



Government
of Canada

Gouvernement
du Canada

Canadian General
Standards Board

Office des normes
générales du Canada

GCS 168.1-91

ICS 03.100.30

WITHDRAWAL

April 2018

Classification and descriptions for administrative support temporary help

This Government of Canada Standard is hereby withdrawn due to limited support for its revision.

The information contained in the Standard was originally developed pursuant to a voluntary standards development initiative of the CGSB. The information contained therein may no longer represent the most current, reliable, and/or available information on this subject. CGSB hereby disclaims any and all claims, representation or warranty of scientific validity, or technical accuracy implied or expressed respecting the information therein contained. The CGSB shall not take responsibility nor be held liable for any errors, omissions, inaccuracies or any other liabilities that may arise from the provision or subsequent use of such information.

Copies of withdrawn standards are available from the CGSB Sales Centre by telephone at 819-956-0425 or 1-800-665-2472, by fax at 819-956-5740, by Internet at www.tpsgc-pwgsc.gc.ca/ongc-cgsb/, by e-mail at ncr.CGSB-ONGC@tpsgc-pwgsc.gc.ca or by mail at Sales Centre, Canadian General Standards Board, 11 Laurier Street, Gatineau, Canada K1A 1G6.

RETRAIT

Avril 2018

Classification et description des postes de travail temporaire dans la catégorie du soutien administratif

Cette Norme du gouvernement du Canada est retirée en raison du manque de support pour sa révision.

L'information contenue dans la norme a été élaborée initialement en vertu d'une initiative volontaire d'élaboration de normes de l'ONGC. Elle peut ne plus représenter l'information disponible et/ou l'information la plus actuelle ou la plus fiable à ce sujet. L'ONGC décline par la présente toute responsabilité à l'égard de toute affirmation, déclaration ou garantie de validité scientifique ou d'exactitude technique implicite ou explicite relative à l'information contenue dans la norme. L'ONGC n'assumera aucune responsabilité et ne sera pas tenu responsable quant à toute erreur, omission, inexactitude ou autre conséquence pouvant découler de la fourniture ou de l'utilisation subséquente de cette information.

Des copies des normes retirées peuvent être obtenues auprès du Centre des ventes de l'ONGC. Il suffit d'en faire la demande par téléphone au 819-956-0425 ou 1-800-665-2472, par télécopieur au 819-956-5740, par Internet à : www.tpsgc-pwgsc.gc.ca/ongc-cgsb/, par courriel à ncr.CGSB-ONGC@tpsgc-pwgsc.gc.ca, ou par courrier adressé au Centre des ventes, Office des normes générales du Canada, 11, rue Laurier, Gatineau, Canada K1A 1G6.



Canadian
General
Standards
Board

CAN/CGSB-168.1-91

Classification and Descriptions for Administrative Support Temporary Help

National Standard of Canada

Canada



The CANADIAN GENERAL STANDARDS BOARD (CGSB), under whose auspices this National Standard of Canada has been developed is a government agency within Public Works and Government Services Canada. CGSB is engaged in the production of voluntary standards in a wide range of subject areas through the media of standards committees and the consensus process. The standards committees are composed of representatives of relevant interests including producers, consumers and other users, retailers, governments, educational institutions, technical, professional and trade societies, and research and testing organizations. Any given standard is developed on the consensus of views expressed by such representatives.

CGSB has been accredited by the Standards Council of Canada as a national standards-development organization. The standards that it develops and offers as National Standards of Canada conform to the criteria and procedures established for this purpose by the Standards Council of Canada. In addition to standards it publishes as national standards, CGSB produces standards to meet particular needs, in response to requests from a variety of sources in both the public and private sectors. Both CGSB standards and CGSB national standards are developed in conformance with the policies described in the CGSB Policy Manual for the Development and Maintenance of Standards.

CGSB standards are subject to review and revision to ensure that they keep abreast of technological progress. Suggestions for their improvement, which are always welcome, should be brought to the notice of the standards committees concerned. Changes to standards are issued either as separate amendment sheets or in new editions of standards.

An up-to-date listing of CGSB standards, including details on latest issues and amendments, and ordering instructions, is found in the CGSB Catalogue, which is published annually and is available without charge upon request. An electronic version, ECAT, is also available. Running on the Windows platform, it is updated quarterly. More information is available about CGSB products and services at our Web site — <http://w3.pwgsc.gc.ca/cgsb>.

Although the intended primary application of this standard is stated in its Scope, it is important to note that it remains the responsibility of the users of the standard to judge its suitability for their particular purpose.

The testing and evaluation of a product against this standard may require the use of materials and/or equipment that could be hazardous. This document does not purport to address all the safety aspects associated with its use. Anyone using this standard has the responsibility to consult the appropriate authorities and to establish appropriate health and safety practices in conjunction with any applicable regulatory requirements prior to its use. CGSB neither assumes nor accepts any responsibility for any injury or damage that may occur during or as the result of tests, wherever performed.

Attention is drawn to the possibility that some of the elements of this Canadian standard may be the subject of patent rights. CGSB shall not be held responsible for identifying any or all such patent rights. Users of this standard are expressly advised that determination of the validity of any such patent rights are entirely their own responsibility.

Further information on CGSB and its services and standards may be obtained from:

The Manager
Standardization Information Division
Canadian General Standards Board
Ottawa, Canada
K1A 1G6

The STANDARDS COUNCIL OF CANADA is the co-ordinating body of the National Standards System, a federation of independent, autonomous organizations working towards the further development and improvement of voluntary standardization in the national interest.

The principal objectives of the Council are to foster and promote voluntary standardization as a means of advancing the national economy, benefiting the health, safety and welfare of the public, assisting and protecting the consumer, facilitating domestic and international trade, and furthering international co-operation in the field of standards.

A National Standard of Canada is a standard which has been approved by the Standards Council of Canada and one which reflects a reasonable agreement among the views of a number of capable individuals whose collective interests provide, to the greatest practicable extent, a balance of representation of producers, users, consumers and others with relevant interests, as may be appropriate to the subject in hand. It normally is a standard that is capable of making a significant and timely contribution to the national interest.

Approval of a standard as a National Standard of Canada indicates that a standard conforms to the criteria and procedures established by the Standards Council of Canada. Approval does not refer to the technical content of the standard; this remains the continuing responsibility of the accredited standards-development organization.

Those who have a need to apply standards are encouraged to use National Standards of Canada whenever practicable. These standards are subject to periodic review; therefore, users are cautioned to obtain the latest edition from the organization preparing the standard.

The responsibility for approving National Standards of Canada rests with the:

Standards Council of Canada
45 O'Connor Street
Suite 1200
Ottawa, Ontario
K1P 6N7

How to order CGSB Publications:

- by telephone — (819) 956-0425 or
— 1-800-665-CGSB
(Canada only)
- by fax — (819) 956-5644
- by mail — CGSB Sales Centre
Ottawa, Canada
K1A 1G6
- in person — Place du Portage
Phase III, 6B1
11 Laurier Street
Hull, Quebec
- by email — cgsb@piper.pwgsc.gc.ca
- on the Web — <http://w3.pwgsc.gc.ca/cgsb>

CLASSIFICATION AND DESCRIPTIONS FOR ADMINISTRATIVE SUPPORT TEMPORARY HELP

This standard establishes classes and descriptions for temporary help services in the area of office administration including office automation.

Prepared by the
Canadian General Standards Board 

Approved by the
Standards Council of Canada 

Published May 1991 by the
Canadian General Standards Board
Ottawa, Canada K1A 1G6

©Minister of Supply and Services Canada — 1991

No part of this publication may be reproduced in any form without the prior permission of the publisher.

