- (2) Operates reproduction equipment and maintains related files.
- (3) 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:** Miscellaneous

**Class Series:** Technical Assistants/Engineering Technicians

**Grid:** 15

**Class Title:** Technical Assistant II

### **I. Level Definition**

Positions at this level assist a Senior Technical Assistant in drafting and/or graphic illustration.

### **II. Typical Duties**

(1) Assists a Senior Technical Assistant by:

(a) Drafting

- (i) developing architectural and engineering sketches, performing elementary calculations and producing construction drawings;
- (ii) preparing electrical, plumbing and mechanical drawings from field notes and sketches;
- (iii) preparing quantity estimates;
- (iv) taking levels and measurements in the field;
- (v) recording and filing plans and data.

(b) Graphic Illustration

- (i) making simple drawings of various objects, charts, graphs and diagrams;
- (ii) performing basic calculations to effect changes in scale;
- (iii) preparing drawings.

(2) Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 plus one 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 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:** Technical Assistants/Engineering Technicians

**Grid:** 20

**Class Title:** Technical Assistant III

### I. Level Definition

Positions at this level function as draftspersons and/or graphic illustrators.

### II. Typical Duties

(1) Drafting

- (i) obtains information from departments regarding plans for construction, renovations and other projects and prepares preliminary sketches;
- (ii) reviews proposals with the appropriate trades and prepares quantity estimates;
- (iii) prepares detailed drawings;
- (iv) maintains related records;
- (v) trains Technical Assistants I and/or II in drafting procedures.

(2) Graphic Illustration

- (i) prepares drawings of various objects, charts, graphs and diagrams;
- (ii) gathers information from a variety of sources regarding presentation; selects scale, class intervals and symbolization accordingly;
- (iii) trains Technical Assistants I and/or II in drafting procedures.

(3) Performs other related duties as assigned.

### III. Qualifications

(1) Education, Training and Experience

Grade 12, graduation from a recognized program in drafting or graphic illustration 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 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:** Technical Assistants/Engineering Technicians

**Grid:** 23

**Class Title:** Technical Assistant IV

### **I. Level Definition**

Positions at this level function as draftspersons and/or graphic illustrators and supervise Technical Assistants I, II and/or III.

### **II. Typical Duties**

- (1) Supervises Technical Assistants I, II and/or III by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Obtains information from departments regarding plans for construction, renovations and other projects and prepares preliminary sketches.
- (3) Reviews proposals with the appropriate trades and prepares quantity estimates and detailed drawings.
- (4) Prepares drawings of various objects, charts, graphs and diagrams and gathers information from a variety of sources regarding presentation; selects scale, class intervals and symbolization accordingly.
- (5) Oversees the operation of equipment and maintains production records.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in drafting or graphic illustration plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Miscellaneous

**Class Series:** Technical Assistants/Engineering Technicians

**Grid:** 27

**Class Title:** Engineering Technician I

### **I. Level Definition**

Positions at this level design working plans and drawings and prepare specifications for minor projects, assist in the preparation of drawings, specifications and cost estimates for major projects, and/or supervise designated staff.

### **II. Typical Duties**

- (1) Prepares design detail, specifications and cost estimates for minor projects and provides related assistance on major projects.
- (2) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in drafting plus four 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 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:** Technical Assistants/Engineering Technicians

**Grid:** 36

**Class Title:** Engineering Technician II

### **I. Level Definition**

Positions at this level design and/or analyse major construction or renovation proposals, prepare cost estimates and specifications for major projects, submit recommendations in order to ensure efficient utilization of available equipment, materials and personnel, and/or supervise designated staff.

### **II. Typical Duties**

- (1) Designs and prepares specifications for major construction, renovation, alterations and maintenance projects.
- (2) Analyses major projects by preparing cost estimates, comparing alternatives and making recommendations for final project approval.
- (3) Compiles and submits detailed progress reports related to ongoing projects.
- (4) Develops and maintains a cost data bank for related projects.
- (5) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Monitors expenditures and makes recommendations regarding budget for assigned area.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in drafting plus five 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 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:** Technical Assistants/Engineering Technicians

**Grid:** 15

**Class Title:** Technical Assistant II (A)

### **I. Level Definition**

Positions at this level design, illustrate and lay out a variety of graphic documents for publication.

### **II. Typical Duties**

- (1) Receives work requests for graphic design of text provided by users; receives instruction as to the purpose, design concept, intended audience and/or distribution method of the document.
- (2) Drafts, for approval, the design and layout of graphic documents. Makes adjustments as required.
- (3) Composes line-drawing illustrations of objects and human figures, from such sources as photographs and models, to support the purpose of the document.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of graphic design courses including freehand drawing 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:** Construction Co-ordinator

**Grid:** 28

**Class Title:** Construction Co-ordinator

### **I. Level Definition**

Positions at this level maintain liaison with user departments and contractors, to ensure that projects are completed according to plan.

### **II. Typical Duties**

- (1) Receives work requisitions from departments and determines resources required, e.g. trades or maintenance staff.
- (2) Co-ordinates and schedules construction work among user departments, contractors, trades, and maintenance resources.
- (3) Reviews project work to ensure adherence to building code, property code, time schedules and other facility requirements and reports departures from codes and/or schedules to supervisor.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in building technology plus three 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 co-ordinate resources of assigned area.
- (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:** 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:** Patient Care

**Class Series:** Volunteer Coordinator

**Grid:** 23

**Class Title:** Coordinator of Volunteers I

### **I. Level Definition**

Positions at this level plan, develop and evaluate a variety of volunteer programs, recruit volunteers and maintain contact with community groups and volunteer organizations.

### **II. Typical Duties**

1. Plans, develops and evaluates a variety of volunteer programs and activities. Reviews and assesses requests for volunteer programs following established policies and procedures.
2. Recruits, screens and selects applicants for volunteer placements by reviewing application forms, conducting interviews, performing reference checks, evaluating applicant's suitability for the program. Schedules volunteer placements.
3. Supervises volunteers by providing related orientation and training, assessing volunteer performance and providing feedback. Follows up on complaints and/or conflicts and takes appropriate action.
4. Provides guidance and support to staff and volunteers by clarifying roles and expectations and providing formal and informal volunteer recognition.
5. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
6. Maintains volunteer program records, volunteer data, and prepares related reports and statistics.
7. Monitors expenditures of the program.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, introductory volunteer management course, plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Volunteer Coordinator

**Grid:** 27

**Class Title:** Coordinator of Volunteers II

### **I. Level Definition**

Positions at this level oversee volunteer programs, establish and maintain contact with community groups and volunteer organizations, and/or supervise Coordinator of Volunteer I's.

### **II. Typical Duties**

1. In consultation with the Manager, develops strategies and initiatives for volunteer recruitment, reviews goals and objectives for volunteer programs, designs and evaluates volunteer training programs, and develops volunteer placement descriptions.
2. Oversees the day to day operation of assigned volunteer programs by performing a variety of administrative duties such as making recommendations regarding budget, allocating resources and overseeing and updating standards and procedures.
3. Identifies, establishes and maintains contact with community groups and volunteer organizations to promote interest, participation and support for the volunteer program.
4. Supervises Coordinator of Volunteer I's by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
5. Plans, develops and evaluates a variety of volunteer programs and activities. Reviews and assesses requests for volunteer programs following established policies and procedures.
6. Recruits, screens and selects applicants for volunteer placements by reviewing application forms, conducting interviews, performing reference checks, evaluating applicant's suitability for the program. Schedules volunteer placements.
7. Supervises volunteers by providing related orientation and training, assessing volunteer performance and providing feedback. Follows up on complaints and/or conflicts and takes appropriate action.
8. Provides guidance and support to staff and volunteers by clarifying roles and expectations, and providing formal and informal volunteer recognition.
9. Maintains volunteer program records, volunteer data, and prepares related reports and statistics.
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a Bachelor program in Social Sciences plus three 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Activity Workers

**Grid:** 20

**Class Title:** Activity Worker I

### **I. Level Definition**

Positions at this level assist a senior position such as an Occupational Therapist, Registered Nurse or senior Activity Worker in carrying out an established activity program.

### **II. Typical Duties**

Under direct supervision, assists a senior position such as an Occupational Therapist, Registered Nurse, or senior Activity Worker by performing a variety of duties such as:

- (1) Setting up furnishings and equipment for activity projects.
- (2) Teaching activities such as arts and crafts, sports, music, woodworking, cooking, gardening and exercises.
- (3) Preparing for and carrying out activities such as bingo, crafts, games and sing-songs.
- (4) Accompanies patients on outings and during social activities.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus completion of recognized recreational courses such as handicrafts 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 teach.
- (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:** Patient Care

**Class Series:** Activity Workers

**Grid:** 22

**Class Title:** Activity Worker II

### **I. Level Definition**

Positions at this level carry out an established activity program under the general supervision of a senior position such as an Occupational Therapist, Registered Nurse or Senior Activity Worker.

### **II. Typical Duties**

- (1) Carries out patient/resident activity programs such as arts and crafts, sports, music, woodworking, cooking, gardening and exercises as directed; sets up and organizes furnishings and equipment for activity projects, teaches the techniques of related activities to patients/residents, oversees the patients/residents activities and reports problems and/or changes to supervisor.
- (2) Carries out patients/residents activity programs outside the facility; checks that patient/resident has appropriate clothing and necessary equipment for the activity, confirms details of proposed activity with nursing/medical staff, co-ordinates the movement of patients/residents during the activity and teaches the techniques of related activities.
- (3) Provides direction to volunteers during activity programs and demonstrates related techniques as required.
- (4) Maintains inventory of equipment, tools and materials and reports malfunctioning equipment and supply needs to appropriate staff.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of recognized recreational courses such as handicrafts 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 teach.
- (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:** Patient Care

**Class Series:** Activity Workers

**Grid:** 27

**Class Title:** Program Coordinator I (Recreation)

### **I. Level Definition**

Positions at this level supervise up to four Activity Workers I and/or II and/or develop, implement and evaluate recreation/leisure program(s) designed to support patients'/residents'/clients' health and well being in settings such as residential, acute and/or adult day programs.

### **II. Typical Duties**

1. Plans, implements and evaluates recreation/leisure program(s), including activities such as crafts, music, woodworking, mental aerobics, exercises, and sensory stimulation, to meet patients'/residents'/clients' physical, social, emotional, intellectual, and spiritual needs and interests; develops the goals and objectives of the program.
2. Supervises Activity Worker I and/or II as well as other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Determines the recreation/leisure program(s) which meet the patient's/resident's/client's needs and abilities by reviewing the referral or care plan, interviewing the patient/resident/client regarding their social/leisure history, and consulting with family and nursing staff; identifies, evaluates, implements, and documents recreation/leisure goals and objectives based on individual interests and abilities.
4. Sets up a calendar of events/activity programs and teaches the techniques of related activities; contacts external agencies for program resources.
5. Monitors, evaluates, and documents patient/resident/client progress within the recreation/leisure program(s) and reports observations such as emotional well being and social behaviour to nursing/medical staff as required. Participates in multi-disciplinary team meetings and care conferences. Identifies and makes recommendations regarding community and facility resources that may be of additional interest or need to the resident/patient/client.
6. Monitors program expenditures and provides input to the program budget; oversees inventory of equipment, tools and materials and recommends purchase of same.
7. Schedules work assignments of and provides direction to designated volunteers; contacts facility administration or volunteer services for additional volunteer resources as required.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized recreational program 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 supervise
- (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:** Patient Care

**Class Series:** Activity Workers

**Grid:** 30

**Class Title:** Program Coordinator II (Recreation)

### **I. Level Definition**

Positions at this level supervise five or more Activity Workers I, II and/or Program Coordinators I and develop, implement, and evaluate recreation/leisure program(s) designed to support patients'/residents'/clients' health and well being in settings such as residential, acute and/or adult day programs.

### **II. Typical Duties**

1. Plans, implements and evaluates recreation/leisure program(s) including activities such as crafts, music, woodworking, mental aerobics, exercises, and sensory stimulation to meet patients'/residents'/clients' physical, social, emotional, intellectual, and spiritual needs and interests; develops the goals and objectives of the program.
2. Supervises Activity Workers I, II and/or Program Coordinators I as well as other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Determines the recreation/leisure program(s) which meet the patient's/resident's/client's needs and abilities by reviewing the referral or care plan, interviewing the patient/resident/client regarding their social/leisure history, and consulting with family and nursing staff; identifies, evaluates, implements, and documents recreation/leisure goals and objectives based on individual interests and abilities.
4. Sets up a calendar of events/activity programs and teaches the techniques of related activities; contacts external agencies for program resources.
5. Monitors, evaluates, and documents patient/resident/client progress within the recreation/leisure program(s) and reports observations such as emotional well being and social behaviour to nursing/medical staff as required. Participates in multi-disciplinary team meetings and care conferences. Identifies and makes recommendations regarding community and facility resources that may be of additional interest or need to the resident/patient/client.
6. Monitors program expenditures and provides input to the program budget; oversees inventory of equipment, tools and materials and recommends purchase of same.
7. Schedules work assignments of and provides direction to designated volunteers; contacts facility administration or volunteer services for additional volunteer resources as required.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized recreational program plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Dental Assistants

**Grid:** 17

**Class Title:** Dental Assistant

### **I. Level Definition**

Positions at this level carry out a variety of dental work procedures such as setting up instruments and supplies, passing instruments and materials to dentist during treatment and performing a variety of restorative duties.

### **II. Typical Duties**

- (1) Prepares and sets up instruments, equipment and supplies required for dental work such as cleansing, sterilizing or autoclaving instruments and dressings, cleansing and polishing removable prosthesis, preparing restorative bases and filling materials, and setting up dental x-rays.
- (2) Obtains patient and x-ray files for scheduled appointments, positions patient for dental work, explains the dental work procedures, post operative care and oral hygiene instructions and answers related questions.
- (3) Performs procedures during dental treatment such as passing instruments to dentist, mixing restorative materials, and assisting dentist with applications and suction during treatment.
- (4) Performs restorative duties such as combining materials for impressions and casts, taking impressions from patients for study models and making plaster working models from casts.
- (5) Maintains inventory of supplies, materials and instruments.
- (6) Cleans instruments and chair-side area after use and ensures equipment is working, performs minor repairs and maintenance on dental equipment such as changing belts, light bulbs, cleaning and oiling handpieces.
- (7) Maintains patient records, appointment bookings and performs related clerical duties such as answering telephone, typing, taking and relaying messages and arranging appointments.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized Certified Dental Assistant program 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:** Patient Care

**Class Series:** Dental Assistants

**Grid:** 21

**Class Title:** Certified Dental Assistant

### **I. Level Definition**

Positions at this level carry out a variety of dental work procedures such as setting up instruments and supplies, passing instruments and materials to dentist during treatment and performing a variety of restorative duties and intra-oral procedures.

