

**MPAC - OPSEU  
Pay Equity Job Evaluation**

**Position Number: 17**

<b>Position Title</b>	<b>Customer Service Clerk</b>		
<b>Date Evaluated</b>	<b>September 29, 2005</b>	<b>Date Revised</b>	
<b>Notes Taken By</b>	<b>Jane Mizanski</b>		

**EVALUATION**

Factor	Level	Explanatory Notes
<b>1. Writing Skills</b>	<b>2</b>	Completes telephone logs, RfR and GRAD form letters; completing DTS; occasionally prepares letters to lawyers under Mgr's supervision.
<b>2. Numeric Skills</b>	<b>1</b>	Logging on DTS; occasionally may check apportionment calculations;
<b>3. Technical Skills/Professional Knowledge</b>	<b>2</b>	Work is procedural – keying/processing MoS, GRAD requests, etc; knowledge of computer systems to enter/locate data on OASYS, DTS, Microsoft Office software; skills are entry level, with technical knowledge learned on the job;
<b>4. Analytical/Problem-Solving Skills</b>	<b>2</b>	Searching info for Grad requests; eg if there is a value discrepancy between the Minutes of Settlement (MoS) and the database it is identified by comparing the 2 values, and refer to the Valuation Review Specialist (VRS) for resolution; must review what they are keying to ensure data matches database/files.
<b>5. Communication Skills</b>	<b>2</b>	Providing factual information to municipality to confirm that Minutes of Settlement have been signed, or to forward copies of the Minutes to ARB; explain to taxpayer how to complete an RfR; responding to walk-in enquiries, directing to appropriate section/staff.
<b>6. Co-ordinating Skills</b>	<b>2</b>	Coordinate distribution of appeal dockets, ARBoard orders or decisions; ensure everything is coded for all VRSs in area/zone.
<b>7. Freedom of Action</b>	<b>2</b>	Work is assigned by CS Mgr as documents are received in the office; incumbent organizes daily workload or sequence of tasks to be completed within CS Standards;
<b>8. Guiding Others</b>	<b>1</b>	No formal responsibility for guiding others.
<b>9. Physical Effort</b>	<b>1</b>	Sitting at computer monitor, some filing; 1-2 hrs, can lessen strain.
<b>10. Manual Dexterity</b>	<b>3</b>	Keying DTS and MoS, both speed and accuracy important but can lessen strain somewhat by doing other activities such as filing, mail and phone.
<b>11. Audio/Visual Effort</b>	<b>3</b>	Viewing data on computer screens. Listening skills required when providing reception/front-counter relief.
<b>12. Working Conditions</b>	<b>2</b>	Responsible for front-counter reception and telephone – incoming calls from ratepayers who can be impatient/rude; opening mail where sometimes items sent are suspicious; occasionally may be required to travel between offices. <b>We have distinguished between those required to deal with irate clients over phone only vs those that are face to face eg at reception – should these be 3 and the current 3s are 4s?.</b>

**General Notes**