


Job Evaluation Rating Document

	Job Title Wait List Information Clerk <hr/> Date 2004 <hr/> Revised Date February 17, 2012; February 11, 2016 <hr/> Revised Date May 16, 2024 <hr/>	Code <hr/> 320 <hr/>
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Decision Making Follows clearly prescribed practices when processing referrals. Solutions to processing referrals are selected from a limited number of pre-existing alternatives.	Degree <hr/> 2.0 <hr/>
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Education Grade 12. Office Administration certificate (Saskatchewan Polytechnic 750 hours).	Degree <hr/> 3.0 <hr/>
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Experience Twelve (12) months previous experience working in a medical office environment utilizing medical terminology. Six (6) months on the job to become familiar with the booking/referral system and with department policies and procedures.	Degree <hr/> 5.0 <hr/>
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Independent Judgement Has choice of action in determining sequence of tasks to be performed. Performs work in accordance with established methods and provincial guidelines. Receives calls and uses judgement to resolve problems when clients/patients are difficult/emotional and/or have unusual questions.	Degree <hr/> 2.5 <hr/>
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Working Relationships Regular contact with clients/patients regarding wait lists. Requires tact and discretion to provide explanations to clients/patients, employees and physician offices.	Degree <hr/> 3.5 <hr/>
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Wait List Information Clerk

Code

320

<p>Impact of Action</p> <p>Misjudgement in the release of data may result in minor embarrassment in public relations.</p>	<p>Degree</p> <p>2.0</p>
<p>Leadership and/or Supervision</p> <p>Provides occasional guidance to the primary function of others, including training.</p>	<p>Degree</p> <p>2.0</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 operating computer with periods of frequent effort attentively listening to callers.</p>	<p>Degree</p> <p>2.5</p>
<p>Environment</p> <p>Occasional exposure to minor conditions such as rudeness and profanity.</p>	<p>Degree</p> <p>2.0</p>