### **II. Typical Duties**

- (1) Performs intra-oral procedures such as cleaning and polishing teeth, acid etching prepared cavities, removing sutures and applying medicated dressings.
- (2) Applies topical anaesthetic, anticariogenic, and/or anticarcinogenic agents.
- (3) Prepares and sets up instruments, equipment and supplies required for dental work such as cleansing, sterilizing or autoclaving instruments and dressings, cleansing and polishing removable prosthesis, preparing restorative bases and filling materials, and setting up, taking, developing and mounting dental radiographs (x-rays).
- (4) Obtains patient and radiograph (x-ray) files for scheduled appointments, positions patient for dental work, explains the dental work procedures, post operative care and oral hygiene instructions and answers related questions. Evaluates mouth cleaning effectiveness and provides oral hygiene instruction. Evaluates dietary habits and provides nutritional counselling as it pertains to dentistry.
- (5) Performs procedures during dental treatment and surgery such as passing instruments to dentist, mixing restorative materials, assisting dentist with applications and suction during treatment.
- (6) Performs restorative duties such as combining materials for impressions and casts, taking impressions from patients for study models and making plaster working models from casts. Constructs and fits custom gel carriers and/or bite blocks and provides instruction in their use.
- (7) Takes and prepares oral smears and bacterial cultures as required.
- (8) Maintains inventory of supplies, materials and instruments.
- (9) Cleans instruments and chair-side area after use and ensures equipment is working, performs minor repairs and maintenance on dental equipment such as changing belts, light bulbs, cleaning and oiling handpieces.
- (10) Maintains patient records, appointment bookings and performs related clerical duties such as answering telephone, typing, taking and relaying messages and arranging appointments.
- (11) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized Certified Dental Assistant program plus one year's recent, related experience or an equivalent combination of education, training and experience.

Current registration and licensure as a Certified Dental Assistant as required under the Dentist Act.

#### **(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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** 22

**Class Title:** Nursing Assistant I

### **I. Level Definition**

Under the direction of a Registered Nurse, positions at this level perform nursing procedures such as taking temperature, pulse and respiration in addition to patient care duties relating to feeding, personal hygiene and transporting patients and/or performs clerical duties such as assembling and maintaining patient charts and transcribing Doctors' orders.

### **II. Typical Duties**

- (1) Provides personal care to patients such as assisting the patient with bathing, dressing, care of skin and hair; changing bed; assisting with toilet needs; and overseeing patient exercise routines.
- (2) Assists patients with meals by completing menu slips, serving and collecting meal trays and feeding designated patients.
- (3) Transports patients utilizing mechanical aids such as wheelchairs, and/or stretchers.
- (4) Performs nursing procedures such as taking temperature, pulse and respiration, administering suppositories and enemas, obtaining specimens such as urine and administering non-sterile dressings; records observations, and reports problems and/or changes to designated nursing staff.
- (5) Accompanies patients on outings and during social activities to provide assistance as required.
- (6) Sets up charts for new patients and charts information such as weight, temperature, pulse and respiration as directed; attaches documents to charts such as laboratory and special examination reports after review by Nurse and/or Doctor; completes discharge charts for Medical Records according to established procedures.
- (7) Transcribes Doctors' orders to appropriate forms such as X-ray and laboratory requisitions, dietary rooms and medication cards.
- (8) Performs related clerical duties such as typing, answering the telephone, making appointments, ordering supplies through stores and maintaining records such as time sheets and daily census.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus graduation from a recognized Nursing Assistant Program 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 type at 50 w.p.m.
- (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:** Patient Care

**Class Series:** Nursing Assistants

**Rate:** 16

**Class Title:** Nursing Assistant I (Therapy Aide)

### **I. Level Definition**

Positions at this level assist a senior position such as Occupational Therapist or Physiotherapist by performing duties such as fabricating splints and adaptive devices such as slings, collars, heels, heel lifts, and wheelchair cushions, assisting patients with exercise routines, and preparing items such as hotpacks and icepacks, wax baths and hydrotherapy equipment.

### **II. Typical Duties**

Assists a senior position such as an Occupational Therapist or Physiotherapist by performing a variety of duties such as:

- (1) Fabricating splints and adaptive devices such as slings, collars, heels, heel lifts and wheelchair cushions by cutting out material, sewing items, assembling parts, adding straps and making alterations as required.
- (2) Assists patients by performing duties such as overseeing patient exercise routines such as quad drills, back exercises, wheelchair practices, assisting with dressing and undressing and transporting patients to and from wards and in and out of pool or whirlpool.
- (3) Prepares items and equipment such as hotpacks and icepacks, wax baths and hydrotherapy equipment for treatment to be given by a senior position.
- (4) Performs related clerical duties such as typing, answering the telephone, making appointments, ordering supplies through stores and maintaining records such as time sheets and daily census.
- (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 type at 50 w.p.m.
- (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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SD16

**Class Title:** Nursing Assistant I (Sterile Supply)

### **I. Level Definition**

Positions at this level clean, sterilize, assemble, wrap and/or label instruments, equipment and/or linen and perform related clerical duties.

### **II. Typical Duties**

- (1) Cleans, sterilizes, assembles, wraps and/or labels instruments and equipment such as syringes, catheters, respirators, suction machines and/or linen such as O.R. packs by operating equipment such as heat sealer, washer-sterilizer, autoclave and water distiller.
- (2) Re-assembles supplies and sets up instrument trays; fills ward supply requests and delivers to appropriate area.
- (3) Performs related clerical duties such as maintaining records, answering telephone, filing and typing.
- (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 and deal effectively with others.
- (ii) Ability to operate related equipment.
- (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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** 16

**Class Title:** Nursing Assistant I  
(CPR Equipment Attendant)

### **I. Level Definition**

Under general supervision, positions at this level inspect, clean and maintain cardiopulmonary resuscitation manikins used for training. Responsible for the set up and maintenance of training rooms and supplies.

### **II. Typical Duties**

1. Disassembles, washes, rinses, dries, reassembles and tests cardiopulmonary training manikins and other related CPR training equipment.
2. Sets up training room furniture and equipment and keeps rooms tidy.
3. Transports supplies and manikins to and from classrooms.
4. Repairs manikins and maintains record of supplies used and repairs performed.
5. Records use of manikins and schedules CPR training equipment use by other departments.
6. Maintains and restocks Ward Emergency Carts used in training.
7. Maintains and orders inventory of supplies, cleaning solutions and laundry from stores.
8. Maintains and orders inventory of supplies, cleaning solutions and laundry from stores.
9. Maintains catalogued master teaching videotapes in library.
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one year's previous 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 operate related equipment.
- (v) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care  
**Grid:** SD19

**Class Series:** Nursing Assistants  
**Class Title:** Nursing Assistant II (Sterile Supply)

### **I. Level Definition**

Positions at this level clean, decontaminate, assemble, wrap, sterilize and distribute simple and complex instruments, equipment and linen related to the O.R. and other areas of the hospital, and perform related clerical duties. The assembly is of a higher complexity and also involves picking of equipment for O.R. instrument sets and filling requests from the O.R.

### **II. Typical Duties**

- (1) Cleans, decontaminates, assembles, wraps, sterilizes and stores all O.R. instruments and equipment according to established procedures.
- (2) Cleans, decontaminates, assembles, wraps, sterilizes and stores all instruments and equipment related to other areas of the hospital according to established procedures.
- (3) Picks and distributes instrument sets, supplies, and equipment for operative procedures according to established procedures.
- (4) Fills urgent requests from the O.R. for additional items required during surgical procedures.
- (5) Re-assembles supplies and sets up instrument trays; fills ward supply requests and delivers to appropriate area.
- (6) Performs related clerical duties such as maintaining records, answering telephones, filing and typing.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of Sterile Supply Processing course, plus one year's recent related experience or an equivalent combination of education, training and experience.

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

- (i) Knowledge of surgical and medical terminology.
- (ii) Mathematical aptitude.
- (iii) Ability to communicate and deal effectively with others.
- (iv) Ability to operate related equipment.
- (v) Physical ability to carry out the duties of the position.
- (vi) Ability to organize work.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SA29

**Class Title:** Nursing Assistant III (Supervisor)

### **I. Level Definition**

Positions at this level supervise Nursing Assistants and other designated staff and perform nursing procedures and patient care duties under the direction of a Registered Nurse.

### **II. Typical Duties**

- (1) Supervises Nursing Assistants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Performs nursing procedures such as catheterizations, applying and changing sterile and/or non-sterile dressings, colostomy care and irrigation, taking/recording blood pressure and/or rectal temperature, administering suppositories and/or enemas and taking temperature, pulse and/or respiration; records observations and reports problems and/or changes to designated nursing staff.
- (3) Provides personal care to patients, assists patients with meals, transports patients within the facility and accompanies patient during outings and social activities to provide assistance as required.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program for Practical Nurses and/or Orderlies and/or holds a valid B.C. Practical Nurse license 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 supervise.
- (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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SD22

**Class Title:** Nursing Assistant III (Sterile Supply)

### **I. Level Definition**

Positions at this level supervise Nursing Assistants (Sterile Supply) and other designated staff and clean, sterilize, assemble, wrap and/or label instruments, equipment and/or linen.

### **II. Typical Duties**

- (1) Supervises Nursing Assistants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Cleans, sterilizes, assembles, wraps and/or labels instruments and equipment such as syringes, catheters, respirators, suction machines and/or linen such as O.R. packs by operating equipment such as heat sealer, washer-sterilizer, autoclave and water distiller.
- (3) Re-assembles supplies and sets up instrument trays; fills ward supply requests and delivers to appropriate area.
- (4) Performs related clerical duties such as maintaining records, answering telephone, filing and typing.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program for Practical Nurses and/or Orderlies and/or holds a valid B.C. Practical Nurse license 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 supervise.
- (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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** 17

**Class Title:** Nursing Assistant II (Anaesthetic Aide)

### **I. Level Definition**

Positions at this level disassemble, wash and reassemble anaesthetic related equipment and maintains supplies.

### **II. Typical Duties**

1. Disassemble, wash and reassemble anaesthetic related equipment such as humidifiers according to established procedures.
2. Maintains anaesthetic equipment by cleaning, lubricating and replacing worn parts such as ECG leads, fuses, gaskets, light bulbs and tests and replaces batteries.
3. Maintains supplies to predetermined levels by ordering supplies through stores and/or pharmacy and maintains related records. Identifies out-dated supplies and returns them to stores for disposal.
4. Re-stocks supplies and sets up anaesthetic carts according to established procedures; fills supply requests.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in Sterile Supply processing, 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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** 19

**Class Title:** Nursing Assistant II (Respiratory)

### **I. Level Definition**

Positions at this level disassemble, wash, decontaminate, reassemble and verify the calibration of respiratory and related equipment. Maintains equipment by cleaning, lubricating, checking and performing minor repairs; maintains supplies.

### **II. Typical Duties**

- (1) Disassembles, washes, decontaminates, reassembles, and verifies the calibration of a variety of respiratory equipment such as respirators, oxygen and air flowmeters, suction machines, nebulizers, oxygen humidifiers, oxygen tents and oxygen analyzers.
- (2) Inspects respiratory equipment to ensure safe and effective functioning, identifies faults.
- (3) Maintains respiratory equipment, by cleaning, lubricating and checking for worn or damaged parts. Checks levels in appropriate gas cylinders and replaces as per established procedures to ensure supplies of medical gases; checks gauges for safe operation.
- (4) Performs minor repairs to respiratory equipment by replacing worn or damaged parts, and validates that unit is functioning. Refers electrical faults or major damage to appropriate area for repair.
- (5) Re-assembles equipment after repair and sets up respiratory carts according to established procedures; fills supply requests for respiratory equipment.
- (6) Maintains respiratory equipment supplies to pre-determined levels for both equipment and replacement parts.
- (7) Prepares requisitions for equipment and parts, for signature, and submits to appropriate area for ordering; maintains related records.
- (8) Maintains related records for all maintenance and repair of respiratory equipment.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** 25

**Class Title:** Rehabilitation Assistant

### **I. Level Definition**

Under the direction of a therapist such as a Physiotherapist, Occupational Therapist, and/or Speech Language Pathologist, the Rehabilitation Assistant implements rehabilitative treatment plans and programs, and assists the therapist in monitoring and evaluating patients'/residents' progression.

### **II. Typical Duties**

1. Carries out designated components of a rehabilitative treatment plan and/or program, such as activities of daily living, mobility, strengthening and balance exercises, recreation, and/or communication therapy.
2. Observes and reports cognitive and functional changes in patient ability or behaviour that may warrant a progression or regression of the treatment; progresses treatment plan within the parameters established by the therapist; documents for the health record.
3. As part of a multidisciplinary team and in consultation with the therapist, provides input into the planning, implementation, modification, and evaluation of the rehabilitative treatment plan/program.
4. Performs various tests as assigned such as Berg Balance, Timed Up and Go (TUG), six-minute walk test and speech language screening. Records and reports relevant data for interpretation by the therapist.
5. Prepares and applies therapeutic treatment modalities as assigned such as transcutaneous electrical stimulation (TENS), neuromuscular electrical stimulation (NMES), hot packs, ice, and wax treatments.
6. Provides functional skills training to patients/residents and families in activities of daily living, mobility, and communication; demonstrates the use of assistive devices. Assists with power and manual wheelchair mobility training.
7. Assists in the fabrication and modifications of splints, seating and exercise devices, mobility and assistive devices. Sets up and adapts equipment such as changing wheelchair backs and adjusting wheelchair height.
8. Maintains therapy equipment and supplies by methods such as cleaning equipment and maintaining inventories; provides input regarding purchase of new equipment and supplies, general maintenance and repair of equipment.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Completion of a Rehabilitation Assistant Program 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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SD25

**Class Title:** Nursing Assistant IV (Sterile Supply)

### **I. Level Definition**

Positions at this level spend the majority of time overseeing the Sterile Supply Service by supervising designated staff and performing related administrative duties.

### **II. Typical Duties**

- (1) Monitors Sterile Supply service expenditures, makes recommendations regarding the budget for assigned area, and evaluates and selects equipment and supplies.
- (2) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (3) Supervises designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Oversees and monitors an equipment quality control program within the Sterile Supply service.
- (5) Monitors and maintains inventory of equipment and supplies for Sterile Supply service and other areas by performing duties such as recommending stock levels and reorder points and making adjustments as necessary.
- (6) Performs sterile supply duties, as required, such as cleaning, decontaminating, assembling, wrapping, sterilizing and distributing simple and complex instruments, equipment and linen related to the Operating Room and other areas of the hospital and performing related clerical duties.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of Sterile Supply Processing program plus 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) Knowledge of surgical and medical terminology.
- (ii) Mathematical aptitude.
- (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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SA26

**Class Title:** Licensed Practical Nurse

### **I. Level Definition**

Positions at this level assess, plan, implement and evaluate nursing care for their work assignment in accordance with competency guidelines within the standards of practice as outlined by the College of LPNs of BC and current legislative scope of practice.

### **II. Typical Duties**

- (1) Assesses and monitors patient/resident/family's actual and potential strengths and limitations including physiological, psychological, socio-cultural, and spiritual needs. Where appropriate, encourages patient/resident participation in activities of daily living.
- (2) Contributes to the development and modification of the individualized plan of care, including attending and providing input into multidisciplinary care planning meetings and family conferences.
- (3) Performs nursing care and procedures and evaluates outcomes; records observations and reports problems and/or changes to designated staff. Administers medications to assigned patients/residents according to policies and procedures.
- (4) Performs admissions, discharges, and transfers of patients/residents according to facility operating policies and procedures.
- (5) Documents and updates information about patient's/resident's condition, care and nursing procedures.
- (6) Provides personal care to patients/residents, assists patients/residents with meals, accompanies patients/residents within the facility and during outings and social activities to provide assistance as required.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program for Practical Nurses or an equivalent combination of education, training and experience. Current full practicing licensure with the College of Licensed Practical Nurses of B.C. (CLPNBC).

