

File No.: 04-1000-20-2019-356

June 20, 2019

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of June 6, 2019 for:

**Record that describes most recent job duties and qualifications needed for the following classification listed in Schedule "A" of the collective agreement between the City of Vancouver and Canadian Union of Public Employees, Local 15:**

- **Housing Relocation Officer I (Class Number 2317)**
- **Office Support Clerk I (Class Number 2360)**
- **Office Support Clerk II (Class Number 2361)**
- **Office Support Clerk III (Class Number 2359)**
- **Project Coordinator I (Class Number 2170)**
- **Project Coordinator II (Class Number 2171)**
- **Project Coordinator III (Class Number 2172)**
- **Project Coordinator IV (Class Number 2363)**

All responsive records are attached.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2019-356); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,



**Barbara J. Van Fraassen, BA**  
**Director, Access to Information & Privacy**

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453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ag

## **PROJECT COORDINATOR 1**

### 1. Nature and Scope of Work

This is technical work of some complexity which involves the processing of building permit and related development permit applications, submitted for one or two family dwellings and routine other projects. An incumbent of this class performs detailed checks of plans for conformance with building, planning and other related by-laws and regulations; issues permits for non complex projects not requiring clearances from other departments or advises applicants of non complying aspects of plans and explains departmental policies, processes, and related requirements. Incumbents exercise independence of action and judgement within established guidelines, however, the more complex technical or unusual problems and more complex applications are referred to senior technical staff or a superior. Work performance is reviewed in terms of conformance with established policy and procedures and quality of services rendered.

### 2. Illustrative Examples of Work

Processes applications for projects such as new construction, additions or conversions for outright or conditionally approved one or two family dwellings, routine new commercial or industrial, alterations to non-heritage commercial buildings, additions to Part 9 Building Code commercial buildings, or simple subdivisions; calculates fees according to established schedules, receives and processes same.

Receives and processes applications for sign permits including free standing or billboards, and for awning and canopy development permits.

Examines plans and sketches of projected structures or renovations to determine that sufficient information is submitted with respect to governing by-laws and policies to ensure permit approval.

Advises applicants on the zoning, building and related by-laws, policies and guidelines governing the work and on internal application processing procedures and policies.

Coordinates the processing of applications through various City departments and occasionally outside agencies; initiates public notifications and analyzes responses.

Performs technical calculations with respect to such matters as light angles, floor space ratio, parking and loading requirements, beam and joist loads, site coverage, skews of property, building height, and spatial separations.

Prepares and maintains a variety of computer and manual records, forms, and related materials.

Performs related work as required.

3. Required Knowledges, Abilities and Skills

Considerable knowledge of the applicable sections of the Building, Zoning and Development and other by-laws and related guidelines, policies and procedures.

Working knowledge of departmental policies and procedures involving the processing of building, development and related permit applications.

Working knowledge of various computer software applications as related to the work performed.

Some knowledge of standard building construction and the practices followed in the preparation of plans and specifications.

Some knowledge of City wide planning and development policies, plans and activities.

Some knowledge of the Fire By-law and Provincial Fire Marshal Act.

Some knowledge of review and appeal procedures applicable to the work and relevant civic organizations.

Ability to review building and site plans and to perform related technical computations.

Ability to apply relevant by-laws, guidelines, policies and regulations in a consistent manner.

Ability to deal tactfully and effectively with developers, contractors, consultants and the general public.

Ability to coordinate the processing of applications through various City departments.

Ability to maintain a variety of manual and computerized records and related information.

4. Desirable Training and Experience

Completion of Grade 12 supplemented by technical courses in blueprint reading and building construction plus sound related experience, including some work related to the construction industry, or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None.

1999 December 22, 1:17 p.m.

## **PROJECT COORDINATOR 2**

### **1. Nature and Scope of Work**

This is moderately complex technical work which involves the processing of subdivision and strata title applications or building and development permit applications submitted for small multiple residential and moderately complex industrial and commercial projects. An incumbent of this class performs a detailed check of applications and plans for conformance with building, zoning, development and other related by-laws and regulations; approves plans and after obtaining appropriate clearances from other departments, issues permits and advises applicants of non-complying aspects of plans and explains related requirements; drafts reports to Council. Incumbents exercise considerable independence of action and judgement within established guidelines, however, difficult technical or unusual problems are referred to senior technical staff or a superior. Work performance is reviewed in terms of conformance with established policy and procedures and quality of services rendered.

