


Job Evaluation Rating Document

	Job Title <u>Inquiry Services Representative</u> Date <u>November 5, 2019</u> Revised Date <u>May 16, 2024</u> Revised Date _____	Code <u>526</u>
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Decision Making Provides client support, following clearly prescribed practices to employees and managers. Solutions to minor operating problems associated with payroll, benefits, scheduling, human resources, employment are selected from a range of pre-existing alternatives.	Degree <u>2.0</u>
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Education Grade 12. Office Administration certificate (Saskatchewan Polytechnic 750 hours).	Degree <u>3.0</u>
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Experience Twelve (12) months previous experience working in an office environment to develop organizational skills and gain an understanding of functional requirements of the organization. Twelve (12) months on the job to develop knowledge in a range of system, program and process matters and to become familiar with department policies and procedures.	Degree <u>5.0</u>
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Independent Judgement Provides client support according to defined standard practice or established procedures. Minor operating problems are resolved when triaging inquiries. Direction is sought when solutions to inquiry not within parameter of established practices.	Degree <u>3.0</u>
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Working Relationships Regular contact with employees and managers regarding human resources, payroll/benefit related inquiries. Requires tact to triage customer inquiries.	Degree <u>3.0</u>
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<p>Impact of Action</p> <p>To a limited degree, incorrect information will result in delays to subsequent services and embarrassment in employee relations.</p>	<p>Degree</p> <p>2.0</p>
<p>Leadership and/or Supervision</p> <p>May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.</p>	<p>Degree</p> <p>1.0</p>
<p>Physical Demands</p> <p>Regular physical effort sitting with frequent periods of computer operation while communicating on the phone.</p>	<p>Degree</p> <p>2.5</p>
<p>Sensory Demands</p> <p>Regular sensory effort reading and writing with frequent periods of computer operation.</p>	<p>Degree</p> <p>2.5</p>
<p>Environment</p> <p>Occasional minor exposure to disagreeable conditions such as rudeness, profanity, interruptions and multiple deadlines.</p>	<p>Degree</p> <p>2.0</p>