

# JOB DESCRIPTION

Benchmark Job #099

Ministry: Small Business, Tourism and Culture  
Branch: Government Agents Office  
Location: Prince Rupert

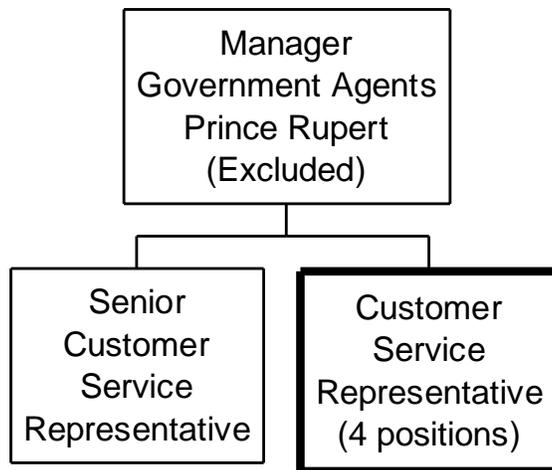
Working Title: **Customer Service Representative**  
Level: Range 12  
Classification: Clerk

## PRIMARY FUNCTION

To provide customer service and assistance to the public and other clients who require a variety of government services and information.

## JOB DUTIES AND TASKS

1. Provides 575 front-line counter services to clients for about 50 government programs
  - a. issues and receives payment for licences and certificates such as drivers licences, learners drivers licences, dog licences, hunting and fishing permits, marriage certificates and birth and death certificates
  - b. holds statutory and administrative appointments such as Issuer of Marriage Licences and District Registrar of Birth, Death and Marriages
  - c. functions as Commissioner of Affidavits by taking oaths, affidavits, affirmations, solemn declarations and statutory declarations
  - d. receives payment for fees including property and consumer taxes, Medical Service Plan premiums, traffic fines and certain court fines
  - e. registers voters and receives registrations for security instruments liens and mineral claims
  - f. issues and receives applications for provincial services such as Labour Standards Complaint Forms, Farm Extension and Home Owner Grants and Residential Tenancy Forms
  - g. provides testing for learner's drivers permit and issues permits, explaining corrective requirements, as required
2. Responds to enquiries in-person, by telephone and through correspondence
  - a. provides verbal and written replies to enquiries on government services using prepared material, applicable Acts and regulations as a source of information
  - b. contacts program officials in various ministries and agencies to obtain information as required
3. Maintains Fish and Wildlife stock licence inventory
  - a. orders authorized amount of stock licences for office and distributes to assigned offices
  - b. provides quarterly stock count of licences distributed and balances at year end
4. Performs administrative support functions
  - a. calculates fees, records transactions and issues receipts
  - b. endorses cheques ensuring that funds are deposited through cash terminals
  - c. operates computerized cash and inventory control systems to maintain records of transactions
  - d. balances and batches revenues by separating and totalling transactions and ensuring totals match computer register batch totals
  - e. maintains and reconciles office suspense account and of office budget expenditures
  - f. deposits cash and other proceeds
  - g. prepares vouchers for travel and salary advances
  - h. prepares and batches cheques for payment of approved vouchers
  - i. processes invoices and submits for payment
  - j. exercises spending authority for office expenditures
  - k. attempts to collect funds on N.S.F. cheques
5. Performs other related duties
  - a. keyboards correspondence and reports as required on a computer
  - b. takes minutes for weekly staff meetings
  - c. requisitions supplies and signs for goods received
  - d. sets up, maintains and updates information related to finances and office inventory
  - e. gives informal guidance on procedures to relief workers



# REASON FOR CLASSIFICATION

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Job Title: Customer Service Representative

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand and apply the accepted methods of numerous government program areas to provide 575 different services in about 50 programs regarding the issuing of licences, permits, applications and related payments and understanding the corresponding terminology, procedures and processes of each program area.</p>	E	145
2	<p><b>MENTAL DEMANDS</b> Judgement to recognize known differences and determine the priority of tasks to provide a variety of government services, authorize and issue various licences and permits and collect fees, read applicable acts and regulations and give written and verbal replies to enquiries on government services using prepared material.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Discretion required to exchange information needing an explanation of 575 front counter services of over 50 government programs.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to use a computer to enter data and to produce correspondence and permits to quickly process clients.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by specific procedures, select a course of action to complete assignments using previous instruction, to collect revenues, balance suspense ledger budget records, test learning drivers, issue permits, licences and certificates and function as Commissioner of Affidavits by taking oaths and affidavits.</p>	C	50
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to attempt to collect funds on non-sufficient funds cheques.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to organize a project information system by setting up and maintaining information related to finances and office inventory.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give informal guidance on procedures to relief workers.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently balance telephone inquiries with walk-in clients at the counter.	C	12
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to almost always stand at front counter to provide service to clients.	D	18
12	<b>SURROUNDINGS</b> Exposure to crowded office setting with background noise almost always.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from almost always standing at counter.	C	6

**Total Points: 387.5**

**Level: Range 12**