### **2. Illustrative Examples of Work**

Processes applications for projects such as subdivision and strata title conversions, new construction for outright or conditionally approved small multiple residential or moderately complex industrial or commercial buildings, conversions or upgrades of non-high rise multiple residential buildings including special needs units, infill residential and commercial buildings, and new conditionally approved small industrial buildings; determines applicable fees and charges accordingly.

Examines and analyzes applications, plans and sketches of projected buildings, structures and site for conformance with applicable by-laws, guidelines, policies and related statutes; ensures conformance with zoning and development by-laws; rejects or approves plans for permit issuance; may conduct field checks of properties.

Advises applicants of non-complying aspects of applications and explains related requirements; suggests improvements and alternative proposals; discusses issues on the status of applications with the applicant, representatives of various departments or outside agencies; approves plans, issues building and specific development permits for single and two family dwellings.

Coordinates the processing of applications through various City departments and occasionally outside agencies; initiates public notifications and analyzes responses.

Prepares draft reports to Council recommending approval or refusal of Subdivision By-law amendment and Strata Title Conversion applications; prepares approval or refusal letters to

applicants, outlining rationale and/or conditions for approval; submits letters to a superior for review before signature by the Approving Officer.

Relays departmental requirements regarding, and/or reviews, drafts of legal agreements prepared by the Law Department, including public utility easements, encroachment agreements, restrictive covenants, etc.

Performs technical calculations with respect to such matters as light angles, floor space ratio, parking and loading requirements, beam and joist loads, site coverage, skews of property, building height, and spatial separations.

Performs related work as required.

### 3. Required Knowledges, Abilities and Skills

Considerable knowledge of the applicable sections of by-laws, guidelines and statutes as related to the work performed.

Considerable knowledge of departmental policies and procedures involving the processing of applications such as subdivision, strata title, building, development and related permits.

Working knowledge of standard building construction and the practices followed in the preparation of plans and specifications.

Working knowledge of City wide planning and development policies, the roles of agencies involved with development activities and issues and the functions and procedures of other divisions as they relate to the processing and approval of applications.

Working knowledge of various computer software applications related to the work performed.

Some knowledge of review and appeal procedures applicable to the work and relevant civic organizations and/or some knowledge of B.C. land survey practices and procedures and land title registry procedures.

Ability to review building and site plans and to perform related technical computations.

Ability to interpret and apply relevant by-laws, guidelines, policies and regulations in a consistent manner.

Ability to deal tactfully and effectively with developers, contractors, consultants, and the general public.

Ability to coordinate the processing of applications through various City departments.

#### 4. Desirable Training and Experience

## 5. Required Licenses, Certificates and Registrations

2003 September 30, 4:31 p.m.

### **PROJECT COORDINATOR III**

#### 1. Nature and Scope of Work

This is complex technical work which involves reviewing plans and specifications accompanying applications for major residential, commercial or mixed use projects. An incumbent is responsible for ensuring that all required information is provided and that any significant non-complying aspects of plans are identified and discussed prior to issuance of a permit. In addition, an incumbent coordinates projects with respect to obtaining all required clearances and approvals from other municipal departments. Considerable independence of judgement and action is exercised in the technical aspects of the work, while unusual or controversial matters are discussed with a superior. Work performance is reviewed in terms of conformance with established policy and procedures and the quality of services rendered.

#### 2. Illustrative Examples of Work

Processes applications for projects such as major new commercial, residential or mixed use projects, upgrades or conversions of high-rise structures; historic district developments and heritage revitalization projects and projects having received rezoning approval.

Examines and analyzes plans and sketches of projected buildings, structures and site layouts to determine that sufficient information is submitted with respect to governing by-laws, codes, and policies to ensure an uninterrupted flow in the application approval process.

Checks site and floor plans for compliance with zoning, building and parking by-laws, identifies non conforming matters and discusses same with customers; rejects or approves applications.