CANADIAN GENERAL STANDARDS BOARD
COMMITTEE ON TEMPORARY HELP SERVICES
FOR ADMINISTRATIVE SUPPORT

(Membership at date of approval)

Coke, B.	Manpower Temporary Services
Eadie, Ms. J.	Kelly Temporary Services Ltd.
Emond, P.	Regional Municipality of Ottawa-Carleton
Fairbairn, Ms. C.	Fairbairn Executive Services Ltd.
Graham, R.	Department of the Environment
Graham, Ms. S.	Department of Supply and Services
Ingle, J.	SPI Consultants
Johns, Ms. G.	The 500 Selection Services (Ottawa) Ltd.
Kelly, J.	Treasury Board
Lamirande, Ms. P.	Department of Transport
Lussier, Ms. J.	Government of British Columbia
Mamo, Ms. D.	Harrington Temporary Services
Morris, R.	Department of Public Works
Navkar, Mrs. N.	Government of Ontario
Odorizzi, Ms. D.	SHL Systemhouse Ltd.
Osler, D.	Vari-Staff Ltd.
Ruddick, Mrs. M.	Department of External Affairs and International Trade
Thivierge, J.P.	Public Service Commission
Thornley, Ms. K.	Consultant
Wade, J.M.	Office Assistance
Weber, R.	Network Personnel Inc.
Zenko, J.	Department of Employment and Immigration
Melski, T. <i>Secretary</i>	Canadian General Standards Board

Acknowledgment is made for the French translation of this National Standard of Canada by the Translation Bureau of the Department of the Secretary of State.

CANADIAN GENERAL STANDARDS BOARD

CLASSIFICATION AND DESCRIPTIONS FOR ADMINISTRATIVE SUPPORT TEMPORARY HELP

INTRODUCTION

This standard has been developed in response to a need to establish uniform classes and descriptions for temporary help services that are of benefit to both the supplier and the user of the service. It is intended to support both the private and public sectors when defining their requirements for temporary help in the administrative support area.

1. SCOPE

- 1.1 This standard establishes a classification system and associated descriptions for temporary help services in the area of administrative support, including office automation.

2. CLASSIFICATION

- 2.1 The following table (Table 1) lists the classes (e.g. clerks, secretaries, word processor operator) and levels (e.g. junior, intermediate, senior and executive) for the administrative support personnel covered by this standard.

TABLE 1
General Classes Reference Table

CLASS No.	CLASS	ABBREVIATION	REFERENCE Par. No.	LEVEL			
				JUNIOR (J)	INTERMEDIATE (I)	SENIOR (S)	EXECUTIVE (EX)
1	CLERK	(CLK)	4.1	CLK-J	CLK-I	CLK-S	—
2	SECRETARY	(SEC)	4.2	SEC-J	SEC-I	SEC-S	SEC-EX
3	TYPIST	(TYP)	4.3	TYP-J	TYP-I	TYP-S	—
4	WORD PROCESSOR OPERATOR	(WPO)	4.4	WPO-J	WPO-I	WPO-S	—
5	DATA ENTRY OPERATOR	(DAO)	4.5	DAO-J	DAO-I	DAO-S	—
6	MACHINE AND PERIPHERAL EQUIPMENT OPERATOR	(MPO)	4.6	MPO-J	MPO-I	MPO-S	—
7	MAINFRAME CONSOLE OPERATOR	(MCO)	4.7	MCO-J	MCO-I	MCO-S	—
8	MICROCOMPUTER OPERATOR	(MIC)	4.8	MIC-J	MIC-I	MIC-S	—
9	DESKTOP PUBLISHING OPERATOR	(DTP)	4.9	DTP-J	DTP-I	DTP-S	—
10	COMPUTER APPLICATION SUPPORT SPECIALIST	(CAS)	4.10	CAS-J	CAS-I	CAS-S	—
11	RECEPTIONIST	(REC)	4.11	REC-J	REC-I	REC-S	REC-EX
12	SWITCHBOARD OPERATOR	(SBO)	4.12	SBO-J	SBO-I	SBO-S	—
13	RECEPTIONIST-SWITCHBOARD OPERATOR	(RSO)	4.13	RSO-J	RSO-I	RSO-S	RSO-EX

- 2.2 **Language Requirements** — Personnel supplied may have one of two language profiles, either unilingual (English or French) or bilingual (English and French with a choice of 4 levels: A, B, C or C+). The language requirements are identified in Appendix D.

- 2.3 For the classes, as specified below, additional skills and specializations may be called-up as required.
- a. clerks and secretaries (additional skills):
 - i. typing
 - ii. word processing
 - iii. computer operating
 - b. Receptionists, switchboard operators and receptionist-switchboard operators (additional skill):
 - i. typing
 - c. For secretaries only (additional skills):
 - i. dictaphone and/or shorthand
 - d. Clerks and secretaries (specializations):
 - i. a variety of specializations (e.g. accounting, legal, medical, etc.) relating to specific fields of expertise.

2.4 The levels for additional skills are as follows:

2.4.1 **Typing**

TYPING			
LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
25 words/min 3% error rate	40 words/min 5% error rate	50 words/min 5% error rate	60 words/min 5% error rate

2.4.2 **Word Processing**

WORD PROCESSING		
WP 1	WP 2	WP 3
Junior Level	Intermediate Level	Senior Level

See Appendices A and B for a detailed description.

2.4.3 **Computer Skills**

COMPUTER SKILLS		
C 1	C 2	C 3
Basic	Intermediate	Advanced

See Appendix C for a detailed description.

2.4.4 **Keyboarding for Desktop Publishing**

KEYBOARDING FOR DESKTOP PUBLISHING		
K 1	K 2	K 3
25 words/min 3% error rate	40 words/min 5% error rate	60 words/min 5% error rate

2.4.5 **Dictaphone and Shorthand** (applies to secretaries only).

DICTAPHONE
ONE LEVEL ONLY

See par. 4.2.2 for a detailed description for the dictaphone secretary.

2.4.6 **Shorthand**

SHORTHAND	
LEVEL 1	LEVEL 2
For general business and commercial use, a shorthand speed of 80 words per minute is required	For minute taking and verbatim recording, a shorthand speed of 120 words per minute is required

See par. 4.2.3 for a detailed description for a shorthand secretary.

3. **GENERAL REQUIREMENTS**

The following are general descriptions for each class of temporary help. This section provides a broad overview of the classes. Details related to levels within classes, additional skills and specializations are contained in Detailed Requirements, Section 4.

- 3.1 **Clerk** — The main task of clerks is the processing of information by manual, written, verbal or electronic means.
- 3.1.1 Any requirement for word processing or computer ability must be specified on an individual basis, according to par. 2.4 of this standard.
- 3.1.2 Specialized applications of this category are identified in Table 2.
- 3.2 **Secretary** — The primary duty of this category is to provide secretarial assistance to one or more individuals by performing administrative support activities.
- 3.2.1 Any requirement for word processing or data manipulation must be specified on an individual basis according to par. 2.4.2 and 2.4.3.
- 3.2.2 Specialized applications of this category are identified in Table 2.
- 3.3 **Typist** — The main task of typists is to prepare documents using typewriters as opposed to word processing equipment.
- 3.4 **Word Processor Operator** — Spends a predominant amount of time performing document preparation or alteration activities on word processing equipment. This includes processing operations associated with storage and retrieval. Word processing equipment is defined as comprising any computer-based office equipment with full screen capability and storage used for text editing. Some examples of such equipment are: stand alone processing equipment; typewriters with full screens and software or program packages that can run on computers or microcomputers.
- Word processors' clerical functions are restricted to those activities necessary to maintain the word processing capability and housekeeping (i.e. reordering supplies, restocking paper and ribbons, etc.).
- 3.5 **Data Entry Operator** — Sets up and operates key-driven data entry machines to transcribe data from source material onto cards, tapes, disks and diskettes, and other recording media, in a form suitable for computer processing.
- 3.6 **Machine and Peripheral Equipment Operator** — Sets up and operates one or more types of computer peripheral machines such as printers, tapes and disk drives, card-readers, and character recognition machines that convert data from one form to another and sort, tabulate, read and print data, to enable accurate and timely input and output of information.

