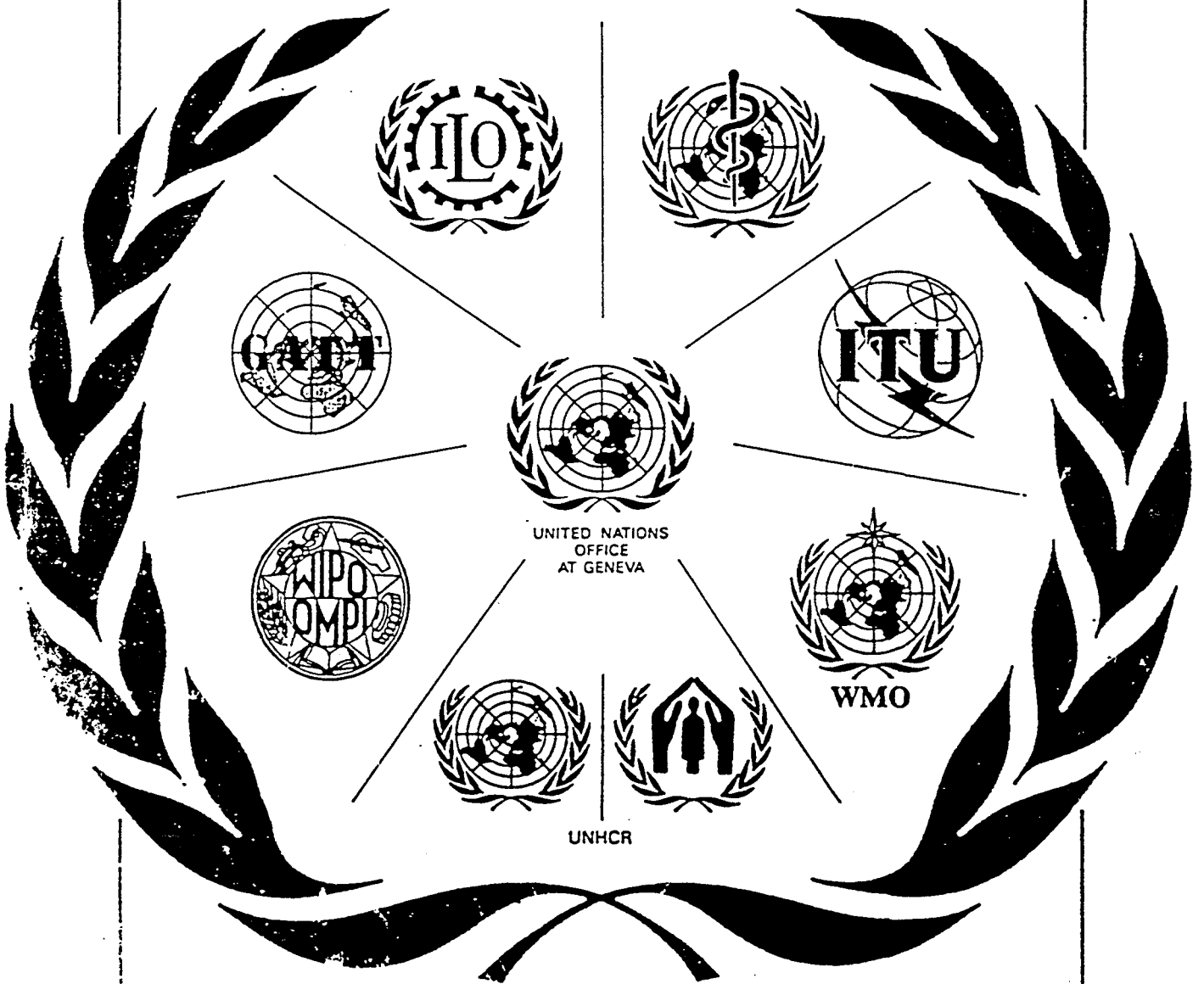


Common General Service Job Classification Standard for Geneva



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I N T R O D U C T I O N

What is Job Evaluation?

Job evaluation is a method using established, objective criteria to measure the relative worth of jobs within a given organizational structure. It is used by national civil services, private enterprises and international organizations. Properly applied, job evaluation results in equal pay for work of equal value, and levels of remuneration are based on the degree to which a job contributes to the achievement of an organization's objectives. It contributes to an equitable remuneration policy and efficient use of an organization's resources.

Background

Hitherto, the Geneva-based organizations of the United Nations Common System, although sharing the same grading structure and salary scale, have applied different systems of job evaluation. In 1988, the organizations agreed to work together towards the development of a common grading standard.

