


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Medical Office Assistant</u></p> <p>Date <u>October, 2000</u></p> <p>Revised Date <u>2004</u></p> <p>Revised Date _____</p>	<p>Code</p> <p><u>155</u></p>
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<p>Decision Making</p> <p>Has ability to prioritize work. Issues regarding financial transactions and scheduling may require some minor problem solving from a limited number of pre-existing alternatives. Provides interpretation of existing policies and procedures (e.g., payroll, corporate policies) to others.</p>	<p>Degree</p> <p><u>2.5</u></p>
<p>Education</p> <p>Grade 12. Office Education certificate (1200 hours) and Medical Specialty certificate (577.5 hours) .</p>	<p><u>4.0</u></p>
<p>Experience</p> <p>Twelve (12) months previous experience working in an office environment. Nine (9) months on the job to become familiar with medical transcription, financial, payroll and scheduling practices and region/facility/department policies and procedures.</p>	<p><u>5.0</u></p>
<p>Independent Judgement</p> <p>Solves minor operating problems associated with coordinating clients/patients appointments with more than one professional in a single visit. Transcription work is performed in accordance with standard practices.</p>	<p><u>3.0</u></p>
<p>Working Relationships</p> <p>Requires tact to discuss and settle billing and collection issues and inquiries. Requires regular contact with professionals/clients/patients/residents/general public and families.</p>	<p><u>3.0</u></p>

Impact of Action	Degree
Provides clerical, reception and medical transportation services to meet quality and service requirements. Inaccurate maintenance of records may affect other activities within the office. Misjudgements in coordination of client appointments could delay related or succeeding services.	<u>2.0</u>
Leadership and/or Supervision Provides orientation to co-workers.	<u>1.0</u>
Physical Demands Regular physical effort reading, filing, taking minutes, calculator/computer/keyboarding operation.	<u>2.0</u>
Sensory Demands Regular visual and listening effort consisting of keyboarding, reception and reading and listening to clients/patients/residents with periods of competing multiple sensory demands.	<u>2.5</u>
Environment Occasional exposure to minor conditions, such as noise, dust, verbal abuse, congested workplace.	<u>2.0</u>