TABLE 2
Specializations

Type No.	SPECIFICATION	ABBREVIATION	REFERENCE Par. No.	LEVEL			
				JUNIOR (J)	INTERMEDIATE (I)	SENIOR (S)	EXECUTIVE (EX)
S1	ACCOUNTING CLERK	(AC-CLK)	4.16.2.1	AC-CLK-J	AC-CLK-I	AC-CLK-S	—
S2	FINANCIAL SERVICES CLERK	(FI-CLK)	4.16.2.2	FI-CLK-J	FI-CLK-I	FI-CLK-S	—
S3	MATERIALS MANAGEMENT STORES CLERK	(MM-CLK)	4.16.2.3	MM-CLK-J	MM-CLK-I	MM-CLK-S	—
S4	TRANSPORT CLERK	(TR-CLK)	4.16.2.4	TR-CLK-J	TR-CLK-I	TR-CLK-S	—
S5	PERSONNEL CLERK	(PE-CLK)	4.16.2.5	PE-CLK-J	PE-CLK-I	PE-CLK-S	—
S6	SCIENTIFIC OR TECHNICAL CLERK	(ST-CLK)	4.16.2.6	ST-CLK-J	ST-CLK-I	ST-CLK-S	—
S7	DICTAPHONE SECRETARY	(DI-SEC)	4.16.3.1	DI-SEC-J	DI-SEC-I	DI-SEC-S	—
S8	SHORTHAND SECRETARY	(SH-SEC)	4.16.3.2	SH-SEC-J	SH-SEC-I	SH-SEC-S	—
S9	MEDICAL SECRETARY	(MD-SEC)	4.16.3.3	MD-SEC-J	MD-SEC-I	MD-SEC-S	MD-SEC-EX
S10	LEGAL SECRETARY	(LE-SEC)	4.16.3.4	LE-SEC-J	LE-SEC-I	LE-SEC-S	LE-SEC-EX
S11	SCIENTIFIC OR TECHNICAL SECRETARY	(ST-SEC)	4.16.3.5	ST-SEC-J	ST-SEC-I	ST-SEC-S	ST-SEC-EX
S12	STATISTICAL SECRETARY	(SL-SEC)	4.16.3.6	SL-SEC-J	SL-SEC-I	SL-SEC-S	SL-SEC-EX

- 3.7 **Mainframe Console Operator** — Operates and controls mainframe computers to process business, scientific, engineering or other data according to predetermined instructions. Organizes, regulates and monitors the flow of work through a computer configuration from a master console.
- 3.8 **Microcomputer Operator** — Performs a number of office administration operations using microcomputers equipped with appropriate business software programs. These workers spend the predominant portion of their time operating microcomputing equipment.
- 3.9 **Desktop Publishing Operator** — Operates integrated word-processing/microcomputer-based system equipment to produce manuals, brochures, pamphlets, newsletters, and other in-house publications. Employs special software to prepare and print a variety of typeset or near-typeset quality documents.
- 3.10 **Computer Application Support Specialist** — Provides support to users of microcomputers, their peripheral equipment and associated software by providing advice, instruction, analyses, application, installation, testing implementation and documentation related to users' hardware and software.
- 3.11 **Receptionist** — Greets visitors, clients, customers and callers, determines the nature of their business, and directs them to the appropriate person(s) or place(s). Answers inquiries and provides information regarding activities carried on inside or outside the organization. A receptionist's duties vary greatly according to the needs of the employer.
- 3.12 **Switchboard Operator** — Operates manual or computer-controlled telephone switchboards to relay incoming, outgoing and interoffice calls. Provides information to callers and records messages.
- 3.13 **Receptionist-Switchboard Operator** — Greets visitors entering the establishment and operates a telephone switchboard. Performs a combination of receptionist and switchboard operator duties as determined by the employer.

4. DETAILED REQUIREMENTS

4.1 Class 1 — Clerks

4.1.1 **Junior Clerks** — This job involves routine, repetitive tasks of low complexity involving a limited number of clearly defined procedures and instructions. The individual requires only limited knowledge or experience relating to the work to be performed. Assignments may involve the use of standard office appliances or equipment (telephone, photocopier, etc.). Work is generally reviewed while in progress and increasing independence is given as experience is gained in the position. A junior clerk will not normally be required to have word processing or computer skills but can be required to have typing skills at either level 1 or level 2, as specified (see Table in par. 2.4.1).

4.1.1.1 Typical Duties

- performing a variety of functions relating to the receiving and distribution of mail (pickup, sort, deliver, etc.);
- completing courier forms and dispatching couriers;
- photocopying;
- assisting in the maintenance of stationery and supply records, catalogues, indexes, etc.;
- filing material;
- minimal typing (i.e. typing file labels).

4.1.2 **Intermediate Clerk** — An intermediate clerk performs tasks which require occasional deviations or selection from among several established procedures. A majority of the individual's time may be spent updating and maintaining records, posting routine work and preparing correspondence for review. He/she should be familiar with general office procedures, be able to use basic office equipment, and have good mathematical and spelling abilities. A good level of knowledge, training or experience relating to the work is needed to perform the job functions.

4.1.2.1 **Subgroups** — Select from the appropriate subgroup:

1. Intermediate clerk (without word processing or computer capability or typing skills)
2. Intermediate clerk plus Typ 1
3. Intermediate clerk plus Typ 2
4. Intermediate clerk plus Typ 3
5. Intermediate clerk plus WP 1
6. Intermediate clerk plus WP 2
7. Intermediate clerk plus WP 3
8. Intermediate clerk plus C 1
9. Intermediate clerk plus C 2
10. Intermediate clerk plus C 3

Note: For a detailed description of additional skill levels, see par. 4.15.

4.1.2.2 Typical Duties

- checking forms, letters and documents for correct names, addresses and descriptions, proofreading for typing errors, making simple arithmetic calculations while checking the accuracy of data, writing receipts, entering applications, making routine work entries;
- preparing form letters, licenses and certificates for mailing;
- gathering statistics and other types of records and preparing routine reports;
- coding and processing invoices;
- performing order desk duties (i.e. receiving and placing material orders).

4.1.3 **Senior Clerk** — A senior clerk possesses all of the skills required in the lower clerical categories and has the ability to work with minimal supervision. In some positions, senior clerks will be responsible for the performance of complex clerical or moderately-complex specialized functions. In other positions, supervision of subordinate

workers is the principal responsibility. In some instances, the work performed is relatively routine but carries the added responsibility for finality of action where circumstances do not permit direct observation or review. When assigned to the work or in the case of new tasks, these workers usually receive detailed instructions. Subsequently, duties are performed with a considerable degree of independence, and only matters of an unusual nature or questions involving policy and procedures are referred to others for decision or advice.

Where supervision of other individuals is required, it involves workers engaged in tasks of limited complexity. The extent of supervisory review of the work of senior clerks varies. Periodic checks of results may be sufficient in some cases; however, detailed checking may be required due to the greater consequences of undetected errors. Included in this classification are assignments that may require the operation of standard office appliances.

4.1.3.1 *Subgroups*

1. Senior clerk (without word processing/computer capability or typing skills)
2. Senior clerk plus Typ 1
3. Senior clerk plus Typ 2
4. Senior clerk plus Typ 3
5. Senior clerk plus WP 1
6. Senior clerk plus WP 2
7. Senior clerk plus WP 3
8. Senior clerk plus C 1
9. Senior clerk plus C 2
10. Senior clerk plus C 3

4.1.3.2 *Typical Duties*

- compiling reports requiring considerable judgement based upon knowledge gained through experience;
- interviewing members of the public, explaining and interpreting acts, regulations or policies; generating appropriate correspondence after reviewing irregularities, files or other documents;
- reviewing a variety of forms, statements, bills, applications, permits, and records received from the computations, propriety of charges and figures, eligibility for grants, conformance with regulations and procedures, etc.;
- checking and evaluating or assessing applications for permits, licenses or other similar documents;
- supervising subordinate workers engaged in routine clerical tasks ensuring that procedures are followed and production is maintained; resolving routine work problems; or replying to routine departmental correspondence;
- maintaining or supervising the maintenance and preparation of a variety of clerical records such as perpetual inventories, voluminous time certificates, and records of receipts and expenditures;
- maintaining complex filing systems including specialized technical systems.

Note: For a detailed explanation of additional skill levels see par. 4.15.

4.2 **Class 2 — Secretary**

4.2.1 Although it is recognized that dictaphone and shorthand skills are desirable in a secretary, these skills are to be specified separately. If these skills are required, the standards are as follows:

4.2.2 **Dictaphone** — In addition to normal secretarial duties, and any skill or specialization requirements, a dictaphone secretary shall have a minimum typing speed of Level 3 (50 words per minute/5% error rate) and possess excellent spelling, grammar and punctuation skills in the appropriate language.

