

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 37

Position Title	Customer Liaison Officer		
Date Evaluated	March 22, 2006	Date Revised	
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	4	Prepares/compiles detailed letters to property owners, municipalities for VP/President's signature. Writes corporate form letters for use by CR and/or PV staff;
2. Numeric Skills	2	Compiles/pulls together DTS and RfR reports;
3. Technical Skills/Professional Knowledge	2	Understanding of assessment programs, policies and procedures. New Info: Incumbent provides direction to field staff and managers on customer relations policies, procedures. Understanding of business correspondence protocol and practices to prepare correspondence for executive and Board Chair's signature. Works on a variety of ad hoc projects for the Directors/VP Customer Relations. Requires some experience in the assessment field and or in a customer relations environment.
4. Analytical/Problem-Solving Skills	3	Problems are presented through, eg. letter from taxpayer regarding the assessed value of home; issue is forwarded to field staff for investigation and to identify resolution/explanation of MPAC process or appropriate response. Incumbent follows standard procedures for gathering information, but must understand the draft response from the field to ensure it matches the original enquiry.
5. Communication Skills	3	Occasionally conducts training on DTS and RfR procedures. New: Position is a touchpoint for all CR and communicates on procedures, processes, detailed updates on CR projects or issues; may also respond directly to enquiries from taxpayers.
6. Co-ordinating Skills	3	Coordinates information gathered from field staff to prepare reports/correspondence within defined deadlines; may pull information from various databases e.g. DTS.
7. Freedom of Action	3	Works within established correspondence protocol or procedure but has latitude to determine sequence of activities to meet deadlines.
8. Guiding Others	1	No formal responsibility for guiding others.
9. Physical Effort	1	Normal physical effort.
10. Manual Dexterity	1	Keyboarding, < 2hrs but can lessen strain.
11. Audio/Visual Effort	1	Reading reports.
12. Working Conditions	1	No disagreeable working conditions.
General Notes		