

<b>Benchmark Title</b>	<b>Clinic Receptionist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 2) [Job Code 287201]</li> <li>. Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 287202]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 3) [Job Code 287202]</li> <li>. Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 287203]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine receptionist support within a clinical setting, with a primary focus on receiving patients and scheduling appointments.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Answers telephone and in-person queries from current and prospective patients, and provides information about programs and services</li> <li>. Books patient appointments, confirming and rescheduling as required</li> <li>. Receives patients and registers them in a computerized medical system</li> <li>. Retrieves, prepares, and archives patient charts and computer records</li> <li>. Updates patient demographic information in electronic and paper files</li> <li>. Processes payments by entering billing information, and receiving, recording, and depositing payment</li> <li>. Prepares MSP Billings and maintains related records</li> <li>. Completes paper and electronic forms</li> <li>. Schedules tests (e.g., EMG, CT, MRI), prepares laboratory and test requisitions, and retrieves results</li> <li>. Ensures that waiting room and examining rooms are tidy and adequately stocked with supplies</li> <li>. Orders clinical and office supplies</li> <li>. Types documents such as patient consult reports, legal reports, and medical correspondence</li> <li>. Maintains service statistics</li> <li>. Sorts mail and faxes</li> <li>. Photocopies and files</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus completion of a Medical or Dental Office Assistant program (including terminology), plus one year of related experience</li> <li>OR</li> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works under general supervision</li> <li>. Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>. Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>. Some planning may be required</li> <li>. Performs routine duties independently</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties are of a straightforward procedural nature</li> <li>. Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>. Resolves routine problems and refers other problems to senior staff.</li> <li>. Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>

<b>Benchmark Title</b>	<b>Clinic Receptionist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. Considerable interpersonal skills are required</li> <li>. Builds rapport and defuses tense situations with people who may be difficult or challenging</li> <li>. Actively listens, and probes for information to clarify requests</li> <li>. Uses tact and discretion when discussing problems and eliciting sensitive or confidential information</li> <li>. Provides interpretation of a routine to moderately complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical clinical setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Minor fatigue is caused by:</p> <ul style="list-style-type: none"> <li>. moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>. the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Dental Clinic Receptionist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 2) [Job Code 289401]</li> <li>. Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 289402]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 3) [Job Code 289402]</li> <li>. Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 289403]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine receptionist support within a dental clinical setting, with a primary focus on receiving patients and scheduling appointments.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Answers telephone and in-person queries from current and prospective patients, and provides information about programs and services</li> <li>. Books patient appointments, confirming and rescheduling as required</li> <li>. Receives patients and registers them in a computerized medical system</li> <li>. Retrieves, prepares, and archives patient charts and computer records</li> <li>. Updates patient demographic information in electronic and paper files</li> <li>. Processes payments by entering billing information, and receiving, recording, and depositing payment</li> <li>. Prepares MSP Billings and maintains related records</li> <li>. Completes paper and electronic forms</li> <li>. Schedules tests (e.g., EMG, CT, MRI), prepares laboratory and test requisitions, and retrieves results</li> <li>. Ensures that waiting room and examining rooms are tidy and adequately stocked with supplies</li> <li>. Orders clinical and office supplies</li> <li>. Types documents such as patient consult reports, legal reports, and medical correspondence</li> <li>. Maintains service statistics</li> <li>. Sorts mail and faxes</li> <li>. Photocopies and files</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus completion of a Dental Office Assistant program (including terminology), plus one year of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works under general supervision</li> <li>. Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>. Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>. Some planning may be required</li> <li>. Performs routine duties independently</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties are of a straightforward procedural nature</li> <li>. Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>. Resolves routine problems and refers other problems to senior staff.</li> <li>. Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>