The speed and accuracy with which dictaphone transcription can be carried out is dependent not only on the keyboarding skills of the individual, but on the clarity and speed of the dictation, delivery of the dictator and the quality and sophistication of the electronic equipment used for both dictation and transcription of the material.

4.2.3 **Shorthand** — In addition to normal secretarial duties and any skill or specialization requirements, a shorthand secretary should be able to transcribe dictated material from shorthand notes. A keyboard speed minimum Level 4 (60 words per minute/5% error rate) is required.

Level 1 — For general business and commercial use, a shorthand speed of 80 words per minute is required.

Level 2 — For minute taking and verbatim recording, a shorthand speed of 120 words per minute is required.

4.2.4 **Junior Secretary** — This is an entry level position that requires basic business skills with minimal knowledge of the organization, policies and procedures. It requires keyboard skills (typewriter, word processor or computer as appropriate) of at least 50 words per minute with a maximum 5% error rate. Individuals should have good grammar, spelling and punctuation. This group is divided into subgroups.

4.2.4.1 **Subgroups**

1. Junior secretary plus WP 1
2. Junior secretary plus C 1

Note: For a detailed description of additional skill levels, see par. 4.15.

4.2.4.2 **Typical Duties**

- reproducing correspondence, reports, tables from handwritten or printed material;
- answering telephone, taking messages, etc.;
- filing and photocopying;
- may perform reception duties.

4.2.5 **Intermediate Secretary** — This position provides working support to a specific management position or organization. The individual must be able, subject to general supervision, to perform a variety of secretarial functions such as those detailed below. The position requires an individual with very good spelling, grammar and punctuation skills as well as keyboard (typewriter, computer, word processor, as appropriate) skills. The individual must have keyboard skills of 50 words per minute with a maximum 5% error rate. The individual would also have the ability to determine priorities in daily work assignments and have a thorough understanding of the capabilities of the office equipment he/she uses on a daily basis.

4.2.5.1 **Subgroups**

1. Intermediate secretary plus WP 1
2. Intermediate secretary plus WP 2
3. Intermediate secretary plus WP 3
4. Intermediate secretary plus C 1
5. Intermediate secretary plus C 2
6. Intermediate secretary plus C 3

Note: For a detailed explanation of additional skill levels, see par. 4.15.

4.2.5.2 **Typical Duties**

- word processing or typing with attention to format and presentation of material;
- maintaining filing systems;
- generating routine charts;
- composing routine correspondence;
- screening and routing telephone calls;
- making appointments and travel arrangements.

4.2.6 **Senior Secretary** — This position provides working support to a specific management position and requires an individual with strong organization and communications skills, both verbal and written. The temporary help employee in this position is able to exercise good judgement in work methods and priorities. He/she must also have

tact, diplomacy and the ability to maintain confidentiality. Strong keyboard skills (typewriter, computer, word processor as appropriate) of level 3 are required. Excellent grammar, spelling and punctuation are required.

4.2.6.1 Subgroups

1. Senior secretary (without word processing/computer capability)
2. Senior secretary plus WP 1
3. Senior secretary plus WP 2
4. Senior secretary plus WP 3
5. Senior secretary plus C 1
6. Senior secretary plus C 2
7. Senior secretary plus C 3

Note: For a detailed explanation of additional skill levels, see par. 4.15.

4.2.6.2 Typical Duties

- providing guidance to stenographic/clerical positions;
- assisting in report preparation and projects requiring analytical skills;
- composing routine as well as non-routine correspondence;
- screening and handling telephone calls as appropriate;
- taking minutes other than verbatim at meetings;
- communicating with senior managers/executives;
- making appointments and travel arrangements.

4.2.7 Executive Secretary — This position provides full working support to a specific management position and requires an individual who is qualified to perform the full range of secretarial duties. He/she is also able to exercise good judgement in work methods and priorities. The individual must also have tact, diplomacy and the ability to maintain confidentiality. Strong keyboard skills (typewriter, computer, word processor as appropriate) of at least level 3. Excellent grammar, spelling and punctuation are required.

4.2.7.1 Subgroups

1. Executive secretary (without word processing/ computer capability)
2. Executive secretary plus WP 1
3. Executive secretary plus WP 2
4. Executive secretary plus WP 3
5. Executive secretary plus C 1
6. Executive secretary plus C 2
7. Executive secretary plus C 3

4.2.7.2 Typical Duties

- reading incoming correspondence and flagging items of importance or preparing summaries;
- relaying instructions between supervisor and subordinates;
- coordinating the activities of other staff and provide instruction to complete assignments;
- determining priorities to meet deadlines;
- searching for, extracting, collating, and summarizing data;
- composing and signing replies to general inquiries and drafting more difficult correspondence for the signature of his/her supervisor;
- liaising with senior officials concerning meetings;

- taking notes at meetings (not verbatim) and preparing minutes;
- typing letters and memoranda from rough notes;
- screening all outgoing correspondence for accuracy;
- supervising other office staff;
- acting on routine matters affecting the day-to-day operation of an organization in the supervisor's absence.

Note: For a detailed explanation of additional skill levels, see par. 4.15.

4.3 Class 3 — Typists

4.3.1 **Junior Typist** — This is an entry level position requiring individuals with good typing skills of at least level 3. The individual has good grammar, spelling and punctuation but requires some supervision and assistance in the performance of his/her duties.

4.3.1.1 Typical Duties

- producing correspondence or reports from a variety of sources;
- making minor edits to documents;
- storing and filing text;
- recalling, retrieving and printing text.

4.3.2 **Intermediate Typist** — This individual must have very good typing skills (60 words per minute, i.e. level 4) with a maximum error rate of 5%. This individual must have good grammar, spelling and punctuation and can work with limited supervision.

4.3.2.1 Typical Duties

- typing reports, correspondence from a variety of sources (i.e. handwritten or printed documents);
- performing major editing and revising functions.

4.3.3 **Senior Typist** — This individual must have very good typing skills (60 words per minute) with a maximum error rate of 5% and can perform all of the functions expected of the junior and intermediate typists. The individual must have very good grammar, spelling and punctuation and be able to work with limited supervision. Work is performed according to established priorities and deadlines.

4.3.3.1 Typical Duties

- Intermediate Typist duties, plus;
- proofreading his/her own work and making required corrections;
- supervising the activities of other typists in the unit.

4.4 Class 4 — Word Processor Operator

4.4.1 **Junior Word Processor Operator** — This is an entry level position requiring an individual with good typing skills of at least level 3, and the ability to perform basic word processing functions on the machine. The individual has good grammar, spelling and punctuation but requires some supervision and assistance in the performance of his/her duties. Word processing skills correspond to WP1 in Appendix A.

4.4.1.1 Typical Duties

- using basic word processing functions to produce correspondence or reports from a variety of sources; (i.e. handwritten or printed documents)
- making minor edits to documents;
- storing and filing text;
- recalling, retrieving and printing text.

4.4.2 **Intermediate Word Processor Operator** — This individual must have very good typing skills (60 words per minute — level 4) with a maximum error rate of 5% and can perform all of the functions required of a junior word processor operator. He/she also has the ability to perform complex word processing and other functions on the system. This individual must have good grammar, spelling and punctuation and can work with limited supervision. Word processing skills correspond to WP2 or WP3 as in Appendix A.

4.4.2.1 **Subgroups**

1. Intermediate Word Processor Operator WP2
2. Intermediate Word Processor Operator WP3.

4.4.2.2 **Typical Duties**

- using basic word processing functions to type reports, correspondence from a variety of sources (i.e. handwritten or printed documents);
- performing major editing and revising functions;
- performing system maintenance tasks.

4.4.3 **Senior Word Processor Operator** — This individual must have very good typing skills (60 words per minute) with a maximum error rate of 5% and can perform all of the functions expected of the junior and intermediate word processor operators. He/she also has the ability to perform complex word processing functions on the machine. The individual must have very good grammar, spelling and punctuation and be able to work with limited supervision. Work is performed according to established priorities and deadlines. Word processing skills correspond to WP3 as in Appendix A.