#### **(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:** Patient Care

**Class Series:** Nursing Assistants

**Grid:** SA29

**Class Title:** Operating Room – Licensed Practical Nurse

### **I. Level Definition**

As a member of an integrated surgical team, positions at this level perform practical nursing duties in an operating room (O.R.) environment including scrub and/or circulating duties during surgery in accordance with established standards and protocols. Performs pre-operative, operative, and post-operative duties such as assessing, planning, implementing, evaluating, and documenting patient care in accordance with the competency guidelines within the standards of practice as outlined by the College of LPNs of BC and current legislative practice.

### **II. Typical Duties**

- (1) Assesses, plans, implements, evaluates, and documents patient care during the pre-operative, operative, and immediate post-operative periods.
- (2) Performs scrub duties and/or circulating duties in collaboration with the peri-operative team and the RN coordinating care in the O.R.
- (3) As directed, performs duties within the scope of practice which assist the RN coordinating care in the O.R.
- (4) Documents onto the patient record the observations, treatment and other patient care information during the pre, intra, post-operative periods. Alerts the RN to any problems, changes or unusual signs or symptoms of the patient while in the O.R. setting.
- (5) Assists with the orientation of new staff by performing duties such as demonstrating work procedures.
- (6) Performs admissions, discharges, and transfer of patients to O.R. according to facility operating policies and procedures.
- (7) Performs related clerical duties such as answering the telephone, taking and relaying messages and assisting in maintaining standardized records.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program for Practical Nurses with the full range of current licensed practical nursing competencies, and graduation from an accredited O.R. program for Licensed Practical Nurses plus one (1) year recent related experience working as a Licensed Practical Nurse in acute care, or an equivalent combination of education, training and experience. Current full practicing licensure with the College of Licensed Practical Nurses of BC. Current basic cardiac life support certification.

#### **(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:** Patient Care

**Class Series:** Social Service Assistants

**Grid:** 22

**Class Title:** Social Service Assistant I

### **I. Level Definition**

Under the general supervision of a senior position such as Social Worker, Registered Nurse or Social Service Assistant III, positions at this level provide support services in the admission and discharge of patients/residents/clients and provide on-going social services.

### **II. Typical Duties**

1. Interviews patients/residents/clients having financial and/or social difficulties, obtains additional information as required from a variety of sources such as family and nursing staff, refers patients/residents/clients and/or family to a Social Worker and/or other appropriate community resources as required.
2. Provides support services in the admission and discharge of patients/residents/clients such as providing orientation to the facility/program and its services, arranging for placement in alternative facilities/programs, arranging in-home assistance, advising families and community agencies of the discharge and making travel and other arrangements.
3. Provides practical services to patients/residents/clients such as transportation, escort or appointment arrangement, completing registration forms for community activities and obtaining the necessary consent; supports and assists patients/residents/clients to identify additional needs.
4. Co-ordinates patient's/resident's/client's financial arrangements, including bank deposits, comfort allowances, collecting co-insurance charges and updating medical plans.
5. Responds to general inquiries, refers callers to internal and external resources such as health teams, physicians, community and government agencies.
6. Completes and maintains related records and reports such as checklists, housing applications, and statistics.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized Social Services Worker certificate program 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:** Patient Care

**Class Series:** Social Service Assistants

**Grid:** 30

**Class Title:** Social Service Assistant II

### **I. Level Definition**

Positions at this level complete patient/resident assessments and provide related counselling.

### **II. Typical Duties**

- (1) Interviews patients with social and/or emotional problems in order to identify problems and needs; obtains additional information as required from a variety of sources such as family and nursing staff.
- (2) Assesses problems by consulting with a variety of resource areas such as occupational therapy, social worker, family and nursing/medical staff to identify patient's needs and sets up treatment plan.
- (3) Performs therapeutic counselling, utilizing a variety of techniques such as one-on-one, group and family counselling.
- (4) Reviews patient's progress and modifies treatment plan as required.
- (5) Assigns tasks to designated staff and provides related training and orientation.
- (6) Schedules work assignments and provides direction to designated volunteers.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized degree program in Social Science 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:** Patient Care

**Class Series:** Social Service Assistants

**Grid:** 32

**Class Title:** Social Service Assistant III

### **I. Level Definition**

Positions at this level supervise Social Service Assistants and other designated staff and oversee the planning and implementation of programs to meet the physical, emotional, intellectual and social needs of the patient.

### **II. Typical Duties**

- (1) Supervises Social Service Assistants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Oversees and updates standards and procedures.
- (3) Interviews patients with social and/or emotional problems in order to identify problems and needs; obtains additional information as required from a variety of sources such as family and nursing staff.
- (4) Assesses problems by consulting with a variety of resource area such as occupational therapy, social worker, family and nursing/medical staff to identify patient's needs and sets up treatment plan.
- (5) Performs therapeutic counseling utilizing a variety of techniques such as one-on-one, group and family counseling.
- (6) Review patient's progress and modifies treatment plan as required.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized degree program in Social Science plus two year's 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** X-Ray Assistants

**Grid:** 16

**Class Title:** X-Ray Assistant I

### **I. Level Definition**

Positions at this level assist the X-Ray Technologist to prepare patients for X-Ray testing and perform related clerical duties.

### **II. Typical Duties**

- (1) Explains procedures to prepare patients for X-ray testing and answers related questions.
- (2) Prepares patients for X-ray testing by performing duties such as transporting assigned patients to and from the X-ray area, assisting patients to undress/dress as required, administering enema as required and mixing and administering barium solutions.
- (3) Assists X-Ray Technologist or Nurse to position patient for X-ray testing.
- (4) Retrieves and files X-ray films and maintains filing system; maintains supplies through stores function.
- (5) Performs clerical functions such as answering telephone, making appointments, typing, filing reports and maintaining register of patients.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus one 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 type.
- (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:** Patient Care

**Class Series:** X-Ray Assistants

**Grid:** 17

**Class Title:** X-Ray Assistant II

### **I. Level Definition**

Positions at this level perform technical duties relating to X-ray testing such as processing and developing X-ray film and maintaining related equipment.

### **II. Typical Duties**

- (1) Develops X-ray films, duplicates, subtracts and mounts films using a variety of equipment.
- (2) Maintains processing equipment by disposing of exhausted chemicals and mixing fresh chemicals, cleaning, lubricating and replacing items such as bulbs and filters.
- (3) Performs quality control tests on processors under the direction of a Radiology Technologist.
- (4) Retrieves and files X-ray films and maintains filing system; maintains supplies through stores function.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

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



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Nursing Assistants Technical

**Grid:** SA25

**Class Title:** Orthopaedic Technologist

### **I. Level Definition**

Under the direction of a physician, provides orthopaedic care by assessing and evaluating patient condition, reviewing x-rays, applying casts and splints, and removing pins and sutures; sets up traction equipment and performs related orthopaedic duties.

### **II. Typical Duties**

1. Assesses and evaluates patient condition and reviews x-rays to confirm plan of care; reports observations and communicates concerns and/or changes to patient's condition and progress to physician; implements additional orders as directed by physician.
2. Applies, modifies, adjusts and/or removes splints and casts using a variety of techniques and materials; manipulates fractures; moulds cast to specification.
3. Performs dressing changes, removal of sutures, staples, pins and wires; provides wound care as directed by physician.
4. Sets up traction, instructs patients on the use of traction equipment, monitors equipment and makes adjustments.
5. Documents procedures and follow-up care as per established guidelines.
6. Provides instruction and advice to patients and family on cast and skin care; determines patient and family follow-up needs; arranges for follow-up care as required.
7. Maintains established inventory of equipment, devices and materials. Assists with the evaluation of new equipment and supplies.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Completion of recognized training in Orthopaedic Technology, current registration with the Canadian Society of Orthopaedic Technologists 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Lab Assistants

**Grid:** SD15

**Class Title:** Lab Assistant I

### **I. Level Definition**

Positions at this level perform a variety of duties such as cleaning glassware and equipment, staining slides, sorting, numbering, and labeling specimens and performing related clerical duties.

### **II. Typical Duties**

- (1) Washes and sterilizes laboratory glassware; autoclaves specimen tubes and other equipment.
- (2) Sorts and packages glassware; sets up and numbers test tubes, slides and other glassware; collects from and delivers to Lab as required.
- (3) Prepares staining solutions; stains, mounts and labels slides.
- (4) Sorts, numbers and labels specimens; maintains related records, and maintains supplies through Stores function.
- (5) Performs related clerical duties such as answering telephones, typing and filing.
- (6) 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:** Patient Care Technical

**Class Series:** Lab Assistants

**Grid:** SD15

**Class Title:** Lab Assistant II

### **I. Level Definition**

Positions at this level take blood from patients, collect and prepare blood and other specimens for analysis by Lab Assistant III's, IV's and/or Medical Technologists.

### **II. Typical Duties**

- (1) Takes blood samples from patients and labels relevant information.
- (2) Prepares specimens such as blood and urine for analysis by checking specimen identification with requisition and performing duties such as separating serum/plasma from cells by centrifugation.
- (3) Batches specimens in order of established priorities for distribution to various areas for analytical testing.
- (4) Performs routine lab tests such as urine tests for protein and/or glucose by procedures such as using colour coded dip sticks.
- (5) Stores specimens for which analysis has been completed and discards outdated specimens as directed.
- (6) Performs clerical functions such as maintaining records of test results, telephoning test results as required, making appointments, typing and filing.
- (7) 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:** Patient Care Technical

**Class Series:** Lab Assistants

**Grid:** SD15

**Class Title:** Lab Assistant III

### **I. Level Definition**

Positions at this level perform analytical tests such as urinalysis and cell counts and operate related equipment.

### **II. Typical Duties**

- (1) Performs tests such as urinalysis, cell counts, routine blood counts, sugar and albumin testing and pregnancy testing.
- (2) Operates and maintains testing equipment such as microscopes.
- (3) Maintains records of test results.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus two 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:** Patient Care Technical

**Class Series:** Lab Assistants

**Grid:** SD21

**Class Title:** Lab Assistant IV

### **I. Level Definition**

Positions at this level supervise Laboratory Assistants I and/or II, and perform a variety of analytical testing duties within the laboratory.

### **II. Typical Duties**

- (1) Supervises Lab Assistants I and/or II and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Performs routine tests such as urinalysis, cell counts, routine blood counts, sugar and albumin testing.
- (3) Operates and maintains testing equipment such as microscopes.
- (4) Maintains records of test results.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Lab Assistants

**Grid:** SD18

**Class Title:** Lab Assistant II (A)

### **I. Level Definition**

Positions at this level take blood from patients, collect and prepare blood and other specimens for analysis; perform tests such as urine analysis and glucose monitoring and operate related equipment.

### **II. Typical Duties**

- (1) Takes blood samples from patients and labels relevant information.
- (2) Prepares specimens such as blood and urine for analysis by checking specimen identification with requisition and performing duties such as separating serum/ plasma from cells by centrifugation.
- (3) Batches specimens in order of established priorities for distribution to various areas or laboratories for testing.
- (4) Prepares staining solutions; stains, mounts and labels slides. Prepares media and performs specimen plating.
- (5) Performs routine lab tests such as urine tests for protein and/ or glucose by procedures such as using colour coded dip sticks, urine analysis machine and glucometer.
- (6) Stores specimens for which analysis has been completed and discards outdated specimens as directed.
- (7) Receives patients, obtains information required from patients such as demographics.
- (8) Performs clerical functions such as recording unit values of test results by entering information from requisitions, telephoning test results as required, making appointments, typing and filing.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of a recognized Lab Assistant training program 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.
- (vi) Ability to type at 25 w. p. m.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Pharmacy Technicians

**Grid:** SB18

**Class Title:** Pharmacy Technician I

### **I. Level Definition**

Positions at this level measure, manufacture, compound, package and distribute drugs and medications under the close supervision of a Pharmacist and maintain related records.

### **II. Typical Duties**

- (1) Under the close supervision of a Pharmacist, assists with drug dispensing by counting/measuring drugs, putting medications into containers and manufacturing and compounding medications such as lotions, ointments and creams for Pharmacist's inspection and authorization for distribution.
- (2) Checks and delivers ward supplies and other stock requirements; pre-packages tablets and liquids in unit dose packages.
- (3) Distributes drugs authorized by Pharmacist and maintains inventory records.
- (4) Performs related clerical duties such as typing, answering telephone, filing and maintaining records of drug and medication use and costs.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized Pharmacy Technician course 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 type.
- (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:** Patient Care Technical

**Class Series:** Pharmacy Technicians

**Grid:** SB23

**Class Title:** Pharmacy Technician II

### **I. Level Definition**

Positions at this level perform complex duties such as manufacturing various intravenous solutions and chemotherapy drugs as well as measure, manufacture, compound, package and distribute drugs and medications under the close supervision of a Pharmacist and maintain related records.

### **II. Typical Duties**

- (1) Using approved procedures, manufactures various intravenous solutions such as total parenteral nutrition solutions, and chemotherapy drugs for checking by Pharmacist.
- (2) Under the close supervision of a Pharmacist, performs duties related to the dispensing of drugs including counting/measuring drugs, putting medications into containers and manufacturing and compounding medications such as lotions, ointments and creams for Pharmacist's inspection and authorization for distribution.
- (3) Checks and delivers ward supplies and other stock requirements; pre-packages tablets and liquids in unit dose packages.
- (4) Distributes drugs authorized by Pharmacist and maintains inventory records.
- (5) Performs related clerical duties such as typing, answering telephone, filing and maintaining records of drug and medication use and costs.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized Pharmacy Technician course 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 type.
- (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:** Patient Care Technical

**Class Series:** Pharmacy Technicians

**Grid:** SB20

**Class Title:** Pharmacy Technician I (A)

### **I. Level Definition**

Positions at this level measure, compound, package and distribute drugs and medications. Checks the work of other Pharmacy Technicians for accuracy and completeness and maintains related records.

### **II. Typical Duties**

- (1) Assists with drug dispensing by entering orders, counting/measuring drugs, putting medications into containers and compounding medications such as lotions, ointments and creams for inspection and distribution.
- (2) Checks and delivers ward supplies and other stock requirements; pre-packages tablets and liquids in unit dose packages.
- (3) Checks the work of other Pharmacy Technicians for accuracy and completeness.
- (4) Distributes drugs authorized by Pharmacist and maintains inventory records.
- (5) Performs related clerical duties such as typing, answering telephone, filing and maintaining records of drug and medication use and costs.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized Pharmacy Technician course 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 type.
- (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:** Patient Care Technical

**Class Series:** Pharmacy Technicians

**Grid:** SB25

**Class Title:** Pharmacy Technician II (A)

### **I. Level Definition**

Positions at this level perform complex duties such as compounding various intravenous solutions and chemotherapy drugs as well as measure, compound, package and distribute drugs and medications. Checks the work of other Pharmacy Technicians for accuracy and completeness and maintain related records.

### **II. Typical Duties**

1. Using approved procedures, compounds various intravenous solutions such as total parenteral nutrition solutions, and chemotherapy drugs for checking.
2. Performs duties related to the dispensing of drugs including entering orders, counting/measuring drugs, putting medications into containers and compounding medications such as lotions, ointments and creams for inspection and distribution.
3. Checks and delivers ward supplies and other stock requirements; pre-packages tablets and liquids in unit dose packages.
4. Distributes authorized drugs and maintains inventory records.
5. Performs related clerical duties such as typing, answering telephone, filing and maintaining records of drug and medication use and costs.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized Pharmacy Technician course 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 type.
- (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:** Patient Care Technical

**Class Series:** ECG Technicians

**Grid:** 15

**Class Title:** ECG Assistant

### **I. Level Definition**

Positions at this level perform inpatient and/or outpatient Electro Cardiogram (ECG) testing and perform routine equipment maintenance.

