

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 8

Position Title	Client Service Representative		
Date Evaluated	March 21, 2006	Date Revised	June 13, 2006
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	1	Writing short notes regarding visitors.
2. Numeric Skills	1	Reconciles Purolator/courier invoices with bills of lading, may be required to use a calculator occasionally to add/reconcile; processes are being automated therefore degree of numeric skills is minimal.
3. Technical Skills/Professional Knowledge	2	Knowledge of various software programs (Word, Excel) and PeopleSoft to enter data. Performs work according to standard procedures. Knowledge of the Corporate organization, basic familiarity with MPAC products and services to respond to general enquiries and direct callers appropriately.
4. Analytical/Problem-Solving Skills	1	Calls from taxpayers regarding their assessment, direct them to our web site, mail out RfRs; responds to routine questions that have a pre-defined response. Is not required to analyze enquiries, rather re-directs to appropriate section/staff member.
5. Communication Skills	2	May have to rephrase enquiry to understand their request before responding or redirecting. This includes walk-in and telephone enquiries.
6. Co-ordinating Skills	1	For example, gather paperwork on car rentals to sort prior to payments being issued. Email staff asking for information to complete tasks;
7. Freedom of Action	2	Answers phones and greets visitors; work is not assigned as such, but assists the financial section in keying invoices and have the freedom to determine when it is completed within assigned deadlines;
8. Guiding Others	1	No responsibility for others.
9. Physical Effort	1	Sits at the reception desk for greater than two hours.
10. Manual Dexterity	1	Keying invoices, other assignments for Finance.
11. Audio/Visual Effort	3	Dealing with telephone and walk-in traffic and keying information, involves continual interruption.
12. Working Conditions	2	Dealing with impatient, rude customers; work environment is isolated from other staff therefore potential to face irate taxpayers without support.
General Notes		