4.4.3.1 **Subgroups**

1. Senior Word Processor Operator WP2
2. Senior Word Processor Operator WP3.

4.4.3.2 **Typical Duties**

- using special features of software packages;
- performing other specialized functions; (i.e. using graphics, system troubleshooting, etc.);
- using basic word processing functions to prepare reports, correspondence from a variety of sources; (i.e. handwritten or printed documents);
- proofreading his/her own work and making required corrections;
- training other individuals in the use of the system;
- supervising the activities of other word processor operators in a word processing unit.

4.5 **Class 5 — Data Entry Operator** — Sets up and operates key-driven data entry machines to transcribe data from source material onto cards, tapes, disks and diskettes, and other recording media, in a form suitable for computer processing.

4.5.1 **Subgroups**

1. Junior Data Entry Operator

Viewed as an entry level position, a junior operator is expected to have some experience in operating data entry equipment. Working under direct supervision, he/she must be able to enter routine, non-complex data.

2. Intermediate Data Entry Operator

This level requires experience in operating data entry equipment under general supervision, to record and verify data from a variety of complex and non-complex source documents. Operators may be required to code documents prior to input.

3. Senior Data Entry Operator

Must have substantial experience in operating a variety of data entry equipment and/or enter data to multiple screens, may supervise and control the quality of data entry.

4.5.2 *Typical Duties*

- loading machine with data entry media such as tapes, cards and disks;
- assembling information to be transcribed in prescribed order;
- setting machine guides, switches or keys;
- operating keyboard device to input data;
- verifying accuracy of own or other recorded data;
- adhering to privacy, confidentiality and security standards;
- correcting work and editing content and format of recorded data as required;
- unloading machine after operation;
- may operate keyboard to transmit transcribed data; and
- may prepare source documents for entry and supervise and coordinate activities of other operators.

4.6 **Class 6 — Machine and Peripheral Equipment Operator** — Sets up and operates one or more types of mainframe, mini or microcomputer peripheral machines, such as printers, tapes and disk drives, and character recognition machines that convert data from one form to another and sort, tabulate, read and print data, to enable accurate and timely input and output of information.

4.6.1 *Subgroups*

1. Junior Machine Operator

An entry level worker with some experience in operating computer peripheral machines is required. The operator will be working under direct supervision.

2. Intermediate Machine Operator

This level requires experience in operating a variety of data production equipment. General supervision is normally provided.

3. Senior Machine Operator

Substantial experience in operating a variety of machines is required as the incumbent will be expected to work without supervision for varying periods. Operators may, in some instances, be required to provide instruction and supervision to other machine operators.

4.6.2 *Typical Duties*

- loading data processing input and/or output material, such as cards, tapes, output forms and vouchers into holding device on peripheral machine(s);
- positioning guides, switches and keys according to specified operating instructions to align machine(s);
- starting machine(s), and monitoring operation to check for accuracy and quality;
- maintaining machine(s) and reporting major malfunctions;
- ensuring data processing media (disks, tapes, cards) are in working order;
- stopping machine(s) on completion of operation;
- unloading printed, punched, sorted, tabulated or read material, and preparing distribution;
- maintaining operational records and controlling stock of computer supplies used for processing;
- performing routine remedial operations such as handling paper breaks and jams;
- compiling error logs for statistical purposes; and
- assisting in the tape library.

4.7 **Class 7 — Mainframe Console Operator** — Operates, controls and schedules mainframe computers to process business, scientific, engineering or other data according to predetermined instructions. Organizes, regulates and monitors the flow of work through a computer configuration from a master console.

4.7.1 **Subgroups**

1. Junior Mainframe Console Operator

Substantial experience in operating a variety of computer peripheral equipment is required. Previous experience in operating a mainframe computer console is also a prerequisite.

2. Intermediate Mainframe Console Operator

The individual will be required to effectively operate a computer console and monitor system performance. The supervision of peripheral machine operators is another requirement for this level.

3. Senior Mainframe Console Operator

The individual must be able to operate the mainframe computer console, perform the planning and control functions associated with the operation of the computer, resolve operating problems, and write new operational procedures and working schedules. In addition, this level assumes the overall responsibility for the supervision and direction of machine operators.

4.7.2 **Typical Duties**

- setting up computer configuration equipment;
- operating computer console;
- monitoring performance of software and hardware, and taking corrective action as required;
- supervising and directing (peripheral) machine operators;
- performing maintenance tasks associated with assigned computer configurations;
- monitoring overall system performance;
- preparing schedules and performing other planning and controlling functions associated with the operation of computers; and
- supervising and coordinating activities of peripheral machine operators.

4.8 **Class 8 — Microcomputer Operator** — Performs a variety of office and administration tasks using microcomputers equipped with appropriate business software programs. Spends the predominant portion of time operating microcomputing equipment.

4.8.1 **Subgroups**

1. Junior Microcomputer Operator

Some experience in operating microcomputers in a business setting is required. This normally involves performing routine, non-complex tasks.

2. Intermediate Microcomputer Operator

Experience in working with microcomputers and business programs is required. A variety of complex and non-complex tasks are carried out under minimal supervision.

3. Senior Microcomputer Operator

Substantial microcomputing experience is required. It is expected that individuals in this category be able to perform all business computing tasks without supervision.

4.8.2 **Typical Duties**

- setting up and operating business and personal computers;
- selecting and running appropriate software packages;
- inputting, storing and retrieving business information;
- editing and revising texts;
- producing business correspondence and documents in mailable form;
- creating statistical charts;
- maintaining production and inventory records; and,
- carrying out a variety of other office administration operations using microcomputers.

4.9 **Class 9 — Desktop Publishing Operator** — Operates integrated word processing microcomputer-based system equipment to produce manuals, brochures, pamphlets, newsletters, and other in-house publications. Employs specialized software to prepare and print a variety of typeset or near-typeset quality documents.

4.9.1 **Subgroups**

1. Junior desktop publishing operator
2. Intermediate desktop publishing operator with K2
3. Intermediate desktop publishing operator with K3
4. Senior desktop publishing operator with K2
5. Senior desktop publishing operator with K3.

4.9.1.1 **Junior Desktop Publishing Operator** — This is an entry level position. The operator has level K1 keyboarding skills (par. 2.4.4). He/she must have word processing skills and be able to format text within the desktop publishing and word processing packages being used (includes page break, underline, boldface, cut and copy text, font changes and side by side columns). The individual must be able to format text and have a general knowledge of the operation of the computer-operating system (ex. for IBM compatible PCs — knowledge of DOS).

4.9.1.2 **Typical Duties**

- starting program or related programs;
- preparing and editing text for desktop publishing;
- formatting and manipulating texts within the desktop publishing program; and
- saving and backing up files.

4.9.1.3 **Intermediate Desktop Publishing Operator** — He/she should have a knowledge of word processing and a knowledge of the operating system. The individual must have the ability to size and scale pictures and graphics within the desktop publishing program as well as the ability to set up tables, headers, footers and footnotes, generate a table of contents and index, start related programs and save and back up files. Keyboarding skills are to be either K2 or K3 (par. 2.4.4) as specified in the order.

4.9.1.4 **Typical Duties**

- preparing text for desktop publishing;
- formatting disks within desktop publishing;
- preparing page layouts under supervision; and
- finishing off documents by inclusion of footnotes.

4.9.1.5 **Senior Desktop Publishing Operator** — This individual has the skills as outlined for the foregoing two levels plus, a good knowledge of graphics and design layout, a good knowledge of all related packages to the desktop publishing package being used (for ex. for the IBM environment this would include the following programs: Lotus 1, 2, 3; D-Base 3, WordPerfect; Multi-mate; MS Word PC; Gem Draw; Gem Graph; Gem Paint; Corel Graphic Programs; for the MacIntosh, Pagemaker and Quark Express). The individual has keyboarding skills at K2 or K3 (par. 2.4.4). He/she must be able to perform letter tracking, kerning, produce multi-chapter publications, and install all related software. To perform this function, a thorough knowledge of file management, computer operating systems, laser printers, various printing methods within the printing industry and of all related desktop publishing related utility programs is required.

4.9.1.6 **Typical Duties**

- all duties as per the junior and intermediate level plus;
- supervising desktop publishing production;
- producing final draft of publications.

4.10 **Class 10 — Computer Application Support Specialist** — Provides support to users of microcomputers, their peripheral equipment and associated software, for the purpose of increasing efficiency and productivity. The support

provided may be in the form of advice, instruction, analysis, application, installation, testing, implementation and documentation relating to the users' hardware and software.

