

Job Evaluation Rating Document

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Appointment Clerk</u> Date <u>October, 2000</u> Revised Date <u>2004; January 11, 2017</u> Revised Date <u>May 16, 2024</u>	Code <u>208</u>
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Decision Making Books, cancels, reschedules and makes adjustments to scheduled appointments following clearly prescribed practices. Solutions to problems associated with coordinating bookings are selected from limited number of pre-existing alternatives.	Degree <u>2.0</u>
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Education Grade 12. Medical Administrative Assistant diploma (Saskatoon Business College 1040 hours).	Degree <u>3.5</u>
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Experience No previous experience. Nine (9) months on the job to become familiar with physician preferences, processes, statistics, computer programs and department policies and procedures.	Degree <u>3.0</u>
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Independent Judgement Develops appointment schedules using established methods. Minor operating problems such as scheduling changes or cancellations are resolved with limited analysis.	Degree <u>2.5</u>
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Working Relationships Has regular contact with physician offices and clients/patients/residents requiring tact and discretion.	Degree <u>3.0</u>
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<p>Impact of Action</p> <p>Misjudgement in coordinating multiple appointments in appropriate time frame may delay succeeding related services. Inaccurate attendance records may impact client billing.</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 writing, sorting documents and performing computer operation.</p>	<p>Degree</p> <p>2.0</p>
<p>Sensory Demands</p> <p>Regular sensory effort operating computer and listening to clients and staff with periods of competing multiple sensory demands.</p>	<p>Degree</p> <p>2.5</p>
<p>Environment</p> <p>Occasional exposure to minor conditions such as interruptions and multiple demands.</p>	<p>Degree</p> <p>2.0</p>