Performs preliminary review of applications and plans requiring other approvals prior to permit issuance, identifies required approvals or clearances; coordinates the processing of applications through various City departments and outside agencies; determines applicable fees and charges accordingly.

Advises developers, contractors and others on a variety of procedural matters and on special regulations or use conditions established by governing boards or committees.

Prepares and presents submissions to committees, boards and panels, as required.

Discusses deficiencies and problems regarding permit issuance with applicants and ensures required changes are made to the submission before authorizing permit issuance.

Makes computations with respect to light angles, floor space ratios, beam and joist loads, and other structural matters.



Arranges and participates in meetings with City officials and applicants in order to resolve conflicts; prepares reports and correspondence to City officials, Council and the public.

Performs related work as required.

3. Required Knowledges, Abilities and Skills

Considerable knowledge of the Building, Zoning and Development, and other by-laws and related guidelines, policies and procedures related to the work performed.

Considerable knowledge of departmental policies and procedures involving the processing of building, development and related permit applications.

Working knowledge of standard building construction and the practices followed in the preparation of plans and specifications.

Working knowledge of related City policies and agencies involved with departmental activities and issues.

Working knowledge of Fire By-law and Provincial Fire Marshal Act.

Working knowledge of various computer software applications related to the work.

Working knowledge of review and appeal procedures and relevant civic organizations.

Ability to review building and site plans and to perform related technical computations.

Ability to interpret and apply relevant by-laws, guidelines, policies and regulations in a consistent manner.

Ability to coordinate the processing of applications through various City departments.

Ability to deal tactfully and effectively with developers, contractors, consultants, and the general public.

Ability to communicate effectively verbally and in writing.

4. Desirable Training and Experience

Graduation from an Institute of Technology with a diploma in Building Technology and considerable related experience; or a combination of training and experience.

5. Required Licenses, Certificates and Registrations

Driver's license for the Province of British Columbia.

1999 December 22, 1:37 p.m.

## **HOUSING RELOCATION OFFICER I**

### **1. Nature and Scope of Work**

This is specialized work in providing housing relocation and referral services to individuals and families in need, including the homeless, the mentally ill and the addicted. An incumbent assesses callers' mental health, stability and financial circumstances; advises on procedures for locating housing and on basic rights; makes referrals to appropriate agencies; and, as appropriate, provides direct housing search assistance and advocates for clients. Considerable independent judgement and action are exercised within the framework of established guidelines and procedures. Work is reviewed for quality of services provided and achievement of desired objectives.

### **2. Illustrative Examples of Work**

Provides housing relocation services to individuals and families in need, including the homeless, the mentally ill and the addicted; provides assistance to other community services and hospital social workers in locating housing for their clients.

Interviews clients and assesses for mental health and stability, addiction problems, spousal/elder abuse and suicide risk and responds appropriately; makes site visits to clients' homes or, if homeless, to the street, park or field where they live; obtains and documents information on client situation and living conditions.

Assesses the financial circumstances of clients to determine probable entitlement to government income or housing assistance.

Advises on procedures for locating housing and on basic rights under relevant legislation and bylaws; provides assistance in completing applications such as those for housing, welfare and pensions; provides encouragement and attempts to motivate clients; as required, coordinates clients' moves and oversees the work of movers.

Refers clients to appropriate private and public non-profit agencies, including counseling services; in critical cases provides direct housing search assistance and arranges for emergency housing.

Makes visits to buildings slated for demolition and landlords evicting tenants to determine tenants' assistance requirements and to seek landlord support in relocating tenants.

Advocates for clients with landlords and housing, legal, income and medical resources; testifies in legal proceedings as required.

Liaises with various community and public agencies providing relocation services or housing; obtains and exchanges information.

Coordinates with other municipal departments on matters of mutual concern.

Participates as a member of the Emergency Social Services Team and provides training to team volunteers; attends fires and other emergency building closures to provide support to mentally ill or addicted victims.

Prepares and maintains various files, records and statistics related to the work.

Performs related work as required.

### 3. Required Knowledge, Abilities and Skills

Considerable knowledge of market and non-market rental housing resources and programs.

Considerable knowledge of the counseling, social and medical service requirements of persons experiencing housing displacement and homelessness.

Considerable knowledge of the social, medical, financial and community resources available to clients.