Consequently, in January 1989, an inter-agency committee, composed of representatives of both administrations and staff was set up for the purpose of establishing a common classification standard for General Service jobs in Geneva.

This standard, a point-factor rating system, is composed of 13 factors and 20 benchmarks. The contents of the standard may be summarized as follows.

Factors

Factors are used to analyse the work which makes up a job. Each of the 13 factors in the standard is allocated a number of points. The factor is then divided into levels which are assigned a number of the factor's total points. Each job is rated by selecting the level description under each factor corresponding most closely to the job. All points for each factor are added and the total of points allocated falls within a point range which determines the grade to be assigned to the job.

Each factor is followed by a short glossary of terms to assist in the comprehension of the level descriptions.

Benchmarks

Benchmarks representing the most populated and typical fields of work and levels of jobs of the Geneva-based organizations have been established and are included to ensure consistent interpretation and application of this common standard, as well as to permit a better understanding of the point-factor standard by the staff as a whole.

Since the benchmarks are intended to cover different situations and structures in the wide range of Geneva-based organizations, individual factors may rate higher or lower depending on the unique requirements of each job.

This standard as developed, including the benchmarks, accurately covers a representative cross-section of jobs most commonly found in the Geneva-based organizations.

Percentages of overall working time required to perform the duties have been indicated, as a general rule, on benchmark job descriptions. However, in the case of Benchmark No.4 the percentages were not specified because of the varying degrees of specialization and the unique requirements of the various organizations.

The Common Classification of Occupational Groups (CCOG) codings, are given for each benchmark.

Certain of the benchmarks will also be used in the context of surveys of best prevailing conditions of employment in Geneva, which are conducted at regular intervals in order to set levels of remuneration for staff in the General Service category. For that purpose, certain adjustments will have to be made to these benchmarks before they can be used for job matching with the outside employers participating in the salary survey. For example:

- Percentages of overall working time, although important for job classification purposes, are not a key element in job matching and may be omitted in order not to restrict unduly the search for jobs in the outside market which generally correspond to typical jobs in the Geneva-based organizations.
- Typing speed requirements of the Geneva-based organizations, although not stipulated in the common standard since they are consistently applied by each organization, should be spelt out for the purpose of the salary survey in order to ensure matching with equivalent skills in the outside market.
- Although not a job classification criterion, the practices of the Geneva-based organizations in terms of a minimum recruitment age will also have to be borne in mind when establishing individual job matches with the benchmarks in the context of a salary survey.

Moreover, a salary survey may also require the inclusion of other benchmarks, to be developed by application of the common standard.

Point ranges

The point ranges for grade levels G.1 through G.7 are as follows:

<u>Point ranges</u>	<u>Grade levels</u>
0-594	G.1
595-804	G.2
805-1039	G.3
1040-1299	G.4
1300-1624	G.5
1625-1884	G.6
1885 and above	G.7

Factor 1: NATURE OF OVERALL CONTRIBUTION

This factor measures the value of the end products/services emanating from the job and the degree to which these contribute to the achievement of the Organization's objectives.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>	
A/50	End products/services are primarily the result of a reflexive or automatic process and have direct physical effects on the overall physical image of the Organization or general physical working environment.	1	
B/100	End products/services are primarily the result of a verificative process and have mechanical or technical effects on specific physical aspects of external operations of the Organization or on the functioning of the individual employee working environment.	2	
C/150	End products/services are primarily the result of a transformative or collative process and have administrative or technical effects enabling either the discussion of issues before the Organization or the direct delivery of its programmes on a timely and reliable basis.	3 6 7 14	
D/200	End products/services are primarily the result of a descriptive or analytic process and have complex administrative or technical effects enabling either the discussion of issues before the Organization or the direct delivery of its programmes on a timely and reliable basis.	4 5 8 10	11 12 15 18
E/250	End products/services are primarily the result of an interpretive or evaluative process and have complex administrative or technical effects enabling timely and accurate finalization of programme decisions, activities and operations.	9 13 16 17 19	
F/300	End products/services are primarily the result of an integrative or adaptive process and have substantive programme effects enabling timely and accurate finalization of programme decisions, activities and operations.	20	
G/350	End products/services are primarily the result of an anticipative or inventive process and have substantive programme effects on the operation of one or more programmes of the the Organization.		