### **II. Typical Duties**

1. Explains procedures to prepare patients for ECG and related tests and answers questions; obtains patient information and enters data into the operating system; performs ECG testing by attaching electrodes to the patient and operating equipment according to standard procedures.
2. Monitors ECG test for artifacts and other anomalies and readjusts electrodes or patient position to ensure accurate test results are obtained.
3. Reviews ECG printout as per established guidelines and notifies ordering physician or other medical staff as required; transmits test results for interpretation by medical staff.
4. Explains procedures for holter monitoring testing; attaches and removes monitor. May assist a Registered Technician or Technologist in performing duties such as operating ECG equipment during stress testing and related procedures.
5. Performs related clerical duties such as filing, typing, booking appointments and answering telephones.
6. Performs routine maintenance on equipment such as cleaning and replacing items such as paper rolls, clips and lead wires.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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 type.
- (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:** Patient Care Technical

**Class Series:** Cardiac Ultrasound Technicians

**Grid:** 26

**Class Title:** Cardiac Ultrasound Technician

### **I. Level Definition**

Positions at this level perform non-invasive diagnostic tests utilizing cardiac ultrasound equipment.

### **II. Typical Duties**

- (1) Reviews patient medical history to assess the nature of the problem in order to direct the test accordingly.
- (2) Performs non-invasive diagnostic tests on a variety of cardiac ultrasound equipment, in order to identify cardiac abnormalities; takes and records measurements for interpretation by medical staff.
- (3) Maintains cardiac ultrasound equipment by cleaning, lubricating and replacing items such as paper rolls, fuses and bulbs.
- (4) Demonstrates cardiac ultrasound procedures and equipment as required.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in Ultrasound Technology plus one year's recent related experience including one year in Cardiac Ultrasound techniques 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:** Patient Care Technical

**Class Series:** EEG Technologists

**Grid:** 18

**Class Title:** EEG Assistant

### **I. Level Definition**

Positions at this level perform Electroencephalographic (EEG) tests under the close supervision of a registered EEG Technologist.

### **II. Typical Duties**

- (1) Explains procedures to prepare patients for EEG and related tests, completes patient information forms and answers related questions.
- (2) Under the direct observation of a Registered EEG Technologist performs EEG tests by selecting and attaching electrodes to patients, operating and calibrating equipment to record brain wave patterns under various conditions such as hyperventilation, seizure and relaxation; identifies and eliminates causes of interference during testing.
- (3) Removes electrodes from patient at end of test and removes graph from machine.
- (4) Performs related clerical duties such as filing, typing, booking appointments and answering telephones.
- (5) Maintains equipment by cleaning, lubricating and replacing items such as paper rolls, fuses and bulbs.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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:** Patient Care Technical

**Class Series:** Ophthalmic Technicians

**Grid:** 23

**Class Title:** Ophthalmic Technician I

### **I. Level Definition**

Positions at this level perform diagnostic ophthalmic tests and assessment procedures, basic fundus and external photography, and provide test and treatment information for interpretation by medical staff.

### **II. Typical Duties**

1. Performs diagnostic visual tests such as basic Goldman field tests, automated perimetry and diurnal curve studies following related procedures; analyzes, records and reports relevant data for interpretation by medical staff.
2. Performs tonometry for glaucoma, using a variety of instruments, to determine intraocular pressure.
3. Carries out a variety of tests such as macular function studies, external ophthalmic photography and basic fundus photography such as single image posterior pole photography.
4. Administers eye drops as required, monitors pupil dilation and patient status; reports adverse reactions to designated nurse or physician.
5. Explains procedures to patients for a variety of diagnostic ophthalmic tests and assessment procedures and answers related questions.
6. Maintains equipment by cleaning, lubricating and replacing items such as lenses, bulbs and fuses.
7. Demonstrates ophthalmic testing procedures and operation of related equipment as required.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in ophthalmic technology 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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<b>Job Family:</b>	Patient Care Technical	<b>Class Series:</b>	Ophthalmic Technicians
<b>Grid:</b>	29	<b>Class Title:</b>	Ophthalmic Technician II (Imaging/Visual Field)

### **I. Level Definition**

Positions at this level perform complex diagnostic ophthalmic procedures and assessments in imaging and/or visual field and other ophthalmic tests, and provide test and treatment information for interpretation by medical staff and/or supervise Ophthalmic Technicians I and other designated staff.

### **II. Typical Duties**

1. Reviews requisitions, reviews and documents patient's history and verifies appropriateness of visual field tests or photographs to be taken in accordance with doctors' diagnosis, instruction and/or established procedures. Identifies concerns to the physician regarding requisition discrepancies, patient's condition, or other observations; implements requisition changes as directed.
2. Performs tests and procedures such as full Goldman field tests, dark adaptation, occupational colour vision tests, A scan ultrasound and keratometry, following related procedures; analyzes , records and reports relevant data for interpretation by medical staff.
3. Performs a variety of complex ophthalmic tests such as fluorescein and/or indocyanine green (ICG) angiograms and a variety of complex imaging procedures such as slit lamp biomicroscopy, optical coherence tomography (OCT), diagnostic glaucoma imaging such as Heidelberg Retinal Tomography (HRT), and gonioscopy; analyzes, records and reports relevant data for interpretation by medical staff.
4. Evaluates, identifies and selects images to obtain the appropriate standards for diagnostic purposes. Processes and stores images into computerized database and/or permanent patient record.
5. Explains procedures to patients for a variety of diagnostic ophthalmic tests and assessment procedures and answers related questions.
6. Administers eye drops as required, monitors pupil dilation and patient status; reports adverse reactions to designated nurse or physician.
7. Supervises Ophthalmic Technicians I and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
8. Demonstrates ophthalmic testing procedures and operation of related equipment as required.
9. Monitors equipment performance, identifies malfunctions, takes corrective action and/or refers for repair as appropriate. Maintains inventory of equipment and supplies
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in ophthalmic technology, plus two 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 supervise.
- (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:** Patient Care Technical  
**Grid:** 33

**Class Series:** Ophthalmic Technicians  
**Class Title:** Ophthalmic Technician III

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing the Ophthalmic service by supervising designated Ophthalmic Technicians and performing related administrative duties.

### **II. Typical Duties**

1. Monitors Ophthalmic service expenditures, makes recommendations regarding budget for assigned area, and evaluates and selects equipment and supplies.
2. Oversees and updates Ophthalmic service standards and procedures; ensures safety practices are adhered to.
3. Supervises Ophthalmic Technicians and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
4. Oversees and monitors quality control program within the Ophthalmic Service.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in ophthalmic technology, plus three year's 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Pathology Attendants

**Grid:** 26

**Class Title:** Pathology Attendant I

### **I. Level Definition**

Under the direction of the Pathologist, positions at this level prepare cadavers for autopsy and perform autopsy procedures.

### **II. Typical Duties**

1. Prepares for autopsy by performing duties such as preparing cadaver, setting out and sterilizing equipment and supplies and ensuring that signed permission for autopsy and identity of cadaver are matched.
2. Under the close supervision of the Pathologist, performs autopsy procedures such as reviewing cadaver prior to autopsy, reporting observations, dissecting and eviscerating cadaver.
3. Assists Pathologist with dissecting of specimens/organs during autopsy.
4. Identifies and cuts selected autopsy specimens/organs, performs gross examinations of selected specimens and dictates gross descriptions.
5. Prepares and preserves specimens/organs as directed; replaces organs and sews up cadaver.
6. Receives, labels, delivers, stores and discards specimens/organs as directed.
7. Assists Pathologist with forensic and academic work by performing duties such as obtaining toxicology samples as per established guidelines, ensuring integrity of evidence and preserving specimens for research.
8. Maintains records of morgue admissions, discharge and autopsies performed; lists cadaver clothing and valuables and transfers for safe keeping.
9. Makes arrangements for and prepares relatives to view bodies; prepares body for viewing.
10. Maintains morgue supplies and equipment as required.
11. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of anatomy courses 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:** Patient Care Technical  
**Grid:** 31

**Class Series:** Pathology Attendants  
**Class Title:** Pathology Attendant II (Tissue Bank)

### **I. Level Definition**

Positions at this level harvest, store and dispense skin tissue.

### **II. Typical Duties**

1. Reviews case records to identify potential donors.
2. Takes samples of skin and blood from cadaver for testing.
3. Harvests skin tissue from cadaver.
4. Prepares, trims and lays out harvested tissue; applies solutions, wraps, packages and freezes tissue.
5. Maintains inventory of harvested tissue and dispenses as requisitioned; controls the thawing process.
6. Maintains stocks of equipment and supplies and quality control records.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of anatomy courses 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Pathology Attendants

**Grid:** 31

**Class Title:** Pathology Attendant II (Supervisor)

### **I. Level Definition**

Under the direction of the Pathologist, positions at this level prepare cadavers for autopsy, perform autopsy procedures and supervise Pathology Attendants I.

### **II. Typical Duties**

1. Supervises Pathology Attendants I and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Prepares for autopsy by performing duties such as preparing cadaver, setting out and sterilizing equipment and supplies and ensuring that signed permission for autopsy and identity of cadaver are matched.
3. Under the close supervision of the Pathologist, performs autopsy procedures such as reviewing cadaver prior to autopsy, reporting observations, dissecting and eviscerating cadaver.
4. Assists Pathologist with dissecting of specimens/organs during autopsy.
5. Identifies and cuts selected autopsy specimens/organs, performs gross examinations of selected specimens and dictates gross descriptions.
6. Prepares and preserves specimens/organs as directed; replaces organs and sews up cadaver.
7. Receives, labels, delivers, stores and discards specimens/organs as directed.
8. Assists Pathologist with forensic and academic work by performing duties such as obtaining toxicology samples as per established guidelines, ensuring integrity of evidence and preserving specimens for research.
9. Maintains records of morgue admissions, discharge and autopsies performed; lists cadaver clothing and valuables and transfers for safe keeping.
10. Makes arrangements for and prepares relatives to view bodies; prepares body for viewing.
11. Maintains morgue supplies and equipment as required.
12. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of anatomy courses 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Pathology Attendants

**Grid:** 35

**Class Title:** Pathology Attendant III

### **I. Level Definition**

Positions at this level perform autopsies according to standard procedures, oversee the operation of the autopsy service and/or supervise Pathology Attendant II's.

### **II. Typical Duties**

1. Prepares cadavers for autopsy; performs autopsies according to standard procedures as assigned by Pathologist; replaces organs after autopsy and sews up cadaver.
2. Supervises Pathology Attendant II's and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
3. Oversees and updates standards and procedures for assigned area; ensures safety practices and procedures are adhered to.
4. Ensures maintenance of morgue supplies and equipment.
5. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, completion of anatomy courses plus 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Perfusionists

**Grid:** 25

**Class Title:** Perfusionist Assistant

### **I. Level Definition**

Positions at this level perform Perfusion procedures under the close supervision of a Perfusionist.

### **II. Typical Duties**

1. Assemble, set up and disassemble heart-lung perfusion equipment and oxygen therapy equipment, such as coronary perfusion pumps, intra-aortic balloon pumps, cardiac monitoring systems and respirators for surgery and post anesthetic recovery.
2. Assists the Perfusionist to operate and maintain heart-lung perfusion equipment and oxygen therapy equipment such as coronary perfusion pumps, intra-aortic balloon pumps, cardiac monitoring systems and respirators for surgery and post anesthetic recovery.
3. Assists the Perfusionist during surgery to monitor pressures such as venous return and arterial infusion of oxygenated blood; interpret blood gas analysis and adjusts flow and pressure as required; calibrates and monitors blood gas analyzer.
4. Charts and records procedures as required.
5. Clean, maintain and repair heart-lung perfusion equipment, oxygen therapy equipment and other related equipment; maintains supplies.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized Biomedical Technology or Respiratory Technology Program 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:** Patient Care Technical

**Class Series:** Physiological Laboratory Technologists

**Grid:** 26

**Class Title:** Physiological Laboratory Technologist I

### **I. Level Definition**

Under the general supervision of a Cardiologist, positions at this level set up and operate physiological data monitoring and recording equipment during cardiac procedures/treatments such as cardiac catheterizations, pacemaker insertions and streptokinase infusions.

### **II. Typical Duties**

- (1) Sets up and calibrates physiological data monitoring and recording equipment such as ECG and pressure recording equipment for cardiac procedures/treatments such as cardiac catheterizations, pacemaker insertions and streptokinase infusions; as requested by Cardiologist, determines cardiac output by methods such as Fick, Thermodilution and Dye and activates and monitors equipment during procedures/treatments to provide data such as patient vital signs.
- (2) Monitors physiological data monitoring and recording equipment to ensure safe and effective functioning and maintains equipment by cleaning, lubricating and replacing items as required; maintains supplies of related items such as transducers.
- (3) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in Physiological Laboratory Technology 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:** Patient Care Technical

**Class Series:** Physiological Laboratory Technologist

**Grid:** 29

**Class Title:** Physiological Laboratory Technologist II

### **I. Level Definition**

Under the general supervision of a Cardiologist, positions at this level set up and operate physiological data monitoring and recording equipment during cardiac procedures/treatments such as cardiac catheterizations, pacemaker insertions and streptokinase infusions, and analyze and make calculations of information obtained during procedures such as valve gradient, valve areas and intracardiac shunts.

### **II. Typical Duties**

- (1) Sets up and calibrates physiological data monitoring and recording equipment such as ECG and pressure recording equipment for cardiac procedures/treatments such as cardiac catheterizations, pacemaker insertions and streptokinase infusions; activates and monitors equipment during procedures/treatments to provide Cardiologist with data such as patient vital signs; as required, determines cardiac output by methods such as Fick, Thermodilution and Dye.
- (2) Analyzes information such as ECG and pressure recordings and cine x-ray films gathered during procedures; makes mathematical calculations of hemodynamic information and other data such as valve gradient, valve areas and intracardiac shunts and prepares report for Cardiologist.
- (3) Monitors physiological data monitoring and recording equipment to ensure safe and effective functioning and maintains equipment by cleaning, lubricating and replacing items as required; maintains supplies of related items such as transducers.
- (4) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized program in Physiological Laboratory Technology plus three 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:** Patient Care Technical

**Class Series:** Renal Dialysis Technicians

**Grid:** 23

**Class Title:** Renal Dialysis Technician I

### **I. Level Definition**

Positions at this level set up, operate and monitor equipment during dialysis under the direction of nursing and/or medical staff and maintain related equipment.

### **II. Typical Duties**

- (1) Prepares dialysis equipment for patient treatment by performing duties such as attaching tubing, running infusion medication through blood lines, calibrating and checking alarms, setting monitors and flow rates and testing dialyzer.
- (2) Monitors equipment during dialysis; responds to alarms as indicated during patient treatment and adjusts equipment accordingly.
- (3) Cleans, sterilizes, lubricates and performs preventative maintenance on dialysis equipment and replaces items such as tubes and fuses.
- (4) Demonstrates renal dialysis equipment and procedures as required.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus two 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:** Patient Care Technical

**Class Series:** Renal Dialysis Technicians

**Grid:** 26

**Class Title:** Renal Dialysis Technician II

### **I. Level Definition**

Positions at this level set up, maintain and service home dialysis equipment, provide patient instruction on technical aspects of dialysis techniques and procedures, operate and maintain dialysis equipment within the facility and/or supervise Renal Dialysis Technicians I and other designated staff.