Considerable knowledge of the rules, regulations, procedures and policies governing the work.

Working knowledge of municipal and provincial legislation affecting tenants.

Ability to recognize and address mental, physical and neurological disabilities in clients, as well as financial and social problems which may complicate tenancy.

Ability to advise, assist and work persuasively with clients of the housing relocation service.

Ability to establish and maintain effective working relationships with outside agencies, public and community resource organizations, landlords, members of the public, other government officials and civic staff.

Ability to advocate for clients.

Ability to communicate effectively orally and in writing.

Ability to work with minimal supervision.

Ability to prepare and maintain records and files related to the work.

Ability to respond to emergencies after regular work hours, walk long distances, climb stairs and carry heavy items.

### 4. Desirable Training and Experience

Diploma in the field of community service or social science, including or supplemented by some training in addictions, physical and mental illness, conflict resolution and violence prevention, or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Safety Oriented First Aid and CPR Certificate.

Driver's License for the Province of British Columbia.

2013 July 25, 4:50 p.m.

## **PROJECT COORDINATOR 4**

### **1. Nature and Scope of Work**

This is complex advisory and technical work which involves promoting consistency in the approval processes for building applications reviewed by the Building Inspections and Development Services Building Review staff groups. An incumbent evaluates inconsistencies between each department's processes, recommends process modifications and implements staff training initiatives to introduce changed processes. An incumbent also performs the duties of a District Building Inspector or Project Coordinator 3 and takes a lead role in expediting problem applications and/or inspections. Considerable independence of judgement and action is exercised in all aspects of the work, while unusual or controversial matters are discussed with a superior. Work performance is reviewed in terms of effectiveness, conformance with established policy and procedures and the quality of services rendered.

### **2. Illustrative Examples of Work**

Reviews and monitors approval processes; evaluates workflow in the processing of applications, field reviews, building inspections and permit issuance; identifies contradictory practices and the need for regulatory and process changes; recommends changes.

Consults with branch heads, steering panel members, staff and external contacts regarding review and approval processes; prepares and presents submissions to committees, boards and panels, as required.

Develops problem solving exercises and other training for staff; provides coaching to staff regarding changed processes and customer service.

Performs the work of a District Building Inspector or Project Coordinator 3; assesses all review and approval processes and identifies problematic areas; facilitates the review and approval of problematic applications.

Advises developers, contractors and others on a variety of procedural matters and on special regulations or use conditions established by governing boards or committees; discusses deficiencies and problems regarding permit issuance with applicants and ensures required changes are made to the submission before authorizing permit issuance.

Analyzes permit data regarding application status; prepares reports and correspondence to City officials, Council and the public; develops training modules.

Performs related work as required.

### **3. Required Knowledge, Abilities and Skills**

Thorough knowledge of departmental policies and procedures involving the processing of building, development and related permit applications and the inspection of buildings.

Considerable knowledge of the operational requirements of applicants for residential, commercial, industrial, institutional and mixed use permits.

Considerable knowledge of related City policies and agencies involved with departmental activities and issues.

Ability to review approval processes, identify inconsistencies, recommend changes and implement same.

Ability to communicate effectively verbally and in writing and to deliver training to staff.

Ability to interpret and apply relevant by-laws, guidelines, policies and regulations in a consistent manner.

Ability to review permits applications, building and site plans and to perform related technical computations.

Ability to deal tactfully and effectively with developers, contractors, consultants, staff and the general public.

4. Desirable Training and Experience

Graduation from an Institute of Technology with a diploma in Building Technology and considerable related experience in building inspections or applications review; or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Driver's License for the Province of British Columbia.

2009 July 28, 2:05 p.m.

## **OFFICE SUPPORT CLERK II**

### **1. Nature and Scope of Work**

This is office support work of some variety and complexity. Incumbents of positions assigned to this class require a sound knowledge of office practices and procedures and may require some specialized skill training. The work involves providing information and assistance to the public on routine matters. The work is differentiated from that of the Office Support Clerk I by the greater complexity of the clerical tasks. After a period of on-the-job training, employees of this class work with a minimum of direct supervision as the work is performed according to defined work methods and procedures. Some independence of action is exercised in scheduling work tasks or in the more repetitive aspects of the work. Work is reviewed by a superior in terms of accuracy, completeness and conformance to established work methods.