Typical tasks would be: configuration of existing or newly acquired hardware and software, hard disk management, disk operating system; configuration, implementation and use of application utilities, menus design; security configuration; problem analysis; isolation and correction; software and hardware evaluation.

4.10.1 *Subgroups*

1. Junior Application Support Specialist

Working in a single user environment, this individual should have a sound basic knowledge of the predominantly used software, relevant hardware and operating systems and should be able to instruct users, analyse, isolate and correct simple problems.

2. Intermediate Application Support Specialist

Working in a single user or file sharing environment, this individual should have a thorough knowledge of the predominantly used software and relevant hardware and operating systems, commensurate with the capability of enabling the systems to be used to a high degree of potential efficiency and productivity.

3. Senior Application Support Specialist

Working in a networking environment, this individual should be capable of configuring network software ensuring compatibility of all relevant programs, utilities, hardware and peripherals.

A detailed knowledge of the predominantly used software, operating systems, communication protocols, commensurate with enabling the systems to be operated to their maximum efficiency and productivity.

4.11 **Class 11 — Receptionist** — Greets visitors, clients and callers, determines the nature of their business, and directs them to the appropriate person(s) or place(s). Answers inquiries and provides information regarding activities carried on inside or outside the organization. Receptionists' duties vary greatly according to the needs of the organization employing them.

4.11.1 *Subgroups*

1. Junior Receptionist

Junior receptionists require some experience in greeting the public and answering enquiries in person or by telephone.

2. Intermediate Receptionist

This level requires direct experience in greeting people coming into offices and establishments, ascertaining their needs and directing them to appropriate persons or directing them to appropriate persons or locations.

3. Senior Receptionist

Personnel supplied require substantial experience in performing receptionist duties. In addition, the individual requires strong communication skills, a personal presentation suited to the organization, and the necessary tact and judgement to deal with all levels of visitors.

4. Executive Receptionist

Working in a high profile environment, sometimes dealing with a multiplicity of nationalities, an executive receptionist carries out the duties of a senior receptionist and additionally would usually be required to make travel arrangements, schedule appointments, meeting and conferences, using manual or computerized planning, recording and messaging systems.

4.11.2 *Typical Duties*

- receiving clients and other visitors;
- answering inquiries and providing information, by telephone and in person;
- scheduling appointments and maintaining client recall system;
- sorting mail and distributing messages;
- receiving incoming, outgoing and inter-office calls; and
- may perform other clerical duties.

4.12 **Class 12 — Switchboard Operator** — Operates manual or computer-controlled telephone switchboards to relay incoming, outgoing and inter-office calls. Provides information to callers and records messages.

4.12.1 **Subgroups**

1. **Junior Switchboard Operator**

Requires some experience in operating telephone switchboards. Good communication skills are required.

2. **Intermediate Switchboard Operator**

Requires experience in operating a variety of telephone switchboards. Good communication skills are required.

3. **Senior Switchboard Operator**

Requires substantial experience in operating a variety of manual and computer-controlled telephone switchboards. Excellent communication skills are required as the operator will generally be dealing with executive and other senior level contacts.

4.12.2 **Typical Duties**

- greeting callers and determining nature and purpose of call;
- relaying incoming, inter-office and outgoing calls;
- answering telephone inquiries;
- recording and distributing messages;
- maintaining record of incoming and outgoing calls; and
- may perform other routine clerical duties.

4.13 **Class 13 — Receptionist-Switchboard Operators** — Receptionist-Switchboard Operators greet visitors entering an establishment and operate a telephone switchboard. They perform a combination of receptionist and switchboard operator duties as determined by the organization employing them.

4.13.1 **Subgroups**

1. **Junior Receptionist-Switchboard Operator**

Some experience in performing a combination of basic receptionist and switchboard operator duties is required.

2. **Intermediate Receptionist-Switchboard Operator**

Candidates require experience in performing a variety of receptionist and switchboard operator duties as are determined by the establishment requiring the service. Good communication skills are required.

3. **Senior Receptionist-Switchboard Operator**

Substantial experience in performing both receptionist and switchboard operator duties is required with commensurate communication skills. The make-up of duties will vary according to the needs of the establishment requiring the service. However, senior receptionist-switchboard operators are usually found in executive level offices and require considerable tact and judgement.

4.13.2 **Typical Duties** — The typical duties are a combination of those defined in par. 4.11.2 and 4.12.2.

4.14 **Language Skills** — See Appendix D.

4.15 **Additional Skill Levels**

4.15.1 **Typing** — This skill refers to typing on a standard typewriter as opposed to a word processor. There are four levels of typing skills as defined in par. 2.4.1. A level 3 or 4 typist is expected to be proficient in typing statistical data.

4.15.2 **Word Processing** — For the purposes of this skill level, the use of any keyboard with a full screen, disk or tapes is considered to be word processing. There are three levels: WP1, WP2 and WP3. Appendix A identifies in detail the functions that an individual at each skill level must be able to perform. Appendix B identifies the documents that are usually associated with each skill level.

- 4.15.3 **Computer Skills** — For purposes of this skill, there are three levels: C1, C2 and C3. Appendix C provides a basic description of these skill levels.
- 4.15.4 **Keyboarding Skills** — This skill refers to keyboarding for desktop publishing. There are 3 levels: K1, K2 and K3 (see par. 2.4.4).
- 4.16 **Specializations**
- 4.16.1 Apart from the additional skills identified in par. 4.15, other added and/or specialized capabilities may be required or used for Class 1 (clerks) and Class 2 (secretaries). The specialization indicates that in addition to the detailed requirements for these classes, special knowledge of the field indicated is required and it is expected that personnel supplied with these specializations will have previous experience in these areas. The specializations are defined as follows:
- 4.16.2 **Clerks**
- 4.16.2.1 **Accounting** — Performs a variety of activities relating to accounting including calculating, posting and recording data. This function can also involve activities such as preparing disbursements, vouchers, invoices, account statements, payrolls as well as debit and credit adjustments.
- 4.16.2.2 **Financial Services** — Are involved in activities such as reviewing insurance applications, calculating premiums and dividends, making insurance policy changes, processing applications for loans and mortgages, checking ledgers, compiling rental or sales data relating to real estate.
- 4.16.2.3 **Materials Management (Stores)** — Are involved in activities such as registering requisitions and checking them for completeness and requisite authority, answering price and availability enquiries, drafting purchase orders, making call-ups against standing offers, stocktaking and inventory control, gathering information on vendor performance, coding procurement documents, notifying unsuccessful bidders, and other support activities associated with obtaining and maintaining supplies. More experienced material management clerks are familiar with selecting suppliers, based on historic information, (established source lists, catalogues and/or trade directories); as well as with computing cost estimates, considering cash and quantity discounts, transportation costs, duty and tax, as applicable.
- 4.16.2.4 **Transport** — Arranges for the movement of goods or people. This may involve determining and selecting or advising on appropriate methods of shipment. It may also involve activities such as assembling, packaging, loading and shipping of materials. This function requires knowledge of shipping of materials, as well as of shipping procedures, routes, rates, custom clearance procedures, etc.
- 4.16.2.5 **Personnel** — Are involved in compiling and maintaining records related to activities such as recruitment, training, promotion, attendance, retirement and discharge of employees.
- 4.16.2.6 **Scientific or Technical** — Are involved in activities such as maintaining records of chemicals or other supplies and equipment being used. It may also involve preparing or verifying test samples, cleaning specialized scientific technical apparatus and salvaging such material for reuse.
- 4.16.3 **Secretaries**
- 4.16.3.1 **Dictaphone** — See par. 4.2.2
- 4.16.3.2 **Shorthand** — See par. 4.2.3
- 4.16.3.3 **Medical** — This individual works in hospitals, clinics, government agencies and in physicians' offices. He/she performs duties similar to general secretaries, utilizing knowledge of medical terminology, and hospital and laboratory procedures. Typical duties include transcribing case histories, medical reports and related correspondence, completing medical insurance claim forms for professional and technical fees. He/she may also perform other duties such as ordering office supplies, etc.
- 4.16.3.4 **Legal** — This individual performs secretarial duties in law offices, land title offices and in the legal departments of government, real estate and other business establishments; he/she performs duties similar to those of general secretaries, utilizing knowledge of legal terminology, procedures and records. Activities could include transcribing

and typing deeds, affidavits, wills, briefs and other legal documents, preparing petitions, subpoenas, contracts, deeds, mortgages and other legal documents. He/she may perform other duties including maintaining financial records and supervising office workers.