### **II. Typical Duties**

- (1) Assesses patient's home to determine suitability for installation of renal dialysis equipment by analyzing plumbing and electrical needs, water treatments and room to be used; identifies installation problems and solves by modifying equipment and recommending home alterations.
- (2) Sets up renal dialysis equipment in patient's home; instructs patient on dialysis procedures and techniques; services home dialysis equipment and troubleshoots equipment problems as required.
- (3) Supervises Renal Dialysis Technicians I and other designated staff by performing duties such as scheduling and co-ordinating assignments, evaluating employee performance and determining related training and orientation requirements.
- (4) Demonstrates renal dialysis equipment and procedures as required.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care Technical

**Class Series:** Renal Dialysis Technicians

**Grid:** 33

**Class Title:** Renal Dialysis Technician III

### **I. Level Definition**

Positions at this level oversee the technical aspects of the Renal Dialysis Service and supervise, Renal Dialysis Technicians II and other designated staff.

### **II. Typical Duties**

- (1) Supervises Renal Dialysis Technicians II and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Makes recommendations regarding budget for assigned area and evaluates and selects equipment and supplies.
- (3) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (4) Oversees and monitors an equipment quality control program within the Renal Dialysis Service.
- (5) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus four 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.

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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:** Stores

**Class Series:** Stores

**Grid:** 10

**Class Title:** Stores Attendant II

### **I. Level Definition**

Positions at this level perform a variety of stores duties such as stocking storage locations, filling requisitions, transporting supplies/goods and maintaining related records.

### **II. Typical Duties**

1. Unloads and unpacks stock, equipment and material; matches to requisitions, identifies and records discrepancies; sorts and places articles in appropriate area.
2. Fills requisitions by picking, assembling and delivering supplies/goods.
3. Transports stock and materials to all areas of the facility/site.
4. Rotates stock and checks for expiry date.
5. Counts and replenishes stock based on established minimum/maximum levels; makes adjustments to stock items as per established guidelines; makes recommendations for changes to inventory items and/or levels.
6. Performs physical inventory counts.
7. Keeps assigned stores area and goods/supplies in a clean and tidy condition.
8. Completes related forms and maintains records.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus six months 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:** Stores

**Class Series:** Stores

**Grid:** 12

**Class Title:** Stores Attendant III

### **I. Level Definition**

Positions at this level perform a variety of stores duties such as shipping and receiving, filling requisitions, unpacking, checking, storing and distributing supplies/goods.

AND/OR

Positions at this level are in charge of the stores function in an extended care or long term care facility of less than 200 beds or a stores sub-unit such as food services, maintenance or pharmacy and perform related stores duties.

### **II. Typical Duties**

1. Receives, unpacks and checks incoming materials from suppliers, ensures that supplies/goods are delivered as per specifications and completes related paper work such as signing delivery slips.
2. Checks invoices against orders and supplies/goods received and resolves discrepancies with suppliers and/or departments.
3. Assembles, issues, delivers and ships supplies/goods from requisition requests received and records for charging to appropriate area.
4. Identifies and returns damaged or spoiled goods to suppliers; arranges for delivery and return of loan and return items; completes appropriate documentation.

AND/OR

5. Is in charge of the stores function in an extended care or long term care facility of less than 200 beds or a stores sub-unit; maintains inventory records and counts, advises when established re-order points are reached and makes recommendations for changes to stock items and minimum/maximum levels to others as required.
6. Maintains records and provides information regarding stores activities; ensures correct coding on stock items; maintains security measures.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 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:** Stores

**Class Series:** Stores

**Grid:** 15

**Class Title:** Stores Attendant IV

### **I. Level Definition**

Positions at this level are in charge of the stores function in an acute care facility, or extended care or long term care facility of 200 beds or more, and/or supervise designated staff.

### **II. Typical Duties**

1. Is in charge of the stores function in an acute care facility or extended care or long term care facility of 200 beds or more. Maintains inventory records and counts, advises when established re-order points are reached and makes recommendations for changes to stock items and minimum/maximum levels to others as required.
2. Maintains records and provides information regarding stores activities; ensures correct coding on stock items; maintains security measures.
3. Liaises with departments and/or centralized stores regarding discrepancies, work flows, and other stores activities.
4. Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
5. Receives, unpacks and checks incoming materials from suppliers, ensures that goods are delivered as per specifications and completes related paperwork such as signing delivery slips.
6. Check invoices against orders and goods/supplies received and resolves discrepancies with suppliers and/or departments.
7. Assembles, issues, delivers and ships goods/supplies from requisition requests received and records for charging to appropriate area.
8. Identifies and returns damaged or spoiled goods to suppliers; arranges for delivery and return of loan and return items; completes appropriate documentation.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus two years' recent, related experience, with six months supervisory 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.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Stores

**Class Series:** Stores

**Grid:** 15

**Class Title:** Stores Attendant IV (Receiver)

### **I. Level Definition**

Positions at this level are responsible for the Receiving function in a large facility or tertiary referral centre who by the nature of the work directs the work flow of other employees.

### **II. Typical Duties**

1. Is responsible for the Receiving function in a large facility or tertiary referral centre. Maintains inventory records and counts; advises when established re-order points are reached and makes recommendations for changes to stock items and minimum/maximum levels to others as required.
2. Maintains records and provides information regarding stores activities.
3. Provides work direction to others to ensure goods/supplies are received by the appropriate area/department.
4. Liaises with departments and/or centralized stores regarding discrepancies, work flows, and other stores activities.
5. Receives, unpacks and checks incoming materials from suppliers, ensures that goods are delivered as per specifications and completes related paperwork such as signing delivery slips.
6. Check invoices against orders and goods/supplies received and resolves discrepancies with suppliers and/or departments.
7. Assembles, issues, delivers and ships goods/supplies from requisition requests received and records for charging to appropriate area.
8. Identifies and returns damaged or spoiled goods to suppliers; arranges for delivery and return of loan and return items; completes appropriate documentation.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus two years' recent, related experience, with six months receiving 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:** Stores

**Class Series:** Stores

**Grid:** 19

**Class Title:** Stores Attendant V (Supervisor)

### **I. Level Definition**

Positions at this level are in charge of the stores function in an acute referral and/or tertiary facility, and/or at multiple acute/long term care sites and supervise designated staff.

OR

Positions at this level oversee one or more stores activities such as shipping, receiving, distribution, and transport in a centralized stores/warehouse and supervise designated staff.

### **II. Typical Duties**

1. In charge of the stores function in an acute care and/or tertiary facility, and/or at multiple acute/long term care sites, or oversee one or more stores activities in a centralized stores/warehouse. Liaises with various facilities/sites and departments regarding discrepancies, work flow, and other stores related activities.
2. Supervises Stores Attendants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance, and determining related training and orientation requirements.
3. Ensures compliance with policies and procedures; provides input regarding budget items and expenditures for assigned area, oversees and updates standards and procedures.
4. Provides input to the Manager regarding the planning and implementation of new stores systems and services.
5. Maintains inventory records and counts; advises when established re-order points are reached and makes recommendations for changes to stock items and minimum/maximum levels to others as required; liaises with the inventory analyst and others to monitor inventory utilization.
6. Plans and coordinates physical inventory checks and cycle counts as required.
7. Maintains security and safety standards as per established guidelines.
8. Maintains related records and statistics as required.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Carpenter

**Grid:** MA27

**Class Title:** Carpenter

### **I. Level Definition**

Positions at this level perform skilled carpentry work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of structural elements, fittings and furniture in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Designs, constructs and maintains woodwork, furniture, fittings and hardware by selecting, laying out, joining, assembling, erecting and/or dismantling materials; constructs, erects, installs and repairs structural elements conforming to applicable Building Code and By-Laws.
- (4) Assigns work tasks to designated staff and provides related training and orientation.
- (5) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Carpenter recognized by the Province of B.C. 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 read and interpret blueprints, drawings, and specifications.
- (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:** Trades

**Class Series:** Carpenter

**Grid:** MA30

**Class Title:** Head Carpenter

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled carpentry work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of structural elements, fittings and furniture, in compliance with applicable codes and regulations. Supervises designated Carpenters and Carpenter apprentices.

### **II. Typical Duties**

- (1) Supervises designated Carpenters, Carpenter apprentices, as well as Maintenance Workers by performing duties such as scheduling and co-ordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements. May establish and oversee a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Designs, constructs and maintains woodwork, furniture, fittings and hardware by selecting, laying out, joining, assembling, erecting and/or dismantling materials; constructs, erects, installs and repairs structural elements conforming to applicable Building Code and By-Laws.
- (5) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Carpenter recognized by the Province of B.C. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Electrician

**Grid:** MA31

**Class Title:** Electrician

### **I. Level Definition**

Positions at this level perform skilled electrical work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of electrical equipment and systems in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs electrical wiring and equipment; alters and repairs circuits, equipment and appliances; makes connections to new equipment and appliances; performs diagnostic correction and repair utilizing recognized methods which may include the use of computer software.
- (4) Carries out safety checks on equipment, appliances, motors and controls; ensures compliance with applicable codes and regulations.
- (5) Assigns work tasks to designated staff and provides related training and orientation.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Electrician recognized by the Province of BC. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Electrician

**Grid:** MA35

**Class Title:** Head Electrician

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled electrical work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of electrical equipment and systems, in compliance with applicable codes and regulations. Supervises designated Electricians and Electrician apprentices.

### **II. Typical Duties**

- (1) Supervises designated Electricians, Electrician apprentices, as well as Maintenance Workers by performing duties such as scheduling and coordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements. May establish and oversee a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments, and assembles supplies, tools and equipment.
- (4) Installs electrical wiring and equipment; alters and repairs circuits, equipment and appliances; makes connections to new equipment and appliances. Performs diagnostic correction and repair utilizing recognized methods which may include the use of computer software.
- (5) Carries out safety checks on equipment, appliances, motors and controls; ensures compliance with applicable codes and regulations.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Electrician recognized by the Province of BC. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades  
**Grid:** MA29

**Class Series:** Machinist  
**Class Title:** Machinist

### I. Level Definition

Positions at this level perform skilled machinist work at the journeyman level in the maintenance, repair and/or servicing of equipment and machinery and in the machining, alteration, troubleshooting, assembly and installation of machine parts and components in compliance with applicable codes and regulations.

### II. Typical Duties

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work project by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Machines ferrous, non-ferrous and composite materials and/or parts to required tolerance using a variety of tools and equipment, which may include computer software.
- (4) Resurfaces parts and/or components; manufactures, machines, assembles and/or installs parts and components as required.
- (5) Assigns work tasks to designated staff and provides related training and orientation.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### III. Qualifications

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Machinist recognized by the Province of B.C. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Machinist

**Grid:** MA33

**Class Title:** Head Machinist

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled machinist work at the journeyman level in the maintenance, repair and/or servicing of equipment and machinery and in the machining, alteration, troubleshooting, assembly and installation of machine parts and components in compliance with applicable codes and regulations. Supervises designated Machinists and Machinist apprentices.

### **II. Typical Duties**

- (1) Supervises designated Machinists, Machinist apprentices as well as Maintenance Workers by performing duties such as scheduling and co-ordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements; May establish and oversee a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Machines ferrous, non-ferrous and composite materials and/or parts to required tolerance using a variety of tools and equipment which may include computer software.
- (5) Resurfaces parts and/or components; manufactures, machines, assembles and/or installs parts and components as required.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Machinist recognized by the Province of B.C. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades  
**Grid:** MA25

**Class Series:** Mechanic  
**Class Title:** Laundry Mechanic

### **I. Level Definition**

Positions at this level perform skilled mechanic work at the journeyman level in the maintenance, overhaul and repair of laundry equipment and machinery in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work project by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs and maintains laundry equipment and machinery such as pumps, fans, washers and dryers by disassembling, calibrating, repairing and replacing components such as drive units, electric motors and control valves; reassembles as required; installs water lines and drains.
- (4) Assigns work tasks to designated staff and provides related training and orientation.
- (5) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Mechanic recognized by the Province of B.C. 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 read and interpret blueprints, drawings and specifications.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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<b>Job Family:</b>	Trades	<b>Class Series:</b>	Mechanic
<b>Grid:</b>	MA31	<b>Class Title:</b>	Refrigeration/Air Conditioning (R/AC) Mechanic

### **I. Level Definition**

Positions at this level perform skilled heating, ventilation, air conditioning (HVAC), and refrigeration mechanic work at the journeyman level in the fabrication, installation, alteration, repair and/or service of a refrigeration/cooling or air handling system in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments, and assembles supplies, tools, and equipment.
- (3) Installs and repairs refrigeration systems such as fridges, freezers, coolers, and ice machines. Installs motors, controls and switches, and threads piping for gas and other fluids.
- (4) Installs and repairs heating, refrigeration/cooling or air handling systems by repairing and replacing components such as compressors, valves, supply and exhaust fans, chillers, heat pumps, and cooling towers. Troubleshoots and adjusts the system-related controls which may include the use of computer software.
- (5) Assigns work tasks to designated staff and provides related training and orientation.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Installs, tests, maintains and repairs gas lines specific to HVAC equipment in accordance with the British Columbia Gas Safety Code.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Refrigeration and Air Conditioning Mechanic or equivalent Trade, Class B level Gas Fitter's Licence with an electrical endorsement recognized by the Province of BC. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Mechanic

**Grid:** MA35

**Class Title:** Head Refrigeration/Air Conditioning (R/AC)  
Mechanic

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled heating, ventilation, air conditioning (HVAC), and refrigeration mechanic work at the journeyman level in the fabrication, installation, alteration, repair and/or service of a refrigeration/cooling or air-handling system in compliance with applicable codes and regulations. Supervises designated (R/AC) mechanics and (R/AC) mechanic apprentices.

### **II. Typical Duties**

- (1) Supervises designated (R/AC) Mechanics, (R/AC) mechanic apprentices as well as Maintenance Workers by performing duties such as scheduling and coordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements; establishes and oversees a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Installs and repairs refrigeration systems such as fridges, freezers, coolers, and ice machines. Installs motors, controls and switches, and threads piping for gas and other fluids.
- (5) Installs and repairs, heating, refrigeration/cooling or air handling systems by repairing and replacing components such as compressors, valves, supply and exhaust fans, chillers, heat pumps, and cooling towers. Troubleshoots and adjusts the system-related controls which may include the use of computer software.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Installs, tests, maintains and repairs gas lines specific to HVAC equipment in accordance with the British Columbia Gas Safety Code.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Refrigeration and Air Conditioning Mechanic or equivalent Trade, Class B level Gas Fitter's License with an electrical endorsement recognized by the Province of BC. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Painter

**Grid:** MA23

**Class Title:** Painter

### **I. Level Definition**

Positions at this level perform skilled painting work at the journeyman level in the preparation of materials, equipment and surfaces, and the selection and application of paint, varnish, stain, wall coverings and/or other finishes to interior and exterior surfaces in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments arranges work schedules with user departments and assembles supplies, tools and equipment; erects scaffolding as required.
- (3) Prepares surfaces for painting by removing old paint and mending cracks, scraping, brushing, sanding and/or burning off existing surfaces, and applying putty/plaster as required.
- (4) Prepares paint and other finishes by mixing colours and/or paint ingredients.
- (5) Selects and applies coatings such as paint, varnish and stains with a variety of tools such as brush, roller, spray and gun.
- (6) Covers surfaces by cutting, pasting and applying materials such as wallpaper, fabric and/or vinyls.
- (7) Assigns work tasks to designated staff and provides related training and orientation.
- (8) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Painter and Decorator recognized by the Province of B.C. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Painter

**Grid:** MA27

**Class Title:** Head Painter

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled painting work at the journeyman level in the preparation of materials, equipment and surfaces, and the selection and application of paint, varnish, stain, wall coverings and/or other finishes to interior and exterior surfaces in compliance with applicable codes and regulations. Supervises designated Painters and Painter apprentices.

