

Benchmark Title	Front Counter 1
Group	[2] Administration – General
Sub-Group	(e) Front Counter
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 1) [Job Code 284401] . Supervision Level 4 or 5 (Pay Grade 2) [Job Code 284402] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 2) [Job Code 284402]
Scope & Level Definition	Jobs at this level provide routine receptionist support.
Sample Duties at this Level	<ul style="list-style-type: none"> . Acts as the first point of contact for a department or unit by performing duties such as receiving visitors and answering the telephone, and responding or redirecting as appropriate . Responds to routine inquiries by providing information, such as information that is available on the department's web site . Receives, processes, and distributes mail, fax messages, and courier packages . Enters and edits routine data in relevant information systems, such as updating phone lists . Prepares and maintains electronic and manual records and files . Coordinates the maintenance and repair of office equipment, such as photocopier and fax, by performing duties such as changing toner, reloading paper, removing paper jams, and making service calls as required . Orders and maintains office supplies
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others, requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members

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Sub-Group	(e) Front Counter
Interpersonal Skills	<ul style="list-style-type: none"> . Basic interpersonal skills are required . Exchanges routine information . Responds to basic requests for information . Provides information that is easily accessible within the work area
Working Conditions	<ul style="list-style-type: none"> . Workspace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue is caused by moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position . Extra attentiveness is required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Front Counter 2
Group	[2] Administration – General
Sub-Group	(e) Front Counter
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 3) [Job Code 284501] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 284502] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 284502]
Scope & Level Definition	Jobs at this level provide receptionist support of a moderately complex nature.
Sample Duties at this Level	<ul style="list-style-type: none"> . Acts as the first point of contact for a department or unit by performing duties such as receiving visitors, answering the telephone, and responding or redirecting as appropriate . Responds to moderately complex inquiries by providing information, such as answering student inquiries, and redirecting them to the appropriate department or resource . Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a moderately complex nature, such as updating web pages and databases . Performs office administration duties, such as coordinating office moves, preparing and signing key requisitions, and making arrangements for facility maintenance and repairs, such as painting . Makes meeting arrangements, such as booking rooms and making catering arrangements . Prepares and distributes documents and notices, such as class cancellation notices and student assignment lists
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of related training, plus two years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature

Benchmark Title	Front Counter 2
Group	[2] Administration – General
Sub-Group	(e) Front Counter
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<ul style="list-style-type: none"> . Moderate interpersonal skills are required . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue is caused by moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position . Extra attentiveness is required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Front Counter 3
Group	[2] Administration – General
Sub-Group	(e) Front Counter
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 284601] . Supervision Level 4 or 5 (Pay Grade 5) [Job Code 284602] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 284602]
Scope & Level Definition	Jobs at this level provide receptionist support of a complex nature.
Sample Duties at this Level	<ul style="list-style-type: none"> . Acts as the first point of contact for a department or unit by performing duties such as receiving visitors, answering the telephone, and responding or redirecting as appropriate . Responds to complex inquiries by providing information and resolving problems related to issues such as course registration . Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a complex nature, such as preparing reports from databases . Assists with Human Resources processes, such as tracking and reporting on sick leave and vacation usage . Performs financial duties such as receiving cash payments, issuing receipts, reconciling journal vouchers, and processing expenses, credit card payments, and travel requisitions
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of related post-secondary education, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

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Group	[2] Administration – General
Sub-Group	(e) Front Counter
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<ul style="list-style-type: none"> . Moderate interpersonal skills are required . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue is caused by moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position . Extra attentiveness is required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Front Counter Supervisor
Group	[2] Administration – General
Sub-Group	(e) Front Counter
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 284611] . Supervision Level 2, 3 or 4 (Pay Grade 5) [Job Code 284612] . Supervision Level 5 (Pay Grade 6) [Job Code 284613] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 5) [Job Code 284612] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 6) [Job Code 284613]
Scope & Level Definition	Jobs at this level oversee a team of customer service staff, resolve complex client complaints and issues, balance cash payments, and create and maintain records for their team.
Sample Duties at this Level	<ul style="list-style-type: none"> . Supervises the work flow of a team of customer service staff by performing duties such as training, monitoring and scheduling staff, and maintaining communication between shifts and across departments. . Ensures team compliance to standards based on established policies and procedures by monitoring and evaluating the quality of service provided, identifying areas for improvement, and coaching staff. . Resolves a variety of complex issues such as troubleshooting bookings, ensuring appropriate appearance of the facilities, reporting maintenance requirements, initiating emergency procedures . Addresses complaints by consulting with clients and forwarding extraordinary problems to management. . Performs financial duties such as receiving cash payments, balancing cash and receipts from payments, and assisting in maintaining cash floats. . Creates and maintains records and letters regarding maintenance and staff, including log books and activity reports.
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of related post-secondary education, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Front Counter Supervisor
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Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
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Benchmark Title	Directory Assistance Representative
Group	[2] Administration – General
Sub-Group	(e) Front Counter
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 2) [Job Code 284701] . Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 284702] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 3) [Job Code 284702] . Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 284703]
Scope & Level Definition	Jobs at this level provide directory assistance services for the University, receiving calls and redirecting callers to appropriate parties. Provides first level trouble shooting of telephone trouble calls.
Sample Duties at this Level	<ul style="list-style-type: none"> . Answers routine questions related to the University . Determines appropriate parties to redirect caller to, and redirects accordingly . Searches through directories and databases for information using known information, such as names and locations . Receives trouble calls related to voice services, and provides first level trouble shooting for telephone service . Creates "trouble tickets" (reporting and tracking system) and forwards for processing
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation plus one year of post secondary education, plus one years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members

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Sub-Group	(e) Front Counter
Interpersonal Skills	<ul style="list-style-type: none"> . Basic interpersonal skills are required . Exchanges routine information . Responds to basic requests for information . Provides information that is easily accessible within the work area
Working Conditions	<ul style="list-style-type: none"> . Job is performed in standard office environment . Occasional exposure to minor disagreeable conditions, such as rude or demanding callers . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from continuous requirement to sit in one position, with limited opportunity to move or change position
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