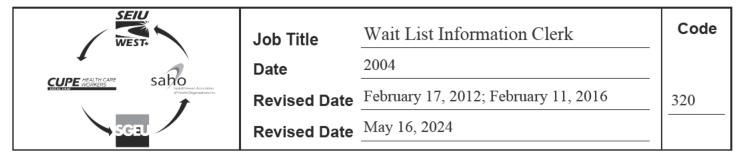
Job Evaluation Rating Document



Decision Making	Degree
Follows clearly prescribed practices when processing referrals. Solutions to processing referrals are selected from a limited number of pre-existing alternatives.	
	2.0

Education	Degree
Grade 12. Office Administration certificate (Saskatchewan Polytechnic 750 hours).	
	3.0

Experience	Degree
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.	5.0

Independent Judgement	Degree
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.	2.5

Working Relationships	Degree
Regular contact with clients/patients regarding wait lists. Requires tact and discretion to provide explanations to clients/patients, employees and physician offices.	
	3.5

2.0

Occasional exposure to minor conditions such as rudeness and profanity.