4.16.3.5 *Scientific or Technical* — This individual performs secretarial duties in engineering, research or scientific establishments or offices; this work is similar to that of general secretaries except that it utilizes knowledge of engineering, research or scientific terminology, procedures or records.

4.16.3.6 *Statistical* — This individual performs duties similar to those of general secretaries except that a substantial amount of time is spent entering/typing numbers for statistical purposes.

5. NOTES

5.1 **Ordering Information** — The chart in Appendix E summarizes the various classes, levels, additional skills, specializations and language combinations. When placing a request for services from a temporary placement firm, the information on Appendix F is to be provided to the supplier.

Withdrawn/Retirée

WORD PROCESSING SKILL LEVELS		
WP1 — JUNIOR	WP2 — INTERMEDIATE	WP3 — SENIOR
A JUNIOR OPERATOR CAN:	AN INTERMEDIATE OPERATOR CAN EXECUTE ALL BASIC FUNCTIONS AND CAN:	A SENIOR OPERATOR CAN EXECUTE ALL BASIC AND INTERMEDIATE FUNCTIONS AND CAN:
SET UP THE SYSTEM <ul style="list-style-type: none"> • turn machine on and off • use operator I.D. and password (security codes) • access word processing from floppy disk, hard disk or shared system with direction KEYBOARD (TYPE) <ul style="list-style-type: none"> • use alpha numeric keys (keyboard familiarity) • use code and function keys (underscore, centre, boldface, etc.) • use cursor or locator keys CREATE DOCUMENTS <ul style="list-style-type: none"> • name documents • format (set tabs, margins, line spacing, pitch, etc.) • use prompts, messages and menus • use stop codes (with repetitive documents) • paginate/repaginate • hyphenate • justify text • use spell-checking features • correct characters and words while keyboarding 	SET UP SYSTEM <ul style="list-style-type: none"> • load the system/program disk • load work disk • access word processing from floppy disk, hard disk or shared system CREATE DOCUMENTS <ul style="list-style-type: none"> • use automatic page numbering features • set up multi-column text (as in a table or chart) • use footnotes • use headers and footers • use decimal alignment • use superscript and subscript • use outline features • work with proportionally-spaced text (formatting, setting up tables, etc.) • merge standard documents (form letters) with variable lists • create libraries/folders • use alternate (stored) formats DO MAJOR EDITING AND REVISING <ul style="list-style-type: none"> • reformat documents (margins, tabs, etc.) • move or copy/duplicate blocks of text or documents (from document to document or disk to disk) • delete, insert or replace blocks of text • move or copy columns • delete, insert or replace columns • delete documents (from library/storage) • use global search and replace • use document/paragraph assembly features (boilerplates) PROGRAM SPECIAL FUNCTIONS AND SYSTEM MAINTENANCE TASKS <ul style="list-style-type: none"> • perform general housekeeping (archive, delete multiple documents, etc.) • use a laser printer • work with primary operating commands • use directories • mail merge • create and work with dual column text (newspaper/parallel) • select laser printer definitions and/or fonts 	USE SPECIAL FEATURES AND SOFTWARE PACKAGES <ul style="list-style-type: none"> • use math features • sort and select (records, list processing or work with data bases) • set up and maintain data files • merge with files • use communication features • write glossary, keystroke save, and other keystroke memory routine macros • create system dictionary • use file conversion PERFORM OTHER SPECIALIZED FUNCTIONS <ul style="list-style-type: none"> • use graphics • perform system troubleshooting • integrate different software packages (spreadsheet with word processing, etc.) • interface with photocomposition, scanning and facsimile devices, etc. PERFORM LEAD OPERATOR FUNCTIONS <ul style="list-style-type: none"> • set up and revise system profiles • set up printer and definitions • assign security codes under department direction • manage system housekeeping (purge files, make backup copies of documents, archives, etc.)
MAKE MINOR EDITS <ul style="list-style-type: none"> • scroll (horizontally and vertically) to review text • change margins, tabs, line spacing, etc. • delete, insert and replace text (characters, words and lines) • copy or move text (within a document) STORE/FILE TEXT <ul style="list-style-type: none"> • store newly created documents • store more than one version of a document • set up and maintain text files RECALL/RETRIEVE TEXT <ul style="list-style-type: none"> • use document index/directory • access stored text/document • access ("go to") specific pages/sections within a document PRINT TEXT <ul style="list-style-type: none"> • start/stop printer, including laser printer • set up printer using menus or print commands to print from screen or storage • load paper • modify print queues • change ribbons or print wheels • operate automatic sheet feeder 		

APPLICATIONS (DOCUMENTS)	FUNCTIONS USED TO PRODUCE THESE DOCUMENTS	DESIRED PROFICIENCY LEVEL
LETTERS/MEMOS		
Original, One-of-a-kind Letters	Set up system; create documents from handwritten, rough copy or machine dictation; make minor edits; store and print on letterhead.	WP1
Individual Form (Repetitive Letters/Documents with Stop Codes)	Set up system; create original letter/documents from handwritten, rough copy or machine dictation; insert "stop codes" where unique information will be inserted; fill in blanks of each letter/document by typing variable information like name, address, balance due, dates, etc.; make minor edits, store and print on letterhead (examples: past due notices, contracts, rental agreements, etc.).	WP1
Labels and Envelopes	Set up system; set envelope/label format; insert "variable instructions" where each name and address will be inserted; merge lists of names and addresses with envelope/label format; store and print.	WP2
Standard Letters Merged with Variable List/Documents	Set up system; create standard letter from handwritten, rough copy or machine dictation; insert "variable instructions" where unique information will be inserted; merge documents with list(s) of variables; make edits to standard letter necessary to accommodate "merged" information; store and/or print on letterhead (examples: standard reply letters, mass mailings, etc.).	WP2
Standard Letters Selectively Merged with Files or Data Bases	Set up system; create standard letter from handwritten, rough copy or machine dictation; insert "file merge" instructions where file data will be inserted; sort and select appropriate recipients, i.e. customers in a certain region; suppliers of certain products; prospects of a specific size, by zip code for bulk mailings, postage discount, etc.	WP3
FORMS		
Fill in Forms	Set up system; retrieve stored format; fill in blanks by typing in variable information; make minor edits; store and print on pre-printed forms (examples: insurance claims, purchase orders, questionnaires, applications, etc.).	WP1
New Forms	Set up system; create form format; type in variable information; make edits, store and print (examples: report forms, applicant logs, etc.).	WP2
MULTI-PAGE DOCUMENTS		
Reports	Set up system; create document from handwritten, rough copy or machine dictation; copy and/or move text within documents; paginate, hyphenate, justify text; make minor edits; store and print.	WP1
Assembled Documents	Set up system; create new text; retrieve and assemble blocks of stored text (boilerplate); reformat; do major editing and revising; store and print.	WP2
Proposals and Studies	Set up system; create document from handwritten, rough copy or machine dictation; use headers and footers, automatic page numbering and outlining; copy and move text from other stored documents; do major editing and revising, including deleting and replacing blocks of text; set up multi-column (these documents often include charts and tables; store and print.	WP2
Manuals and Handbooks with Multi-Column Text	Set up system; create document from handwritten, rough copy or machine dictation; use headers and footers, automatic page numbering and outlining; copy and move text from other stored documents; set up multi-column (these documents often include charts and tables); do major editing and revising, including inserting, deleting and replacing blocks of text and moving columns; format dual-column text; use keystroke memory features; store and print.	WP3
STATISTICAL DOCUMENTS		
Original Text, Documents Containing Charts and Tables	Set up system; create document from handwritten, rough copy or machine dictation; set up column; insert, delete, move and replace columns; align decimals, centre headings over columns, store and print (example: lengthy documents containing profit and loss statements and balance sheets, like annual reports).	WP2
Text Documents Integrated with Special Software	Set up system; create text surrounding charts/ tables; integrate spreadsheet data; calculate row and column totals; reformat as needed; store and print (examples: sales forecasts, budgets, etc.).	WP3
RECORDS/LIST PROCESSING (WORKING WITH DATA BASES)		
Address Lists	Set up system; access records processing or load data base program; instruct the system to sort and select specific records and then create a list of requested information; send this new document to file, to print, or both.	WP3
	Set up system; create documents from handwritten, rough copy or machine dictation; access records processing or load data base program; instruct the system to sort and select specific file information; compile it into a data report and merge that report — at a specific point — into the text document; send this system-generated report to file, to print, or both; edit and reformat the report now inside the "merged" documents as needed; store and print the final document.	WP3