### **II. Typical Duties**

- (1) Supervises designated Painters, Painter apprentices as well as Maintenance Workers by performing duties such as scheduling and co-ordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. Evaluates employee performance and determines related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessments, arranging work schedules with user departments and assembles supplies, tools and equipment; erects scaffolding as required.
- (4) Prepares surfaces for painting by removing old paint and mending cracks; scraping, brushing, sanding and/or burning off existing surfaces; and applying putty/plaster as required.
- (5) Prepares paint and other finishes by mixing colours and/or paint ingredients.
- (6) Selects and applies coatings such as paint, varnish and stains with a variety of tools such as brush, roller, spray and gun.
- (7) Covers surfaces by cutting, pasting and applying materials such as wallpaper, fabric and/or vinyls.
- (8) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Painter and Decorator recognized by the Province of B.C. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Plumber

**Grid:** MA29

**Class Title:** Plumber

### **I. Level Definition**

Positions at this level perform skilled plumbing work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of plumbing equipment and systems, in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs and repairs pipe and plumbing systems by methods such as bolting, soldering, gluing, grooving, caulking and brazing.
- (4) Repairs and/or replaces items such as pipes, valves and fixtures by methods such as cutting, bending, threading and assembling.
- (5) Carries out the plumbing preventative maintenance program by inspecting piping systems and other plumbing fixtures for repair and maintenance needs and for conformance to applicable codes and regulations. Performs diagnostic correction and repair utilizing recognized methods.
- (6) Assigns work tasks to designated staff and provides related training and orientation.
- (7) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related equipment and supplies.
- (8) Installs, tests, maintains, and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Plumber, Class B level Gas Fitter's Licence with an electrical endorsement recognized by the Province of BC. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Plumber

**Grid:** MA33

**Class Title:** Head Plumber

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled plumbing work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair, and/or service of plumbing equipment and systems, in compliance with applicable codes and regulations. Supervises designated Plumbers and Plumber apprentices.

### **II. Typical Duties**

- (1) Supervises designated Plumbers and Plumber apprentices as well as Maintenance Workers by performing duties such as scheduling and coordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements; establishes and oversees a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessment, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Installs and repairs pipe and plumbing systems by methods such as bolting, soldering, gluing, grooving, caulking and brazing.
- (5) Repairs and/or replaces items such as pipes, valves and fixtures by methods such as cutting, bending, threading and assembling.
- (6) Carries out the plumbing preventative maintenance program by inspecting piping systems and other plumbing fixtures for repair and maintenance needs and for conformance to applicable codes and regulations. Performs diagnostic correction and repair utilizing recognized methods.
- (7) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related equipment and supplies.
- (8) Installs, tests, maintains, and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Plumber; Class B level Gas fitters license with an electrical endorsement recognized by the Province of BC. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Plumber

**Grid:** MA29

**Class Title:** Plumber/Gas Fitter B/Cross Connection

### **I. Level Definition**

Positions at this level perform skilled plumbing work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair, and/or service of plumbing equipment and systems; install, test, maintain and repair natural gas lines, appliances, equipment and accessories; and inspect and test cross connection and backflow prevention systems, in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs and repairs pipe and plumbing systems by methods such as bolting, soldering, gluing, grooving, caulking, and brazing.
- (4) Repairs and/or replaces items such as pipes, valves and fixtures by methods such as cutting, bending, threading and assembling.
- (5) Carries out the plumbing preventative maintenance program by inspecting piping systems and other plumbing fixtures for repair and maintenance needs and for conformance to applicable codes and regulations. Performs diagnostic correction and repair utilizing recognized methods.
- (6) Installs, tests, maintains and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (7) Inspects and tests a variety of cross connection control devices such as reduced pressure backflow assemblies, double check valve assemblies, and pressure vacuum breaker assemblies using equipment such as water columns and differential gauges.
- (8) Assigns work tasks to designated staff and provides related training and orientation.
- (9) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related equipment and supplies.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Plumber, Class B level Gas Fitter's License with an electrical endorsement recognized by the Province of BC. Valid Certificate of Competency as a Cross Connection Control Specialist issued by the American Water Works Association, British Columbia Section. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Steam Fitter/Pipe Fitter

**Grid:** MA29

**Class Title:** Fitter

### **I. Level Definition**

Positions at this level perform steamfitting/pipefitting work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair and/or service of heating and piping equipment and systems in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs and repairs heating and piping systems including components such as heat exchangers, coils, traps, valves and strainers.
- (4) Fabricates components, parts and pipe assemblies by measuring, cutting, threading and bending to the required sizes and shapes; joins pipes by threading, soldering, brazing, cementing and/or welding; tests systems for leaks and pressure levels.
- (5) Assigns work tasks to designated staff and provides related training and orientation.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Installs, tests, maintains and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Steamfitter/Pipefitter, Class B level Gas Fitter's License with an electrical endorsement recognized by the Province of B.C. 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 read and interpret blueprints, drawings and specifications.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

---

**Job Family:** Trades

**Class Series:** Steam Fitter/Pipe Fitter

**Grid:** MA33

**Class Title:** Head Fitter

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled steamfitting/pipefitting work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance, repair, and/or service of heating equipment and piping systems, in compliance with applicable codes and regulations. Supervises designated Fitters and Fitter apprentices.

### **II. Typical Duties**

- (1) Supervises designated Fitters and Fitter apprentices as well as Maintenance Workers by performing duties such as scheduling and co-ordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational and safety risk assessment, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Installs and repairs heating and piping systems including components such as heat exchangers, coils, traps, valves and strainers.
- (5) Fabricates components, parts and pipe assemblies by measuring, cutting, threading and bending to the required sizes and shapes; joins pipes by threading, soldering, brazing, cementing and/or welding; tests systems for leaks and pressure levels.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Installs, tests, maintains and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Steamfitter/Pipefitter; Class B level Gas Fitters License with an electrical endorsement recognized by the Province of B.C.; Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Steam Fitter/Pipe Fitter

**Grid:** MA29

**Class Title:** Fitter/Gas Fitter B (Cross Connection)

### **I. Level Definition**

Positions at this level perform steamfitting/pipefitting work at the journeyman level in the installation, construction, alteration, troubleshooting, maintenance repair and/or service of heating and piping equipment and systems; install, test, maintain and repair natural gas lines, appliances, equipment and accessories; and inspect and test cross connection and backflow prevention systems in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Installs and repairs heating and piping systems including components such as heat exchangers, coils, traps, valves and strainers.
- (4) Fabricates components, parts and pipe assemblies by measuring, cutting, threading and bending to the required sizes and shapes; joins pipes by threading, soldering, brazing, cementing and/or welding; tests systems for leaks and pressure levels.
- (5) Installs, tests, maintains and repairs natural gas lines, appliances, equipment and accessories in accordance with the British Columbia Gas Safety Code.
- (6) Inspects and tests a variety of cross connection control devices such as reduced pressure backflow assemblies, double check valve assemblies, and pressure vacuum breaker assemblies using equipment such as water columns, and differential pressure gauges.
- (7) Assigns work tasks to designated staff and provides related training and orientation.
- (8) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Steamfitter/Pipefitter; Class B level Gas Fitter's license with an electrical endorsement recognized by the Province of B.C. and Valid Certificate of Competency as a Cross Connection Control Specialist issued by the American Water Works Association, British Columbia Section. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Welder

**Grid:** MA29

**Class Title:** Welder

### **I. Level Definition**

Positions at this level perform skilled metal work at the journeyman level in fabricating, welding, soldering and assembling metal components in compliance with applicable codes and regulations.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Prepares metal parts and surfaces; shapes, cuts, lays out, fits and aligns metal parts using a variety of tools; welds parts together using equipment such as gas or arc welding tools.
- (4) Designs, fabricates, installs, dismantles and repairs metal structures and components.
- (5) Assigns work tasks to designated staff and provides related training and orientation.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship as a journeyman Welder recognized by the Province of B.C. 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 read and interpret blueprints, drawings and specifications.
- (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:** Trades

**Class Series:** Welder

**Grid:** MA33

**Class Title:** Head Welder

### **I. Level Definition**

Positions at this level spend the majority of the time performing skilled metal work at the journeyman level in fabricating, welding, soldering and assembling metal components in compliance with applicable codes and regulations. Supervises designated Welders and Welding apprentices.

### **II. Typical Duties**

- (1) Supervises designated Welders, Welding apprentices as well as Maintenance Workers by performing duties such as scheduling and co-ordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work projects by performing operational safety and risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Prepares metal parts and surfaces; shapes, cuts, lays out, fits and aligns metal parts using a variety of tools; welds parts together using equipment such as gas or arc welding tools.
- (5) Designs, fabricates, installs, dismantles and repairs metal structures and components.
- (6) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship as a journeyman Welder recognized by the Province of B.C. Four 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 read and interpret blueprints, drawings and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Millwright (Industrial Mechanic)

**Grid:** MA29

**Class Title:** Millwright (Industrial Mechanic)

### **I. Level Definition**

Positions at this level perform skilled millwright work at the journeyman level in assembling, installing, aligning, altering, repairing, maintaining, troubleshooting, inspecting, dismantling and moving industrial machinery and mechanical equipment in compliance with applicable codes and regulations. Fabricates and installs machine parts and components.

### **II. Typical Duties**

- (1) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (2) Prepares for work projects by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (3) Maintains, repairs, and installs machinery and equipment such as fans, pumps, turbines, compressors, electric motors, gear reducers, and pneumatic tube systems, and aligns parts or components.
- (4) Calculates strengths and safe working loads of materials to remove and install heavy machinery. Using hoisting and moving equipment, positions the pieces of unassembled equipment when it arrives. Assembles and installs equipment such as shafting, conveyors, and tram rails and constructs foundation for machines. Aligns machines and equipment using hoists, jacks, hand tools and lasers.
- (5) Machines ferrous, non-ferrous, composite materials and/or parts to required tolerance using a variety of tools and equipment such as lathe or milling machine to grind, file, and turn machine parts to dimensional specifications.
- (6) Carries out the mechanical preventative maintenance program by inspecting machinery and components for repair and maintenance needs. Performs diagnostic correction and repair utilizing recognized methods which may include the use of computer software. Maintains fan bearings, adjusts valves and seals, and replaces worn or failed components such as belts, gaskets and sheaves. Cleans and lubricates as required.
- (7) Assigns work tasks to designated staff and provides related training and orientation.
- (8) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Millwright (Industrial Mechanic) recognized by the Province of B.C. 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 read and interpret blueprints, drawings, and specifications.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

---

## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Trades

**Class Series:** Millwright (Industrial Mechanic)

**Grid:** MA33

**Class Title:** Head Millwright (Industrial Mechanic)

### **I. Level Definition**

Positions at this level spend the majority of time performing skilled millwright work at the journeyman level in assembling, installing, aligning, altering, repairing, maintaining, troubleshooting, inspecting, dismantling and moving industrial machinery and mechanical equipment in compliance with applicable codes and regulations. Fabricates and installs machine parts and components. Supervises designated Millwrights and Millwright apprentices.

### **II. Typical Duties**

- (1) Supervises designated Millwrights, Millwright apprentices, as well as Maintenance Workers by performing duties such as scheduling and coordinating work assignments, inspecting completed work projects to ensure conformance with established standards, applicable codes and regulations. May, as required, provide work direction to other trade-related journeyman for work requests/projects. Evaluates employee performance and determines related training and orientation requirements. May establish and oversee a preventative maintenance program.
- (2) Reviews work requests and consults with user departments regarding specifications and other project requirements; interprets blueprints, drawings and specifications to determine the required materials and equipment; calculates materials and labour in estimating the cost of projects and makes recommendations as required.
- (3) Prepares for work project by performing operational and safety risk assessments, arranges work schedules with user departments and assembles supplies, tools and equipment.
- (4) Maintains, repairs, and installs machinery and equipment such as fans, pumps, turbines, compressors, electric motors, gear reducers, and pneumatic tube systems, and aligns parts or components.
- (5) Calculates strengths and safe working loads of materials to remove and install heavy machinery. Using hoisting and moving equipment, positions the pieces of unassembled equipment when it arrives. Assembles and installs equipment such as shafting, conveyors, and tram rails and constructs foundation for machines. Aligns machines and equipment using hoists, jacks, hand tools and lasers.
- (6) Machines ferrous, non-ferrous, composite materials and/or parts to required tolerance using a variety of tools and equipment such as lathe or milling machine to grind, file, and turn machine parts to dimensional specifications.
- (7) Carries out the mechanical preventative maintenance program by inspecting machinery and components for repair and maintenance needs. Performs diagnostic correction and repair utilizing recognized methods which may include the use of computer software. Maintains fan bearings, adjusts valves and seals, and replaces worn or failed components such as belts, gaskets and sheaves. Clean and lubricate as required.
- (8) Assigns work tasks to designated staff and provides related training and orientation.
- (9) Maintains an inventory of supplies, equipment and tools; completes related reports and records; recommends purchase of related supplies and equipment.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Certificate of Apprenticeship or Trades Qualification Certificate as a journeyman Millwright (Industrial Mechanic) recognized by the Province of B.C. Four 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 read and interpret blueprints, drawings, and specifications.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Transportation

**Class Series:** Transportation

**Grid:** 10

**Class Title:** Transportation Attendant I

### **I. Level Definition**

Positions at this level operate one or a variety of 2-axle transportation vehicles and/or equipment such as trucks and passenger transportation vehicles while carrying no passengers.

### **II. Typical Duties**

- (1) Transports a variety of supplies and/or materials within the organization and externally to and from delivery locations by operating a variety of 2-axle vehicles and/or equipment such as cars, trucks and/or tow motors.
- (2) Operates passenger transportation vehicles while carrying no passengers.
- (3) Operates engine powered equipment such as snow blowers and concrete mixers.
- (4) Performs a variety of routine inspection/maintenance duties on vehicles and equipment such as securing load, cleaning, checking belts, lights and tires and maintaining fluid levels; recommends vehicle and/or equipment repairs as required.
- (5) Maintains related documentation such as log books.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 or an equivalent combination of education, training and experience. Valid Class 5 vehicle licence if applicable.

#### **(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:** Transportation

**Class Series:** Transportation

**Grid:** 11

**Class Title:** Transportation Attendant II

### **I. Level Definition**

Positions at this level operate passenger transportation vehicles with seating capacities of up to 10 passengers including the driver while carrying one or more passengers; special vehicles that are designed to or modified to seat up to 10 passengers including the driver while carrying one or more passengers, and are used for the public transportation of handicapped persons. May supervise designated staff.

#### AND/OR

Positions at this level operate one or a variety of transportation vehicles such as trucks with 3 or more axles without air brakes and/or fork lifts with a lifting capacity of up to and including 2,041 kg. May supervise designated staff.

