

Benchmark Title**DATABASE CLERK****Job Summary**

Designs, creates, enters data into and produces reports from standardized databases using spreadsheet or database software programs. Files source documents and maintains filing systems.

Key Duties and Responsibilities

1. Designs and creates standardized databases using spreadsheet or database software programs such as Excel, Access, Dbase and FoxPro to store data such as client information, wait lists and program delivery data.
2. Enters data into databases from source documents such as client intake forms and class enrolment list. Updates data as required.
3. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
4. Designs and creates templates for documents such as memoranda, letters and presentation slides using computer software programs such as WordPerfect and PowerPoint.
5. Files source documents; maintains and updates the organization's files and filing systems.
6. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
7. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
8. Supports staff in the day-to-day use of computer software programs by performing duties such as demonstrating and explaining program functions and providing suggestions on work methods.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12 plus post-secondary courses in secretarial training or office administration of up to one (1) year.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Database Clerk

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 and post secondary courses in office administration	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often performs production keyboarding to enter data, create and modify database	5	35
4	Concentration – Often focuses source documents and computer software programs in creating database, developing forms and templates	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as creating class wait list database and producing attendance reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection and database techniques to produce as hoc reports	4	57
7	Leadership/Supervision – Supports other staff in the use of computer software programs	2	40
8	Accountability – Some examination is required to reveal errors in database design and report development. Errors may result in re-work involving loss of one's or others' time and limited financial loss	3	43
9	Communication – Provides limited hardware and software support and training	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressures to produce reports	4	33
Total Points			507