

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 6

Position Title	Customer Contact Associate		
Date Evaluated	September 30, 2005	Date Revised	June 13, 2006
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	1	Updating OASYS and DTS logs; e-mail to field staff to advise, for example, that a customer is looking for a call back on ARB status
2. Numeric Skills	1	Completing logs, search and record information for field office.
3. Technical Skills/Professional Knowledge	1	Follows a defined script in responding to enquiries; limited access to specific OASYS screens to check information for callers; training provided on the job/3-4 week in house training; entry-level position.
4. Analytical/Problem-Solving Skills	1	Follows a script to respond to enquiries, any questions beyond the scope of the script are escalated within CCC or referred to field.
5. Communication Skills	2	Explaining factual information eg. why caller has received a Notice; may need to rephrase to address language/education/comprehension levels of various callers.
6. Co-ordinating Skills	1	No coordination required, incumbents answer calls based on call queue.
7. Freedom of Action	1	Work is assigned based on calls in the queue.
8. Guiding Others	1	No formal responsibility for guiding others.
9. Physical Effort	2	Sitting at the phones; during Assmt Notice delivery the ability to move about is limited due to volume of calls, otherwise, incumbent can move about the office; being linked to phone for extended periods.
10. Manual Dexterity	1	Keyboarding to call up clients' information on OASYS; limited number of screens to view.
11. Audio/Visual Effort	3	Good listening skills to understand the caller and respond to their questions, on the telephone all day.
12. Working Conditions	2	Dealing with irate taxpayers on the telephone.
General Notes		