Glossary

<u>Reflexive or Automatic</u>	An act not accompanied by volition; mechanical, unthinking, routine.
<u>Verificative</u>	To test or check the accuracy of, to confirm or establish the authenticity or existence of by examination, investigation of appropriate evidence.
<u>Transformative</u>	To transfer or turn from one set of symbols into another.
<u>Collative</u>	A bringing together; assembling in an appropriate order.
<u>Descriptive</u>	Giving an account of something with formal attention to details.
<u>Analytic</u>	Analysis of data (about things, data or people) with reference to the criteria, standards and/or requirements of a particular discipline, art, technique, or craft to determine interaction effects (consequences) and to consider alternatives.
<u>Interpretive</u>	To explain or tell the meaning of; to elucidate; implies using knowledge or insight to cast light on a problem stressing personal judgement and understanding.

Factor 1: (Cont.)

- Evaluative Determination or fixing the value through evaluation of complex data.
- Integrative The making up a whole through the evaluation of complex data to determine the separate parts or elements required.
- Adaptive Analysing existing products, services or processes, judging their application to the current problem or situation and modifying them so as to suit new conditions.
- Anticipative To foresee events, trends, consequences or problems; a prior action that prevents, provides for or precludes an action.
- Inventive Conceiving original, novel products or processes to meet specifications of effectiveness within the overall framework of operating theories, principles, and/or organizational contexts.

Factor 2: ADJUSTMENT TO DEMANDS AND PRESSURES OF WORK

This factor measures changing workload and user demands, the role and services expected and the changes to work pace and services required of the incumbent.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
A/55	Repetitive tasks with little requirement for adaptation; routine and regular workload with work pace controlled by incumbent within general productivity norms or guidelines; role and service expectations well defined and accepted by users.	1
B/110	Standardized tasks with some adaptation of procedures required during occasional limited periods of high volume or short deadlines; regular workload with work pace controlled by machine or nature of request/service; role and service expectations well defined and accepted by users.	2 6
C/165	Changing but standardized administrative or technical tasks require efficient adaptation during occasional periods of high volume and short deadlines; workloads fluctuate on a cyclical basis and require incumbent to adjust work pace accordingly; excess workload controlled by supervisor and shared with other staff; role and service expectations understood and accepted by users.	3 4 5 7 14 15 18
D/220	Changing administrative or technical tasks require efficient adaptation; workloads fluctuate on an unpredictable basis and require incumbent to adjust work pace accordingly; increased workload controlled by incumbent while maintaining close attention to detail; adherence to deadlines is often required; role and service expectations not well understood or accepted by users.	8 9 10 11 12
E/275	Frequently changing administrative and service-oriented tasks require efficient adaptation; frequently fluctuating workloads require incumbent to adjust work pace accordingly; increased workload controlled by incumbent while maintaining close attention to detail; adherence to deadlines and service targets is normally required; role and service expectations not well understood by users who make inappropriate requests or responses.	13 16 17 19 20
F/330	A variety of frequently changing service-oriented and administrative tasks require efficient and constant adaptation; frequently fluctuating workloads and service requirements require incumbent to organize work priorities and to adapt work procedures; tight deadlines must be met for satisfying conflicting and competitive requirements of users for service delivery; role and service expectations often misunderstood and not accepted by users who frequently make requests for services which have to be refused, redirected or modified.	

Factor 3: DIRECTION AND SUPPORT RECEIVED

This factor measures the independence of the work as regards the degree to which guidelines apply and the amount of supervisory assistance and control exercised over the incumbent.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
A/50	Specific instructions provided both for non-recurring and recurring tasks; work is closely controlled through structured nature of work itself or by intervention of supervisor or senior lead worker.	1
B/100	General instructions are received for recurring tasks and specific instructions received for non-recurring tasks; special guidance and advice on technical and procedural aspects of work received from senior lead worker or supervisor; work controlled by senior lead worker or supervisor for accuracy and compliance with instructions.	2 6 14
C/150	General instructions are received for selection of successive steps; assistance received from supervisor in solving more difficult problems; work controlled by supervisor or users for accuracy, technical soundness and appropriateness.	3 10 4 11 5 12 7 13 8 15 9 18
D/200	Administrative guidelines and work plans are received for identifying work priorities and appropriate approaches; guidance received from supervisor in developing alternative solutions to anticipated problems; work controlled by supervisor or users for meeting expected results and conformity to policy and procedures.	16 17 19 20
E/250	Operational objectives and resource allocations received for organizing and providing job end products and services; guidance received from supervisor in developing general operating priorities and guidelines for problem resolution; work controlled by supervisor or users from an overall standpoint in terms of meeting objectives and conforming to policy.	

Glossary

Senior
lead worker

An incumbent who is required to exercise only technical supervision rather than technical and administrative supervision and, while not the immediate supervisor in the organizational hierarchy, carries functional responsibility for the quality and efficiency of the work produced by others in the unit.