### **II. Typical Duties**

- (1) Transports one or more passengers by operating vehicles such as passenger vehicles and special vehicles with seating capacities of up to 10 passengers including the driver.
- (2) Transports a variety of supplies and/or materials to and from delivery locations by operating transportation vehicles such as trucks with 3 or more axles without air brakes.
- (3) Transports a variety of supplies and/or materials by operating forklifts with a lifting capacity of up to and including 2,041 kg.
- (4) Assists in embarking and disembarking passengers.
- (5) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Performs a variety of routine inspection/maintenance duties on vehicles and equipment such as securing load, cleaning, checking belts, lights and tires and maintaining fluid levels; recommends vehicle and/or equipment repairs as required.
- (7) Maintains related documentation such as log books.
- (8) 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. Valid class 4 vehicle license (restricted) and/or valid class 3 vehicle license as required per vehicle(s).

#### (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:** Transportation

**Class Series:** Transportation

**Grid:** 14

**Class Title:** Transportation Attendant III

### **I. Level Definition**

Positions at this level operate passenger transportation vehicles such as vans and/or buses with seating capacities of between 11 and 25 passengers including the driver while carrying one or more passengers. May supervise designated staff.

#### AND/OR

Positions at this level operate one or a variety of transportation vehicles and/or equipment such as trucks with 3 or more axles requiring air brakes and/or forklifts with a lifting capacity between 2,042 kg and 3,629 kg. May supervise designated staff.

### **II. Typical Duties**

- (1) Transports one or more passengers by operating vehicles such as vans and/or buses with seating capacities of between 11 and 25 passengers including the driver.
- (2) Transports a variety of supplies and/or materials to and from delivery locations by operating trucks with 3 or more axles requiring air brakes.
- (3) Transports a variety of supplies and/or materials by operating forklifts with a lifting capacity of between 2,042 kg. and 3,629 kg.
- (4) Assists in embarking and disembarking passengers.
- (5) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (6) Maintains related documentation such as log books.
- (7) Performs a variety of routine inspection/maintenance duties on vehicles and equipment such as securing load, cleaning, checking belts, lights and tires and maintaining fluid levels; recommends vehicle and/or equipment repairs as required.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 10 plus two years' recent, related experience or an equivalent combination of education, training and experience. Valid class 4 vehicle license (unrestricted) and/or valid class 3 vehicle licence with air brake endorsement as required per vehicle(s).

#### (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:** Transportation

**Class Series:** Transportation

**Grid:** 15

**Class Title:** Transportation Attendant IV

### I. Level Definition

Positions at this level operate passenger transportation vehicles such as buses with seating capacities of over 25 passengers including the driver while carrying one or more passengers, and forklifts with a lifting capacity over 3,629 kg. May supervise designated staff.

### II. Typical Duties

- (1) Transports one or more passengers by operating vehicles such as buses with seating capacities of over 25 passengers including the driver.
- (2) Transports a variety of supplies and/or materials by operating forklifts with a lifting capacity of over 3,629 kg.
- (3) Assists in embarking and disembarking passengers.
- (4) Supervises designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (5) Performs a variety of routine inspection/maintenance duties on vehicles and equipment such as securing load, cleaning, checking belts, lights and tires and maintaining fluid levels; recommends vehicle and/or equipment repairs as required.
- (6) Maintains related documentation such as log books.
- (7) Performs other related duties as assigned.

### III. Qualifications

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

Grade 10 plus three years' recent, related experience or an equivalent combination of education, training and experience. Valid class 2 vehicle licence.

#### (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:** Transportation

**Class Series:** Transportation

**Grid:** 17

**Class Title:** Transportation Attendant (Charge)

### **I. Level Definition**

Positions at this level are in charge of the transportation function by supervising Transportation Attendants and other designated staff and performing related administrative duties.

### **II. Typical Duties**

- (1) Is in charge of the transportation function by performing related administrative duties such as monitoring and making recommendations regarding the budget, allocating resources and overseeing and updating standards and procedures.
- (2) Supervises Transportation Attendants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance, determining related training and orientation requirements and ensuring safety practices and procedures are adhered to.
- (3) Liaises with other hospital departments regarding problems with Transportation systems and services; assists the department head with the planning and implementation of new Transportation-related systems and services.
- (4) Maintains inventory records of related Transportation supplies and equipment; coordinates the maintenance and repair of related equipment; orders equipment and supplies as required; performs transportation attendant duties as required.
- (5) Maintains department activity and workload statistics.
- (6) Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12 plus four years' recent, related experience including one year in a supervisory capacity, or an equivalent combination of education, training and experience. Appropriate valid motor vehicle license and endorsements.

#### **(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  
**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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 17

**Class Title:** Cook I

### **I. Level Definition**

Positions at this level prepare assigned food items by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling and baking under the direction of a Senior Cook or Food Service Supervisor.

### **II. Typical Duties**

- (1) Prepares assigned food items by following established menus, recipes and quantity quotas, determining ingredients and quantities required and assembling ingredients and equipment required for cooking.
- (2) Plans preparation and cooking schedule.
- (3) Cooks and seasons assigned food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas.
- (5) Maintains established food rotations in storage in order to minimize spoilage and waste.
- (6) Assigns tasks to designated Food Service Workers.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking 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:** Cooks

**Grid:** 19

**Class Title:** Cook III

### **I. Level Definition**

Positions at this level are in charge of planning, preparing and/or directing the preparation of meals in a kitchen providing under 200 meals per day.

OR

Act as an Assistant to a Cook IV by directing the preparation of meals for an assigned shift and/or performing related administrative duties such as resolving discrepancies with suppliers and supervising designated staff.

### **II. Typical Duties**

- (1) Plans and develops menus and recipes according to the nutritional and therapeutic diet needs of the facility.
- (2) Plans preparation and cooking schedule.
- (3) Prepares and/or directs the preparation of food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas; evaluates meals being served to ensure established standards of quality and quantity are maintained.
- (5) Establishes and ensures maintenance of food rotations in storage in order to minimize spoilage and waste.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (8) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (9) Makes recommendations regarding budget for assigned area.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 21

**Class Title:** Cook IV

### **I. Level Definition**

Positions at this level are in charge of planning, preparing and/or directing the preparation of meals in a kitchen providing from 200 to 1199 meals per day.

OR

Act as an Assistant to a Cook V by directing the preparation of meals for an assigned shift and/or performing related administrative duties such as resolving discrepancies with suppliers and supervising designated staff.

### **II. Typical Duties**

- (1) Plans and develops menus and recipes according to the nutritional and therapeutic diet needs of the facility.
- (2) Plans preparation and cooking schedule.
- (3) Prepares and/or directs the preparation of food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas; evaluates meals being served to ensure established standards of quality and quantity are maintained.
- (5) Establishes and ensures maintenance of food rotations in storage in order to minimize spoilage and waste.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (8) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (9) Makes recommendations regarding budget for assigned area.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 22

**Class Title:** Cook V

### **I. Level Definition**

Positions at this level are in charge of planning, preparing and/or directing the preparation of meals in a kitchen providing from 1200 to 1999 meals per day.

OR

Act as an Assistant to a Cook VI by directing the preparation of meals for an assigned shift and/or performing related administrative duties such as resolving discrepancies with suppliers and supervising designated staff.

### **II. Typical Duties**

- (1) Plans and develops menus and recipes according to the nutritional and therapeutic diet needs of the facility.
- (2) Plans preparation and cooking schedule.
- (3) Prepares and/or directs the preparation of food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas; evaluates meals being served to ensure established standards of quality and quantity are maintained.
- (5) Establishes and ensures maintenance of food rotations in storage in order to minimize spoilage and waste.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (8) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (9) Makes recommendations regarding budget for assigned area.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking plus four 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 26

**Class Title:** Cook VI

### **I. Level Definition**

Positions at this level are in charge of planning, preparing and/or directing the preparation of meals in a kitchen providing from 2000 to 2999 meals per day.

OR

Act as an Assistant to a Cook VII by directing the preparation of meals for an assigned shift and/or performing related administrative duties such as resolving discrepancies with suppliers and supervising designated staff.

### **II. Typical Duties**

- (1) Plans and develops menus and recipes according to the nutritional and therapeutic diet needs of the facility.
- (2) Plans preparation and cooking schedule.
- (3) Prepares and/or directs the preparation of food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas; evaluates meals being served to ensure established standards of quality and quantity are maintained.
- (5) Establishes and ensures maintenance of food rotations in storage in order to minimize spoilage and waste.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (8) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (9) Makes recommendations regarding budget for assigned area.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking plus five 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 31

**Class Title:** Cook VII

### **I. Level Definition**

Positions at this level are in charge of planning, preparing and/or directing the preparation of meals in a kitchen providing 3000 or more meals per day.

### **II. Typical Duties**

- (1) Plans and develops menus and recipes according to the nutritional and therapeutic diet needs of the facility.
- (2) Plans preparation and cooking schedule.
- (3) Prepares and/or directs the preparation of food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas; evaluates meals being served to ensure established standards of quality and quantity are maintained.
- (5) Establishes and ensures maintenance of food rotations in storage in order to minimize spoilage and waste.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Supervises designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (8) Oversees and updates standards and procedures; ensures safety practices and procedures are adhered to.
- (9) Makes recommendations regarding budget for assigned area.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking plus six 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Cooks

**Grid:** 18

**Class Title:** Cook II

### **I. Level Definition**

Positions at this level prepare assigned food items and provide work direction to Cooks I and other designated staff in an assigned area within the kitchen operation or perform related administrative duties in a kitchen providing under 200 meals per day.

### **II. Typical Duties**

- (1) Prepares assigned food items by following established menus, recipes and quantity quotas, determining ingredients and quantities required and assembling ingredients and equipment required for cooking.
- (2) Plans preparation and cooking schedule.
- (3) Cooks and seasons assigned food and therapeutic diet items such as soups, sauces, salads, starches, meats, fish, poultry, vegetables and desserts by methods/procedures such as roasting, frying, grilling, steaming, poaching, boiling, baking and bulk rethermalization; tests food items for palatability and temperature and adjusts accordingly.
- (4) Carves food items such as meat and poultry and controls portioning of food items to ensure recipe yield meets assigned quantity quotas.
- (5) Maintains established food rotations in storage in order to minimize spoilage and waste.
- (6) Coordinates work flow in assigned area and provides work direction to Cooks I and other designated staff including related training and orientation.
- (7) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (8) Formulates and updates departmental procedures.
- (9) Ensures safety practices and procedures are adhered to.
- (10) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized 12 month program in cooking 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:** Bakers

**Grid:** 19

**Class Title:** Baker I

### **I. Level Definition**

Under the close supervision of a Senior Baker, positions at this level bake from basic ingredients a variety of food items such as bread, pastries, cakes and cookies.

### **II. Typical Duties**

- (1) Calculates ingredient quantities according to established quotas; plans preparation and baking schedule.
- (2) Follows established recipes, prepares baked food items from basic ingredients by methods such as assembling, measuring, and mixing ingredients, breading, rolling and cutting; bakes food items such as pastries, bread, cakes and cookies; tests baked items for palatability and temperature and adjusts accordingly.
- (3) Controls portioning of baked food items to ensure recipe yield meets assigned quantity quotas.
- (4) Maintains food rotations in storage in order to minimize spoilage and waste.
- (5) Orders and receives food supplies as required, resolves discrepancies with suppliers.
- (6) Assigns work tasks to designated Food Service Workers.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in baking 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:** Bakers

**Grid:** 21

**Class Title:** Baker II

### **I. Level Definition**

Positions at this level bake from basic ingredients a variety of food items such as bread, pastries, cakes and cookies.

### **II. Typical Duties**

- (1) Develops and modifies recipes for baked food items according to nutritional and therapeutic diet needs of the facility.
- (2) Calculates ingredient quantities according to established quotas; plans preparation and baking schedule.
- (3) Prepares baked food items from basic ingredients by methods such as assembling, measuring and mixing ingredients, kneading, rolling and cutting; bakes and/or directs the baking of food items such as pastries, bread, cakes and cookies; tests baked items for palatability and temperature and adjusts accordingly.
- (4) Controls portioning of baked food items to ensure recipe yield meets assigned quantity quotas; evaluates baked food items being served to ensure established standards of quality and quantity are maintained.
- (5) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (6) Supervises designated staff by scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in baking 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 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:** Bakers

**Grid:** 22

**Class Title:** Baker III

### **I. Level Definition**

Positions at this level supervise Bakers and other designated staff and bake from basic ingredients a variety of food items such as bread, pastries, cakes and cookies.

### **II. Typical Duties**

- (1) Supervises Bakers and other designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Develops and modifies recipes for baked food items according to nutritional and therapeutic diet needs of the facility.
- (3) Calculates ingredient quantities according to established quotas; plans preparation and baking schedule.
- (4) Prepares baked food items from basic ingredients by methods such as assembling, measuring and mixing ingredients, kneading, rolling and cutting; bakes and/or directs the baking of food items such as pastries, bread, cakes and cookies; tests baked items for palatability and temperature and adjusts accordingly.
- (5) Controls portioning of baked food items to ensure recipe yield meets assigned quantity quotas; evaluates baked food items being served to ensure established standards of quality and quantity are maintained.
- (6) Estimates food requirements according to nutritional and therapeutic diet needs; orders and receives supplies as required; resolves discrepancies with suppliers.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized program in baking plus 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 organize work.
- (v) Ability to operate related equipment.
- (vi) Ability to supervise.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Supervisors

**Grid:** 29

**Class Title:** Food Service Supervisor I

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing a food services operation by supervising designated staff and performing related administrative duties, and/or visiting patients to obtain diet related information in regards to nutritional and therapeutic diet needs.

### **II. Typical Duties**

- (1) Supervises designated staff by scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Plans menus and develops recipes according to nutritional and therapeutic diet needs of the facility; estimates food requirements; orders and receives supplies and resolves discrepancies with suppliers.
- (3) Visits patients and/or family members to obtain and exchange diet-related information. Reviews the medical record and liaises with other staff to obtain necessary information. Charts activities in the patient medical record.
- (4) Monitors expenditures for assigned area; makes recommendations regarding budget for assigned area.
- (5) Evaluates meals being served to ensure established standards of quality and quantity are maintained; oversees the preparation, portioning and/or serving of meals; performs cooking and/or Food Service Worker duties as required.
- (6) Ensures safety practices and procedures are adhered to.
- (7) Oversees and updates standards and procedures for assigned area.
- (8) Oversees the storage of food and related items; establishes and ensures maintenance of food rotations in order to minimize spoilage and waste.
- (9) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized two year program in Food Service Supervision 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 supervise.
- (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:** Food Services

**Class Series:** Food Service Supervisors

**Grid:** 32

**Class Title:** Food Service Supervisor II

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing a food services operation by supervising Cooks III and other designated staff and performing related administrative duties.

### **II. Typical Duties**

- (1) Supervises Cooks III and other designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Plans menus and develops recipes according to nutritional and therapeutic diet needs of the facility; estimates food requirements; orders and receives supplies and resolves discrepancies with suppliers.
- (3) Monitors expenditures for assigned area; makes recommendations regarding budget for assigned area.
- (4) Evaluates meals being served to ensure established standards of quality and quantity are maintained; oversees the preparation, portioning and/or serving of meals; performs cooking and/or Food Service Worker duties as required.
- (5) Ensures safety practices and procedures are adhered to.
- (6) Oversees and updates standards and procedures for assigned area.
- (7) Oversees the storage of food and related items; establishes and ensures maintenance of food rotations in order to minimize spoilage and waste.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized two year program in Food Service Supervision 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Supervisors

**Grid:** 36

**Class Title:** Food Service Supervisor III

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing a food services operation by supervising Cooks IV and other designated staff and performing related administrative duties.