<b>Benchmark Title</b>	<b>Dental Clinic Receptionist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. Considerable interpersonal skills are required</li> <li>. Builds rapport and defuses tense situations with people who may be difficult or challenging</li> <li>. Actively listens, and probes for information to clarify requests</li> <li>. Uses tact and discretion when discussing problems and eliciting sensitive or confidential information</li> <li>. Provides interpretation of a routine to moderately complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical clinical setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Minor fatigue is caused by:</p> <ul style="list-style-type: none"> <li>. moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>. the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Clinical Assistant</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 3) [Job Code 287301]</li> <li>. Supervision Level 4 or 5 (Pay Grade 4) [Job Code 287302]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 4) [Job Code 287302]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine clinical and administrative support within a clinical setting, with a primary focus on assisting with patient care.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Obtains vital signs from patients, and reports significant findings to physician</li> <li>. Performs minor diagnostic procedures such as pregnancy tests, urinalysis, height, weight, vision</li> <li>. Sets up, maintains, retrieves, and files patient records</li> <li>. Sets up exam rooms for office medical procedures, checking and cleaning rooms as required</li> <li>. Prepares patients for procedures such as ultrasounds</li> <li>. Transports patients to lab, radiology, or hospital wards by wheelchair or stretcher</li> <li>. Processes test results by performing duties such as labelling and sending specimens to laboratories</li> <li>. Liaises with various hospital and community resources</li> <li>. Coordinates with hospital security for incarcerated patients and those requiring special assistance</li> <li>. Processes payments by entering billing information, and receiving, recording, and depositing payment</li> <li>. Prepares MSP Billings and maintains related records</li> <li>. Coordinates referral appointments to specialists, such as laboratory and other investigations</li> <li>. Coordinate tests (e.g., Pulmonary Function Tests (PFT))</li> <li>. Coordinate patient bookings/appointments with other divisions where patients need to be seen</li> <li>. Requests records and test results from other healthcare facilities</li> <li>. Arranges for medical interpreters for ESL patients</li> <li>. Orders and maintains supplies</li> <li>. Answers patient queries, and provides information about programs</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus completion of a Medical or Dental Office Assistant program (including terminology), plus two years of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works under general supervision</li> <li>. Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>. Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>. Some planning may be required</li> <li>. Performs routine duties independently</li> </ul>

<b>Benchmark Title</b>	<b>Clinical Assistant</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties are of a straightforward procedural nature</li> <li>. Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>. Resolves routine problems and refers other problems to senior staff.</li> <li>. Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. A high level of interpersonal skill is required</li> <li>. Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity</li> <li>. Actively listens, and probes for information to clarify complex requests</li> <li>. Provides interpretation of a complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> <li>. Provides training and/or instruction of a routine nature in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical clinical setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Minor fatigue is caused by:</p> <ul style="list-style-type: none"> <li>. the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort</li> </ul>
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<b>Benchmark Title</b>	<b>Clinic Secretary/Clerk</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 6) [Job Code 287401]</li> <li>. Supervision Level 4 or 5 (Pay Grade 7) [Job Code 287402]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 7) [Job Code 287402]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level plan the administrative workflow of a clinic, and provide secretarial and clerical support to clinical team members.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Plans the workflow of a clinic, and assigns priorities in accordance with established standards and procedures</li> <li>. Types a variety of documents from written and dictated sources, such as research manuscripts, abstracts, grant applications consult reports, research papers, patient charts, and correspondence</li> <li>. Monitors dictation of clinic notes to ensure completeness and accuracy</li> <li>. Receives urgent referrals, gathers appropriate information, creates charts, and updates patient database</li> <li>. Books patient appointments and procedures</li> <li>. Arranges tests and procedures, and obtains results and records from other clinics, doctor offices, and institutions</li> <li>. Screens patient and physician messages and calls, assisting patients where appropriate by answering questions and obtaining and providing information; redirects calls as appropriate</li> <li>. Schedules and makes arrangements for meetings</li> <li>. Responds to inquiries pertaining to clinic activities, policies, and procedures; redirects callers as required</li> <li>. Processes payments by entering billing information, and receiving, recording, and depositing payment</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus one year of post secondary education, plus completion of a Medical or Dental Office Assistant program (including terminology), plus three years of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under minimal supervision</li> <li>. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation</li> <li>. There are a variety of job tasks requiring ongoing prioritization</li> <li>. Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of a minor interpretive and/or technical and/or analytical nature</li> <li>. Compiles, manipulates, and performs calculations on data</li> <li>. Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems</li> <li>. Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>