### **2. Typical Job Functions**

Processes, checks and maintains a variety of office records, forms, files, reports, statistics, documents and related material; posts entries to simple records; processes incoming and outgoing mail as per departmental procedures.

Answers inquiries and provides assistance by telephone or in person, ascertains nature of inquiries or complaints and gathers information in order to respond or refer caller as necessary; explains departmental rules and regulations; prepares correspondence using established formats.

Provides information and assistance regarding the nature, activities and services of the organization to the public at a central information booth or switchboard; directs more detailed inquiries to the appropriate department or staff member; dispenses pamphlets, brochures, maps and other material of an informative nature.

Transcribes from copy, rough draft, dictaphone or general instructions a variety of material using word processing software and hardware to enter, record, recall, revise and print the data; as required, establishes appropriate format; reviews work for punctuation, spelling and grammatical correctness.

Operates a computer terminal to enter and update records; modifies or removes records; produces standard reports.

Assists in the collation and preparation of elementary statistical reports and tabulations involving some arithmetic calculations.

Provides secretarial support to one or more senior positions; interviews callers, screens calls, makes and cancels appointments, processes confidential matters; prepares routine correspondence; may take and transcribe dictation.



Receives and verifies cash and cheques in payment of accounts; makes change and issues correct receipts; balances cash and compiles summary sheets.

Performs related work as required.

3. Knowledge, Abilities and Skills

Considerable knowledge of the practices and procedures used in the operation of word processing equipment and of its capabilities as related to the work performed.

Considerable knowledge of business English, spelling, punctuation and arithmetic.

Sound knowledge of modern office practices and procedures.

Working knowledge of departmental and other regulations, rules, procedures and practices that relate to the position occupied or which govern worksite activities and employee behaviour.

Working knowledge of departmental functions, responsibilities and activities.

Ability to perform a variety of clerical, data entry, word-processing, bookkeeping, secretarial, receptionist or other office support functions.

Ability to prepare routine reports, correspondence and memoranda related to the work.

Ability to communicate effectively with the public and other staff in supplying factual information and assistance.

Skill in typing (keyboarding) rapidly and accurately where applicable to the position.

4. Training and Experience

Completion of the 12th school grade including or supplemented by courses in commercial subjects, typing, word processing and some related experience; OR an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None.

2009 June 25, 9:55 a.m.

### **OFFICE SUPPORT CLERK III**

#### **1. Nature and Scope of Work**

This is office support work of moderate complexity and some variety. Incumbents of positions assigned to this class require a sound knowledge of departmental practices and operations and exercise some initiative in planning the sequence of duties and the work methods to be employed. Incumbents of some positions may assign and review the work of a small group of employees performing routine tasks. The work is differentiated from that of the Office Support Clerk II by the greater complexity of the clerical duties and the exercise of independent judgement in the familiar phases of the work where decisions are based on a sound understanding of departmental procedures. Work is normally performed in accordance with established procedures and under general supervision with difficult or unusual problems being referred to a superior. Work performance is reviewed in terms of accuracy, completeness and conformance with established procedures, and where required, the quality of work direction exercised.

#### **2. Typical Job Functions**

Prepares and processes various forms and documents including work and purchase orders, invoices, contract progress payments or related materials; reviews forms submitted for accuracy, appropriate authorization and compliance with applicable policies or regulations; performs various non-complex calculations, as required; may assign appropriate account codes; corrects or follows up on noted discrepancies; prepares payment vouchers on approved invoices and payment voucher corrections, as required; may prepare journal voucher corrections as required.

Receives and processes routine permit and license applications; obtains or ensures that all necessary information is provided, explains related procedures; determines the appropriate permit to issue or whether a license or permit can be issued; receives set fees and issues permits, licenses and receipts.

Receives cash and cheques in payment of accounts for licenses and permits; makes change and issues correct receipts; balances cash, cheques and other forms of payment received with daily total shown on cash register tape or computer files; distributes revenue and expenditures to various account allocations; prepares monthly and quarterly statements, reconciles and balances various accounts.