COMPUTER LEVEL 1	COMPUTER LEVEL 2	COMPUTER LEVEL 3
Basic	Intermediate	Advanced
<p>At this level, some experience in operating computers in a business environment is required. The general expectation is that routine, non-complex tasks can be carried out with some access to manuals and minimal supervision:</p> <ul style="list-style-type: none"> — turn workstation on and off — load system/program software — use operator I.D. and password — prepare, initialize, format diskettes — access from hard disk or shared application — save and name documents - new and existing — use prompts, messages and menus — correct while keyboarding — scroll (horizontally and vertically) to review text and data — use document index/directory — access and retrieve documents and data — start and stop printer 	<p>At the intermediate level, experience in working with microcomputers and a variety of software packages in a business environment is needed. Minimal supervision will be required for non-routine tasks, but otherwise, must be able to consult the manual very efficiently:</p> <ul style="list-style-type: none"> — create directories/folders — move or copy/duplicate blocks of text, data or documents (from one file to another) — delete, insert or replace blocks of text and data — delete documents (from library/storage) — use global search and replace functions — perform general housekeeping (archive, delete multiple documents, etc.) — work with operating system commands — create directories — build new/existing reports — access specific pages/sections within a document 	<p>Senior proficiency entails working on a variety of complex business computing tasks with no supervision and ability to quickly and efficiently consult manuals. Expertise in trouble-shooting and the confidence and analytical ability to determine where problems exist and how they can be fixed can also be expected:</p> <ul style="list-style-type: none"> — merge files and documents across platforms — use communication features — develop and use macros within application software — use file conversion features from one application to another — perform system trouble-shooting-printer and CPU — write special routines — convert documents to ASCII format — integrate different software packages — build new reports

Language Profiles		
LEVEL A	LEVEL B	LEVEL C*
<p><u>Reading:</u> Ability to understand texts on topics of limited scope; ability to understand very simple texts and grasp the main idea of texts about familiar topics; ability to read and understand elementary points of information such as dates, numbers or names from relatively more complex texts in order to perform routine job-related tasks.</p> <p><u>Writing:</u> Ability to write very limited units of information in the second language; ability to write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.</p> <p><u>Oral Interaction:</u> Ability to ask and answer simple questions; ability to give simple directions or instructions; ability to handle simple work-related situations.</p>	<p><u>Reading:</u> Ability to understand most descriptive or factual material on work-related subjects; ability to grasp the main idea of most work-related texts, locate specific details and distinguish main from subsidiary ideas.</p> <p><u>Writing:</u> Ability to write short descriptive or factual texts in the second language; ability to write with sufficient mastery of grammar and vocabulary to deal with explicit information on work-related topics.</p> <p><u>Oral Interaction:</u> Ability to give simple explanations; ability to give factual descriptions (of people, places or things); ability to narrate events (past, present, future); ability to handle work-related situations with a complication.</p>	<p><u>Reading:</u> Ability to understand texts dealing with a wide variety of work-related topics; ability to understand most complex details, inferences and fine points of meanings; ability to read with good comprehension specialized or less familiar material.</p> <p><u>Writing:</u> Ability to write explanations or descriptions in a variety of informal and formal work-related situations; ability to write texts in which the ideas are developed and presented in which vocabulary, grammar and spelling are generally appropriate and require few corrections.</p> <p><u>Oral Interaction:</u> Ability to give detailed explanations and descriptions; ability to handle hypothetical questions; ability to support an opinion, defend a point of view, or justify an action; ability to counsel and give advice; ability to handle complex work-related situations.</p>
*LEVEL C+: Absolute proficiency in the language.		

**SUMMARY FOR CLASS — LEVEL — SKILL — SPECIALIZATION — LANGUAGE COMBINATIONS
TO FACILITATE TEMPORARY HELP CALL-UPS (SEE BELOW FOR EXPLANATION OF CODES)**

CLASS NOMENCLATURE	ABBREV.	LEVEL	ADDITIONAL SKILLS	SPECIALIZATION	PROFICIENCY IN OTHER LANGUAGE
Clerk	CLK	J I S	T1,2,3 / WP1,2,3 / C1,2,3 T1,2,3 / WP1,2,3 / C1,2,3	AC, FI, MM, PE, TR, ST	A, B, C, C+
Secretary	SEC	J I S EX	WP1, C1 WP1,2,3 / C1,2,3 WP1,2,3 / C1,2,3 WP1,2,3 / C1,2,3	DT, SH MD, LE, ST, S	A, B, C, C+
Typist	TYP	J, I, S			A, B, C, C+
Word Processor Operator	WPO*	J, I, S			A, B, C, C+
Data Entry Operator	DAO	J, I, S			A, B, C, C+
Machine and Peripheral Equipment Operator	MPO	J, I, S			A, B, C, C+
Mainframe Console Operator	MCO	J, I, S			A, B, C, C+
Microcomputer Operator	MIC	J, I, S			A, B, C, C+
Desktop Publishing Operator	DTP*	J, I, S			A, B, C, C+
Computer Application Support Specialist	CAS	J, I, S			A, B, C, C+
Receptionist	REC	J, I, S, EX	T1,2,3		A, B, C, C+
Switchboard Operator	SBO	J, I, S	T1,2,3		A, B, C, C+
Receptionist-Switchboard Operator	RSO	J, I, S, EX	T1,2,3		A, B, C, C+

*For these two categories, at the intermediate and senior levels, there is an option to select WP2 or WP3 for word processor and K2 or K3 for desktop publishing operators (See section 2.4.2 and 2.4.4)

LEGENDS

Levels
J = Junior
I = Intermediate
S = Senior
EX = Executive

Additional Skills
T = Typing
WP = Word Processing
C = Computer Skills
K = Keyboarding

Specifications
AC = Accounting
DT = Dictaphone
FI = Financial Services
LE = Legal
MD = Medical
MM = Materials Management
and Stores
PE = Personnel
SH = Shorthand
S = Statistical
ST = Scientific/Technical
TR = Transport

Proficiency in Other Languages
A = Basic working knowledge
B = Intermediate
C = Fluent
C+ = Absolute proficiency
(capable of translating
general texts)

TEMPORARY HELP CALL-UP FORM

ORDERING ORGANIZATION: _____ Call-Up No.: _____

Date: _____

Address: _____

Contact: _____ Telephone: _____

R D
E E
Q S
U C
I R
R I
E P
M T
E I
N O
T N

Class Abbrev.	Level	Additional Skills (Optional)	Specialization (Optional)	Language	
				Unilingual	Bilingual
				E (English)	First Language:
				F (French)	E F
					Second Language Proficiency: A, B, C or C+

ADDITIONAL INFORMATION ABOUT REQUIREMENTS AND WORK (as applicable):

REASON FOR REQUEST: _____

PERIOD REQUIRED: _____ Days/Weeks/Months

START DATE: _____ Hours per day: _____ from _____ a.m. to _____ a.m. p.m.

REPORT TO: _____

USER'S ORGANIZATION: _____

Address: _____

Contact: _____ Telephone: _____

INVOICING ADDRESS: same as Ordering Organization same as User's Organization

Other: _____

Attention: _____ Telephone: _____

HOURLY RATE: _____ FINANCIAL CODING: _____
(if known)

REFERRAL (If Applicable):

Name: _____ Agency: _____

APPROVAL: _____

Signature

Date

CALL-UP MADE:

Date: _____ Time: _____

Telephone _____ Fax _____ Mail _____ Other _____

By (Name): _____

CALL-UP ACKNOWLEDGED BY: _____

(Agency)

Date and Time: _____ Name of Contact: _____



Withdrawn/Retirée