

# JOB DESCRIPTION

Benchmark Job #268

Ministry: Women's Equality  
Branch: Communications  
Location: Victoria

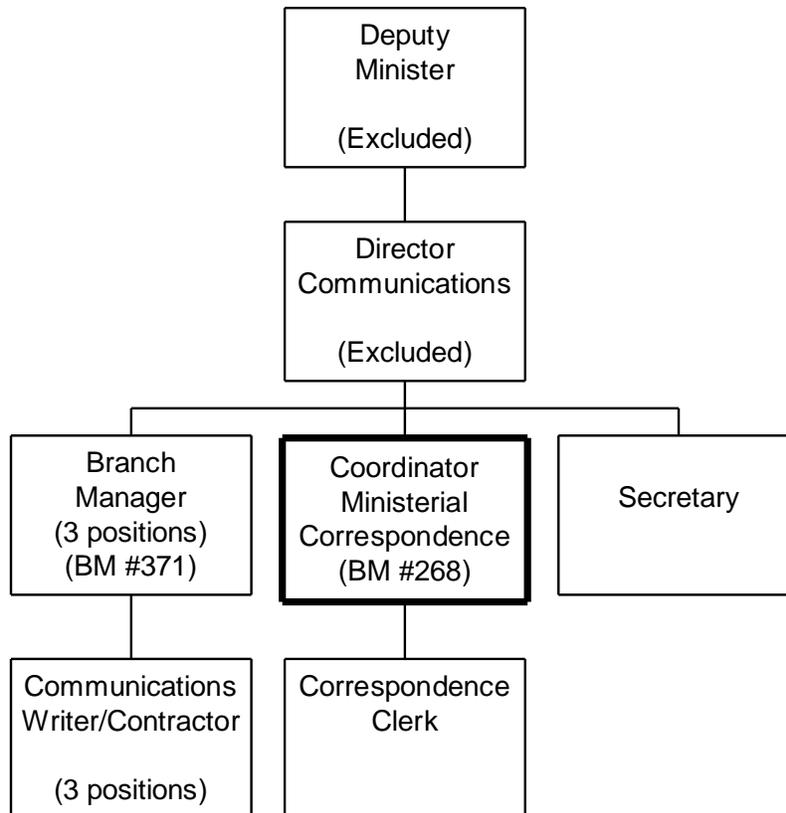
Working Title: **Coordinator, Ministerial Correspondence**  
Level: Range 15  
Classification: Communications Officer

## PRIMARY FUNCTION:

To implement and monitor procedures and standards to coordinate a ministerial correspondence program (5,000 letters per year).

## JOB DUTIES AND TASKS:

1. Implements, monitors, and revises ministry procedures and standards for ministerial correspondence
  - a. assesses operational and administrative correspondence requirements in consultation with the Minister's office, other government agencies, executive, managers, and senior administrative staff
  - b. establishes and revises a comprehensive framework (i.e. Style Guide) for the handling of ministerial correspondence, including standards for content, presentation, timeliness, efficiency, and movement
  - c. ensures compliance with statutory requirements, and management goals through participation on the Inter-Ministry Correspondence Committee
  - d. maintains and updates the ministry correspondence procedures manual, and ensures the timely distribution of new government directives, Minister's requirements and related information
  - e. sets up and maintains a tracking system, electronic file transfer capabilities, document management conventions, standard word-processing products, and guidelines for security
2. Directs and coordinates the processing of ministerial correspondence for a number of program areas
  - a. examines all ministerial correspondence to determine the issues/concerns of the inquiry
  - b. assesses which division or branch the correspondence should be referred to for initial drafts
  - c. refers correspondence to other ministries when appropriate and/or solicits information from other ministries to prepare responses, solicits information from the ministry to prepare reply
  - d. works in conjunction with staff in other ministries in preparing joint responses
  - e. provides advice, guidance, and assistance to staff in formulating replies, including appropriate wording, grammar, correct tone, content, style and clarity of response
  - f. follows up on overdue letters and expedites their completion
  - g. reviews and edits draft correspondence and ensures consistent application of ministry standards
  - h. collects information on issues and drafts responses to letters, ensuring content is clear and concise
  - i. reviews editorial changes with the program area to ensure changes are appropriate
  - j. ensures a final response is produced and processed in accordance with procedures and timelines.
3. Facilitates the development of correspondence management capabilities throughout the ministry
  - a. ensures the ministry staff have the information and training to co-ordinate correspondence
  - b. supervises, motivates, appraises and trains staff of the Correspondence Section (1 FTE)
  - c. takes disciplinary action, as required
4. Performs other related duties
  - a. authorizes purchase of stationary and supplies up to \$300 per transaction
  - b. develops and maintains a ministry correspondence manual, guides and templates



## REASON FOR CLASSIFICATION

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Job Title: Coordinator Ministerial Correspondence

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Have a practical understanding of communications and apply that knowledge to organize, administer, and maintain the ministry's correspondence services and tracking systems and implement ministry correspondence procedures, standards and practices.</p>	F	190
2	<p><b>MENTAL DEMANDS</b> Judgement to apply structured study, analysis, and interpretation of correspondence requirements and choose an approach using a combination of accepted correspondence procedures to supervise, coordinate, and organize the provision of ministry correspondence services and tracking systems.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic counselling skills to discuss and explain employee performance problems with worker and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to use keyboard to develop responses with some requirement for speed to meet deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry and government correspondence procedures, selects alternate courses of action to organize and administer the ministry's correspondence program, coordinate, edit and draft ministry responses and ensure ministry standards are maintained.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to authorize purchase of stationery and supplies up to \$300 per transaction.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to set up and maintain a multi-user correspondence management system to provide for the collection, coding, storage, security, retention, and disposal of ministry correspondence for the Minister, Deputy Minister and all program areas.</p>	D	22.5

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise an Office Assistant, appraise employee performance and take disciplinary action (1 FTE).	DD	19
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsible for safe work practices of staff in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read responses to correspondence to check on completeness, accuracy and tone.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently keyboard with speed and accuracy to prepare responses.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular unpleasant dealings with clients demanding early responses to correspondence.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 576**

**Level: Range 15**