Acts as secretary for the supervisor of a small section or department; interviews callers, makes and cancels appointments, processes confidential matters and arranges meetings; composes non-routine correspondence; may take and transcribe dictation of a technical or legal nature; compiles, types and distributes committee agenda according to accepted subject order; acts as recording secretary at meetings as required.

Assigns and reviews the work of subordinates; may assist in the training and performance evaluation of staff and the review and implementation of new work procedures; may participate in the selection of new subordinates.

Prepares and maintains a large volume of records and files, both manual and computerized, related to the work; compiles and condenses non-technical statistical data from uniform sources requiring an understanding of problems and terminology involved; devises forms, sets up moderately complex statistical tables and assists in the preparation of routine reports.

Prepares personnel requisitions, staff action forms, salary attendance profiles, time cards, and other related forms; checks and/or calculates overtime, shift differentials, and other premiums.

Opens, sorts and reads incoming correspondence; composes and types non-routine letters and signs as authorized by a supervisor.

Establishes and maintains effective working relationships with a variety of internal and external contacts and provides information and assistance as required.

Performs related work as required.

### 3. Knowledge, Abilities and Skills

Thorough knowledge of business English, spelling, punctuation and arithmetic.

Considerable knowledge of modern office practices and procedures.

Sound knowledge of departmental and other policies, regulations, rules, procedures and practices that relate to the position occupied or which govern worksite activities and employee behaviour.

Sound knowledge of departmental functions, responsibilities and activities.

Working knowledge of supervisory practices and techniques.

Ability to independently perform office support functions of moderate complexity according to established practices.

Ability to communicate effectively both orally and in writing and to prepare non-routine reports, correspondence and memoranda related to the work.

Ability to deal effectively with the public and other staff by providing information and assistance which may involve making decisions requiring explanation of applicable rules and regulations.

Ability to assign and review the work of a small group of subordinates engaged in office support functions and to assist in the evaluation and selection of same.

Ability to evaluate work methods and procedures and make recommendations for appropriate changes.

Skill in typing (keyboarding) rapidly and accurately where applicable to the position.

4. Training and Experience

Completion of the 12th school grade including or supplemented by courses in commercial subjects, typing, word processing and sound related experience, or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None.

2009 June 25, 9:45 a.m.

## **OFFICE SUPPORT CLERK I**

### **1. Nature and Scope of Work**

This is office support work of limited complexity performed in accordance with clearly defined methods and procedures. Incumbents of positions allocated to this class require only a limited knowledge of the subject matter and tasks can be learned on the job without previous experience or specialized training. Tasks are typically of a repetitive nature and typing assignments are primarily copy typing with emphasis on accuracy and requiring only a reasonable degree of speed. The work is performed under close supervision or according to specific instructions and guidance is readily available for non-routine situations. Work performance is reviewed in terms of accuracy, completeness and adherence to instructions.

### **2. Typical Job Functions**

Files, searches and retrieves office records; enters, updates and maintains simple departmental records and documents; sorts, checks, indexes, transposes data; prepares lists and tabulations which may involve simple arithmetic calculations.

Operates standard office equipment such as computer keyboard, copiers, facsimile machines, microfilm equipment, postage equipment, calculators, or cash registers, checks supplies, completes inventory listings and reports and advises supervisor of requirements.

Sells tickets and passes, receives and processes registrations for programs; collects prescribed fees; balances cash receipts to cash register tapes.

Answers telephone and in-person inquiries and secures and supplies routine information and assistance.

Opens, sorts, date stamps mail; processes outgoing mail; and performs messenger services.

Performs elementary typing tasks using a typewriter and/or word processing equipment, having received specific instructions on format and content; types cards, charts, forms, envelopes; checks work for accuracy.

Performs related work as required.

### **3. Knowledge, Abilities and Skills**

Sound knowledge of spelling and arithmetic.

Working knowledge of modern office practices and procedures.

Ability to perform elementary and routine clerical, receptionist and other office support functions of limited complexity according to specific instructions.

Ability to communicate effectively orally and to follow written instructions.

Ability to operate common office equipment related to the position occupied.

Skill in typing (keyboarding) accurately where applicable to the position.

4. Training and Experience

Up to completion of high school including or supplemented by courses in commercial subjects, typing and word processing; OR an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None.

2009 June 25, 9:50 am