<b>Benchmark Title</b>	<b>Clinic Secretary/Clerk</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. A high level of interpersonal skill is required</li> <li>. Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity</li> <li>. Actively listens, and probes for information to clarify complex requests</li> <li>. Provides interpretation of a complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> <li>. Provides training and/or instruction of a routine nature in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical clinical setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<ul style="list-style-type: none"> <li>. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy</li> <li>. The incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
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<b>Benchmark Title</b>	<b>Clinical Typist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 2) [Job Code 287501]</li> <li>. Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 287502]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 3) [Job Code 287502]</li> <li>. Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 287503]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level have a primary focus on typing patient consultation letters and other documents.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Types, proofreads, and corrects a variety of documents from written and dictated sources, such as confidential patient consult reports and abstracts and manuscripts for publication</li> <li>. Mails out and distributes transcribed reports by performing duties such as batch printing, photocopying, and delivery by a variety of methods according to current department procedures and established timelines.</li> <li>. Maintains typing log and workload data</li> <li>. Performs routine audits to ensure department standards for finalization and distribution are being met</li> <li>. Files physical and electronic documents</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus completion of a Medical or Dental Office Assistant program (including terminology), plus one year of related experience</li> <li>OR</li> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works under general supervision</li> <li>. Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>. Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>. Some planning may be required</li> <li>. Performs routine duties independently</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties are of a straightforward procedural nature</li> <li>. Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>. Resolves routine problems and refers other problems to senior staff.</li> <li>. Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>

<b>Benchmark Title</b>	<b>Clinical Typist</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. Moderate interpersonal skills are required</li> <li>. Verifies, explains, and/or exchanges detailed/specialized information</li> <li>. Selects information from more than one source</li> <li>. Responds to basic complaints</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion</li> </ul>
<b>Physical and Sensory Effort</b>	<ul style="list-style-type: none"> <li>. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy</li> <li>. The incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Secretary to Medical Professional(s)</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 6) [Job Code 287601]</li> <li>. Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 287602]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 287602]</li> <li>. Second Language required, plus Supervision Level 5 (Pay Grade 8) [Job Code 287603]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide secretarial support for one or more medical professional (e.g., Physician, Dentist, Medical Geneticist).
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Types a variety of documents from written and dictated sources, such as research papers abstracts, grant applications consult reports, medical/legal reports, patient charts, and correspondence</li> <li>. Completes paperwork for grant applications</li> <li>. Compiles, updates, and distributes on-call schedules</li> <li>. Organize physician's calendar by performing duties such as scheduling meetings and coordinating the schedule of physician's medical students</li> <li>. Coordinate meetings and clinical conferences by performing duties such as preparing and distributing material and agendas, booking rooms, and arranging catering</li> <li>. Books appointments/consults for patient referrals with physician, and makes reminder calls to patients</li> <li>. Books procedures (e.g., stress tests, exercise tests) for the physician's patients by performing duties such as receiving requisitions, pulling and updating charts, contacting clinic administrative personnel, notifying patients, and compiling patient lists</li> <li>. Maintains database, including updating electronic patient records</li> <li>. Processes payments by entering billing information, and receiving, recording, and depositing payment</li> <li>. Prepares MSP Billings and maintains related records</li> <li>. Receives and responds to urgent messages, such as paging on-call physicians</li> <li>. Opens, sorts, and distributes mail</li> <li>. Sends packages, faxes, and correspondence</li> <li>. Orders office supplies</li> <li>. Files physical and electronic documents</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus one year of post secondary education, plus completion of a Medical or Dental Office Assistant program (including terminology), plus three years of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under minimal supervision</li> <li>. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation</li> <li>. There are a variety of job tasks requiring ongoing prioritization</li> <li>. Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</li> </ul>

<b>Benchmark Title</b>	<b>Secretary to Medical Professional(s)</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of an intermediate technical and/or analytical nature</li> <li>. Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems</li> <li>. Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff</li> <li>. Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. Considerable interpersonal skills are required</li> <li>. Builds rapport and defuses tense situations with people who may be difficult or challenging</li> <li>. Actively listens, and probes for information to clarify requests</li> <li>. Uses tact and discretion when discussing problems and eliciting sensitive or confidential information</li> <li>. Provides interpretation of a routine to moderately complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical office setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines, or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<ul style="list-style-type: none"> <li>. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy</li> <li>. The incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Secretary to Medical Department</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 6) [Job Code 287701]</li> <li>. Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 287702]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 287702]</li> <li>. Second Language required, plus Supervision Level 5 (Pay Grade 8) [Job Code 287703]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide secretarial support for a medical department and/or department head.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Provides administrative support for department members and committees, such as preparing agendas and presentation material, taking and transcribing minutes, and making arrangements for clinical faculty functions, including Grand Rounds</li> <li>. Provides administrative coordination for departmental programs and initiatives, such as maintaining medical student records, processing clinical faculty appointments and promotions, maintaining and organizing information pertaining to student placements/fieldwork, and processing affiliation agreements with clinical sites.</li> <li>. Creates and processes correspondence</li> <li>. Tabulates and enters clinical evaluations into databases</li> <li>. Prepares and updates documentation, such as clinical manuals, clinical curriculum vitae, and appointment and promotion documentation for clinical faculty</li> <li>. Provides general support for departmental functioning</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus one year of post secondary education, plus four years of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under minimal supervision</li> <li>. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation</li> <li>. There are a variety of job tasks requiring ongoing prioritization</li> <li>. Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of an intermediate technical and/or analytical nature</li> <li>. Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems</li> <li>. Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff</li> <li>. Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>

