


## Job Evaluation Rating Documentation

<p><b>CUPE, SEIU, SGEU, SAHO</b></p> 	<p><b>Job Title</b> <u>Appointment Clerk</u></p> <p><b>Date</b> <u>October, 2000</u></p> <p><b>Revised Date</b> <u>2004</u></p> <p><b>Revised Date</b> _____</p>	<p><b>Code</b></p> <p><u>208</u></p>
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<p><b>Decision Making</b></p> <p>Books, cancels, reschedules and makes adjustments to previously scheduled appointments, meetings and education classes following clearly prescribed practices. Solutions to problems associated with coordinating bookings are selected from limited number of pre-existing alternatives.</p>	<p><b>Degree</b></p> <p><u>2.0</u></p>
<p><b>Education</b></p> <p>Grade 12. Office Education certificate (1200 hours).</p>	<p><u>3.5</u></p>
<p><b>Experience</b></p> <p>No previous experience. Nine (9) months on the job to become familiar with physician personal preferences, computer programs, and become familiar with region/facility/department policies and procedures.</p>	<p><u>3.0</u></p>
<p><b>Independent Judgement</b></p> <p>Develops appointment schedules using established methods. Minor operating problems such as emergencies or cancellations are resolved with limited analysis.</p>	<p><u>2.5</u></p>
<p><b>Working Relationships</b></p> <p>Coordinates and schedules. Has regular contact with physicians offices and clients/patients/residents requiring tact and discretion.</p>	<p><u>3.0</u></p>

<b>Impact of Action</b>	<b>Degree</b>
Schedules and monitors clinic bookings to meet quality and service requirements. Misjudgment in coordinating multiple appointments in appropriate time frame may delay succeeding related services. Must maintain accurate attendance records for billing patient visits.	<u>2.0</u>
<b>Leadership and/or Supervision</b> Provides orientation to staff.	<u>1.0</u>
<b>Physical Demands</b> Regular physical effort writing/sorting documents and keyboarding/computer operation.	<u>2.0</u>
<b>Sensory Demands</b> Regular sensory effort operating computer and listening to clients and staff with periods of competing multiple sensory demands.	<u>2.5</u>
<b>Environment</b> Occasional exposure to minor conditions such as noise, rudeness/profanity, interruptions.	<u>2.0</u>