### **II. Typical Duties**

- (1) Supervises Cooks IV and other designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Plans menus and develops recipes according to nutritional and therapeutic diet needs of the facility; estimates food requirements; orders and receives supplies and resolves discrepancies with suppliers.
- (3) Monitors expenditures for assigned area; makes recommendations regarding budget for assigned area.
- (4) Evaluates meals being served to ensure established standards of quality and quantity are maintained; oversees the preparation, portioning and/or serving of meals; performs cooking and/or Food Service Worker duties as required.
- (5) Ensures safety practices and procedures are adhered to.
- (6) Oversees and updates standards and procedures for assigned area.
- (7) Oversees the storage of food and related items; establishes and ensures maintenance of food rotations in order to minimize spoilage and waste.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized two year program in Food Service Supervision plus three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Food Services

**Class Series:** Food Service Supervisors

**Grid:** 42

**Class Title:** Food Service Supervisor IV

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing a food services operation by supervising Cooks V and other designated staff and performing related administrative duties.

### **II. Typical Duties**

- (1) Supervises Cooks V and other designated staff by scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Plans menus and develops recipes according to nutritional and therapeutic diet needs of the facility; estimates food requirements; orders and receives supplies and resolves discrepancies with suppliers.
- (3) Monitors expenditures for assigned area; makes recommendations regarding budget for assigned area.
- (4) Evaluates meals being served to ensure established standards of quality and quantity are maintained; oversees the preparation, portioning and/or serving of meals; performs cooking and/or Food Service Worker duties as required.
- (5) Ensures safety practices and procedures are adhered to.
- (6) Oversees and updates standards and procedures for assigned area.
- (7) Oversees the storage of food and related items; establishes and ensures maintenance of food rotations in order to minimize spoilage and waste.
- (8) Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized two year program in Food Service Supervision plus four 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.



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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Finance

**Grid:** SD34

**Class Title:** Accounting Supervisor

### **I. Level Definition**

Positions at this level spend the majority of the time overseeing designated accounting functions by supervising designated employees and performing administrative duties.

### **II. Typical Duties**

1. Supervises designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Monitors expenditures of a designated accounting area and makes recommendations regarding budget for assigned area; evaluates equipment such as computer software and hardware and makes recommendations regarding the purchase.
3. Directs the maintenance of designated accounting records, journals and ledgers; authorizes journal vouchers and cheque requisitions.
4. Maintains accounting system application modules by recommending changes and enhancements; investigating and resolving problems; referring problems as required; provides user support for related applications.
5. Monitors and ensures adherence to department policies and procedures; develops, implements and revises procedures.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of the fourth level of the CGA or CMA program, three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Finance

**Grid:** SD34

**Class Title:** Accountant I

### **I. Level Definition**

Positions at this level take charge of the accounting function in a small facility by maintaining all accounting records for the organization; producing all financial, accounting and related statistical statements and reports and may supervise designated employees.

### **II. Typical Duties**

1. Establishes and revises accounting systems; recommends policies and develops operating procedures; reviews accounting procedures such as method of recording pre-payments, accruals, and depreciations; and implements changes.
2. Maintains records of all financial transactions in accordance with organizational policy, auditing and governmental requirements. Prepares documentation such as general ledger trial balances, year-end working papers and supporting schedules such as depreciation schedules; from this documentation completes the facility financial statements such as the statement of operations and the balance sheet and prepares reports for internal and external stakeholders such as government and auditors.
3. Prepares or authorizes designated journal vouchers as required such as those involving expenditures of funds; authorizes cheque requisitions.
4. Performs accounting analyses such as cost analysis, cash flow analysis, budget variances and prepares related reports.
5. Manages cash resources by means such as term deposits and short term loans.
6. Assists administration in preparing facility budget by providing information such as labor and supply costs; monitors budget by comparing actual expenditures to budget amounts and identifying, investigating and reporting on variances.
7. Supervises designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, successful completion of the fourth level of the CMA or CGA program, three 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Finance

**Grid:** SD39

**Class Title:** Accountant II

### **I. Level Definition**

Positions at this level perform advanced accounting work at the professional accountant level; this involves directing the accounting systems in a large facility/organization by completing and interpreting the financial statements and reports and/or coordinating the preparation of the facility budget. May supervise designated staff.

### **II. Typical Duties**

1. Directs the preparation of documentation such as general ledger trial balances, year-end working papers and supporting schedules such as depreciation schedules; from this documentation completes the facility/organization financial and statistical statements and reports such as the statement of operation and the balance sheet; prepares analyses and interpretations of such statements and prepares related reports for internal and external stakeholders such as government and auditors.
2. Coordinates the preparation of the facility/organization budget by setting up budget completion schedule, providing information such as previous year's budget amounts and how to complete forms to department heads, reviewing proposed departmental budgets to ensure completion of information according to guidelines. Compares proposed department budgets to previous year's budgets; identifies variances, reviews with department heads and prepares related reports.
3. Monitors the facility/organization budget by comparing actual expenditures to budgeted amounts and identifying and investigating variances; prepares variance analysis and other related reports such as expense reports to advise departments of budget status.
4. Establishes and revises accounting systems; recommends policies and develops operating procedures; reviews accounting procedures such as method of recording pre-payments, accruals, and depreciation and implements changes; ensures compliance with established guidelines/standards.
5. Supervises designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduate of a recognized accounting program such as the CMA, CGA, CA, five 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.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Data Processing

**Grid:** MB21

**Class Title:** Programmer/Systems Analyst I

### **I. Level Definition**

Under close supervision, positions at this level maintain existing computer applications by making modifications to applications programs and control language programs.

### **II. Typical Duties**

1. Modifies existing applications programs by reviewing specifications, coding program changes and making adjustments to the job control language programs; tests and debugs programs; operates on-line terminal, remote job entry consoles and/or peripheral equipment as required.
2. Gathers information from user departments, designs forms and prepares flow charts according to specific guidelines.
3. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized degree or diploma program in computer programming 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:** Technical

**Class Series:** Data Processing

**Grid:** MB25

**Class Title:** Programmer/Systems Analyst II

### **I. Level Definition**

Positions at this level develop and maintain electronic data processing system applications by conducting systems analyses and/or writing computer programs.

### **II. Typical Duties**

1. Conducts feasibility studies for computerization by determining user department requirements, examining and identifying problems with existing systems and recommending modifications to and/or new systems; provides details of estimated implementation costs including associated staffing requirements.
2. Develops specifications for new and revised systems by:
  - a) gathering detailed information from user departments;
  - b) developing and documenting systems and procedures by designing forms, preparing flow charts and detailing hardware and software specifications; and
  - c) preparing detailed implementation plans.
3. Monitors implementation of new and revised applications; co-ordinates program testing and takes action to correct any faults.
4. Codes new programs and changes to existing programs from specifications; tests, modifies and maintains programs; operates on-line terminals, remote job entry consoles and/or peripheral equipment as required.
5. Under close supervision, develops and maintains complex computerized systems and programs such as integrated systems, which impact several functional areas within a facility, and operating systems programming.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized degree or diploma program in Computer Science, 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Data Processing

**Grid:** MB34

**Class Title:** Programmer/Systems Analyst III

### **I. Level Definition**

Positions at this level develop and maintain complex electronic data processing systems applications such as integrated systems which impact several functional areas within a facility and/or maintain and adjust operating systems programming.

### **II. Typical Duties**

1. Conducts feasibility studies for computerization by determining user department requirements, examining and identifying problems with existing systems and recommending modifications to and/or new systems; provides details of estimated implementation costs including associated staffing requirements.
2. Develops specifications for complex systems applications such as integrated systems which impact several functional areas within a facility by:
  - a) gathering detailed information from user departments;
  - b) developing and documenting systems and procedures by designing forms, preparing flow charts and detailing hardware and software specifications;
  - c) preparing detailed implementation plans.
3. Maintains operating systems programming by analyzing current programs and recommending program adjustments and/or new programs to improve operating activities; develops instructional material for programmer analysts and operations staff regarding modifications to systems programming.
4. Monitors implementation of new and revised applications; co-ordinates program testing and takes action to correct any faults.
5. Codes new programs and changes to existing programs from specifications; tests, modifies and maintains programs; operates on-line terminals, remote job entry consoles and/or peripheral equipment as required.
6. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized degree or diploma program in Computer Science, three 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 write programs in a variety of programming languages.
- (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:** Technical

**Class Series:** Data Processing

**Grid:** MB43

**Class Title:** Programmer/Systems Analyst IV

### **I. Level Definition**

Positions at this level supervise Programmer Analysts and other designated staff and develop and maintain complex electronic data processing system applications such as integrated systems, which impact several functional areas within a facility, and operating systems programming.

### **II. Typical Duties**

1. Supervises Programmer Analysts and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Conducts feasibility studies for computerization by determining user department requirements, examining and identifying problems with existing systems and recommending modifications to and/or new systems; provides details of estimated implementation costs including associated staffing requirements.
3. Develops specifications for complex systems applications such as integrated systems which impact several functional areas within a facility by:
  - a) gathering detailed information from user departments;
  - b) developing and documenting systems and procedures by designing forms, preparing flow charts and detailing hardware and software specifications;
  - c) prepares detailed implementation plans.
4. Maintains operating systems programming by analyzing current programs and recommending program adjustments and/or new programs to improve operating activities; develops instructional material for programmer analysts and operations staff regarding modifications to systems programming.
5. Monitors implementation of new and revised applications; co-ordinates program testing and takes action to correct any faults.
6. Codes new programs and changes to existing programs from specifications; tests, modifies and maintains programs; operates on-line terminals, remote job entry consoles and/or peripheral equipment as required.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a recognized degree or diploma program in Computer Science, four 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 write programs in a variety of programming languages.
- (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:** Technical

**Class Series:** Data Processing

**Grid:** MB23

**Class Title:** Computer Technical Support I

### **I. Level Definition**

Positions at this level provide computer technical support services for a variety of internal and/or external users in a centralized computing environment by investigating and resolving hardware and software problems using site or vendor provided utilities or referring unresolved problems to the appropriate level and installing, configuring and testing hardware and software according to established procedures.

### **II. Typical Duties**

1. Responds to system, communications and user problems; investigates problems and takes corrective action using site or vendor provided utilities according to established procedures; refers problems as required.
2. Installs, configures modifies and tests computer hardware such as workstations, printers and other peripheral equipment. Installs and tests software according to established procedures. Refers problems as required.
3. Under direction, applies vendor provided corrective maintenance to systems software. Refers problems as required.
4. Provides input into the development of technical support procedures for areas such as hardware/software installation, testing and systems performance monitoring.
5. Under direction, monitors and maintains security profiles for computer systems by adding and deleting user names and reviewing security logs.
6. Codes, modifies, tests and maintains programs from specifications to complement systems implementation and meet technical support requirements.
7. Provides training to users in the use of hardware and software and prepares instructional material.
8. Assigns work tasks to designated staff and provides related training and orientation.
9. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized two year computer systems technology diploma program plus two years' recent, related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to type.
- (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:** Technical

**Class Series:** Data Processing

**Grid:** MB32

**Class Title:** Computer Technical Support II

### **I. Level Definition**

Positions at this level provide computer technical support services for a variety of internal and/or external users in a centralized computing environment by analyzing and diagnosing problems and formulating solutions requiring considerable knowledge of the computing environment and installing, configuring and testing hardware and software.

### **II. Typical Duties**

1. Responds to system, communications and user problems; analyzes and diagnoses problems and formulates solutions; refers problems as required.
2. Installs, configures, modifies and tests system, communication, network and workstation hardware and software.
3. Gathers information and feedback from user departments, provides technical advice, participates in the planning, development and recommendation of specifications for hardware and software upgrades.
4. Prepares work plans for implementation of hardware and software.
5. Applies corrective maintenance to systems and/or applications software.
6. Monitors computer system and network security and makes or recommends adjustments as required.
7. Codes, modifies, tests and maintains programs to meet technical support requirements.
8. Develops technical support procedures for areas such as hardware/software installation, testing and systems performance monitoring.
9. Provides training to users in the use of hardware and software and prepares instructional material.
10. Assigns work tasks to designated staff and provides related training and orientation.
11. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduation from a recognized two year computer systems technology diploma program, plus three years' recent related experience or an equivalent combination of education, training and experience.

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

- (i) Ability to type.
- (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:** Technical

**Class Series:** Health Records

**Grid:** 18

**Class Title:** Health Records Technician

### **I. Level Definition**

Positions at this level perform a variety of medical records duties such as coding, abstracting qualitative/quantitative analysis and maintaining patient statistics.

### **II. Typical Duties**

1. Identifies and processes corrections in medical records.
2. Codes and abstracts charts for required information according to established guidelines.
3. Calculates and/or maintains statistics such as abortions, daily census, admissions and discharges from all nursing units and clinics.
4. Checks charts for correct assembly and accuracy and files.
5. Pulls charts for review by Committees.
6. Batches Professional Activities Survey/Hospital Medical Records Institute abstracts for submission for data entry, or enters this data as required.
7. Answers inquiries regarding patients' charts and prepares related correspondence.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, graduate of an approved program for Medical Records Technicians, 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 operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Purchasing

**Grid:** SD27

**Class Title:** Buyer

### **I. Level Definition**

Positions at this level purchase a variety of equipment, supplies and services by selecting suppliers, negotiating price and delivery dates and approving purchase orders.

### **II. Typical Duties**

1. Reviews requisitions and consults with departments regarding requirements such as specifications, quantity, quality, costs and delivery dates; recommends substitutes to improve delivery and/or costs.
2. Contacts suppliers for information such as price, delivery dates and taxes; selects suppliers, negotiates prices and delivery dates and places orders for a variety of equipment, supplies and services; maintains related files and records.
3. Prepares specifications and conditions for the formal tendering of equipment, supplies and services; solicits and analyzes quotations from vendors and negotiates supply and service contracts.
4. Carries out follow-up activities such as monitoring delivery dates, resolving shipping problems and expediting late deliveries.
5. Contacts and maintains sources of supply and interviews suppliers' representatives; evaluates and provides information on supplier performance as required.
6. Arranges for the disposal of obsolete equipment and/or surplus supplies as required.
7. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, supplemented by recognized purchasing courses, plus five 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 organize work.
- (v) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Technical

**Class Series:** Purchasing

**Grid:** SD34 (A)

**Class Title:** Buyer Supervisor

### **I. Level Definition**

Positions at this level supervise Buyers and other designated staff and purchase a variety of equipment, supplies and services by selecting suppliers, negotiating price and delivery dates and approving purchase orders.

### **II. Typical Duties**

1. Supervises Buyers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Reviews requisitions and consults with departments regarding requirements such as specifications, quantity, quality, costs and delivery dates; recommends substitutes to improve delivery and/or save costs.
3. Contacts suppliers for information such as price, delivery dates and taxes; selects suppliers, negotiates prices and delivery dates and places orders for a variety of equipment, supplies and services; maintains related files and records.
4. Prepares specifications and conditions for the formal tendering of equipment, supplies and services; solicits and analyzes quotations from vendors and negotiates supply and service contracts.
5. Carries out follow-up activities such as monitoring delivery dates, resolving shipping problems and expediting late deliveries.
6. Contacts and maintains sources of supply and interviews suppliers' representatives; evaluates and provides information on supplier performance as required.
7. Arranges for the disposal of obsolete equipment and/or surplus supplies as required.
8. Performs other related duties as assigned.

### **III. Qualifications**

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

Grade 12, supplemented by recognized purchasing courses, plus five 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.