<b>Benchmark Title</b>	<b>Secretary to Medical Department</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>. Considerable interpersonal skills are required</li> <li>. Builds rapport and defuses tense situations with people who may be difficult or challenging</li> <li>. Actively listens, and probes for information to clarify requests</li> <li>. Uses tact and discretion when discussing problems and eliciting sensitive or confidential information</li> <li>. Provides interpretation of a routine to moderately complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical office setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines, or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<ul style="list-style-type: none"> <li>. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy</li> <li>. The incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Administrative Coordinator – Medical Department</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>BM Pay Grade &amp; Job Code</b>	<ul style="list-style-type: none"> <li>. Base Level (Pay Grade 8) [Job Code 287801]</li> <li>. Supervision Level 4 or 5 (Pay Grade 9) [Job Code 287802]</li> </ul> <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> <li>. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 287802]</li> </ul>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide complex office management support for a medical department.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>. Responsible for the overall administration of a unit</li> <li>. Organize physician's calendar by performing duties such as scheduling meetings and coordinating the schedule of physician's medical students</li> <li>. Performs scheduling for Residents and Fellows</li> <li>. Provides administrative oversight to accreditation process for Fellowship Program</li> <li>. Performs financial duties such as reconciliations, processing cheque requests, depositing cheques, managing and utilizing P-Cards, administration of payment of physicians and Faculty members, and transfer of funds between accounts</li> <li>. May have signing authority</li> <li>. Coordinates payments for clinical faculty by tracking, entering, and forwarding for payment.</li> <li>. Prepares and updates clinical curriculum vitae and appointment and promotion documentation for clinical faculty</li> <li>. Tracks on-call, teaching, and Grand Round hours for the purpose of credit accumulation</li> <li>. Receives and responds to urgent messages, such as paging on-call physicians</li> <li>. Tabulates and enters clinical evaluation data</li> <li>. Coordinates the purchase and repair of equipment</li> <li>. Makes arrangement with Security, including key access and distribution for division</li> <li>. Liaises with external organizations regarding issues such as sponsorship, fundraising, arranging guest speakers, and coordinating workshops</li> <li>. Provides administrative support for department members and committees, such as preparing agendas and presentation material, taking and transcribing minutes, and making arrangements for clinical faculty functions, including Grand Rounds</li> <li>. Coordinates office and building moves</li> <li>. Prepares draft reports and compiles relevant statistics</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High school graduation, plus two years of post secondary education, plus four years of related experience</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under broad direction</li> <li>. Work is performed within authorized prescribed limits and/or an approved plan</li> <li>. Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods</li> <li>. Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities</li> <li>. Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions</li> </ul>



<b>Benchmark Title</b>	<b>Administrative Coordinator – Medical Department</b>
<b>Group</b>	<b>[3] Administration – Clinical</b>
<b>Sub-Group</b>	<b>(a) Clinical Administration</b>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of an intermediate technical and/or analytical nature</li> <li>. Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems</li> <li>. Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff</li> <li>. Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>
<b>Interpersonal Skills</b>	<p>A high level of interpersonal skill is required.</p> <ul style="list-style-type: none"> <li>• Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity.</li> <li>• Actively listens, and probes for information to clarify complex requests.</li> <li>• Provides interpretation of a complex nature.</li> <li>• Makes informal demonstrations or presentations in areas of expertise.</li> </ul> <p>Provides training and/or instruction of a routine nature in areas of expertise.</p>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in typical office setting</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<ul style="list-style-type: none"> <li>. Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging</li> <li>. The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>