Work plans

Refers to specifications for the overall development of a final work product which integrates the contributions of several distinct work units of the Organization.

Factor 4: IMPROVING QUALITY AND PREVENTING ERROR, DAMAGE AND INJURY

This factor measures the incumbent's responsibility for maintaining quality standards and for preventing error, loss, damage and injury.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
A/70	Prevention of loss or damage and maintenance of quality standards generally ensured automatically at time work is processed; all work corrected or verified (cross-checked) by machine or by incumbent; most errors have little or no negative effect on overall work product; quality level of products or services is easily measured.	1
B/140	Prevention of loss, damage or injury and maintenance of quality standards ensured by comprehensive application of standardized verification, inspection and supervisory procedures within the work unit; errors cause loss of time of incumbent for correction but do not affect usability of work product.	6
C/210	Prevention of loss, damage or injury and maintenance of quality standards ensured by independent spot check or sample application of accepted quality control and supervisory procedures; product errors or service deficiencies cause loss of time of work unit for correction, and user dissatisfaction with service level, but do not affect short-term usability or safety of work product.	2 10 3 12 5 14 7 15 8 18
D/280	Incumbent required to conduct quality control and checks of own work products or services; user performs major verification of quality and usability of product or service; product errors or service deficiencies cause embarrassment, minor personal injury to user or minor financial loss and damage the user's relationship with the work unit.	4 9 11 13 16 17 19
E/350	Incumbent can only partially check own work, and user can perform only limited spot checks of quality and usability; errors can cause major information loss, important financial loss, major loss of or damage to costly equipment, or personal injury to user.	20

Glossary

Errors Involuntary mistakes which result from accidental oversight, fault in judgement or inappropriate choice of a course of action. They should not be confused with the results of what would constitute bad performance.

Maintenance of quality standards Signifies the extent to which procedures or standard practices are applied in order to ensure the acceptability and usability of the end product or service.

Factor 6: COORDINATION, CONTROL, OR SUPERVISION OF JOB ACTIVITIES AND PERFORMANCE OF OTHER STAFF

This factor measures the nature and degree of supervisory authority the incumbent has over other staff.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
A/40	Little or no responsibility for control or evaluation of work of others (can include controlling work of staff assigned on a part-time basis to assist incumbents).	1 10 2 12 3 14 4 15 5 18 6 19 7
B/80	Receives and distributes work to other support staff in the same work unit and establishes deadlines to ensure equitable workloads; informs supervisor of procedural or other problems and upon request coordinates discussion and resolution of these.	13
C/120	Acts as senior lead worker assisting supervisor with selected supervisory duties; provides speciality guidance and advice on technical and procedural aspects of work to other support staff in the same work unit to ensure or improve quality and efficiency of work produced.	8 9 15 20
D/160	Assigns and controls work and determines priorities for one to five subordinate staff members for whom incumbent is immediate work supervisor; monitors progress and controls deadlines; assesses overall efficiency and quality of work results; provides ongoing assessment of work quality and performance to staff members and to first reporting officer; initiates the resolution of staff performance and operational problems.	11
E/200	Organizes and supervises work of unit of four to eleven staff members; develops overall work priorities and negotiates these with users on behalf of work unit; controls procedures for quality and efficiency of work; evaluates overall operations and effectiveness of work unit; provides comments for inclusion in relevant portions of performance report of staff members; resolves staff performance and operational problems.	17
F/240	Organizes and supervises the work of a total subordinate staff of ten or more including at least two subordinate supervisors or lead workers who act as work supervisors for most of the staff supervised by the incumbent; controls and evaluates overall performance of work units; identifies needs to re-orient services, procedures or longer-term priorities to improve service or product delivery; drafts performance reports for all staff in subordinate units.	

Glossary

- Work unit A group of two or more support staff working together in the context of "section" or "unit", or a regularly scheduled shift-work group within a "unit" or "section".
- Senior lead worker An incumbent who is required to exercise only technical supervision rather than technical and administrative supervision and, while not the immediate supervisor in organizational hierarchy, carries functional responsibility for the quality and efficiency of the work produced by others in the unit.
- First reporting officer The official responsible for signing performance appraisal reports.

Factor 6: CONTROL OF RESOURCES

This factor measures the extent to which costs are controlled by the incumbent.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>	
A/15	Work requires limited cost control in terms of own time and money or resources.	1 2 5	6 7
B/30	Work requires initiative to achieve efficient application of incumbent's time, effort, skills and supplies within scope afforded by job procedures and specific supervisory instructions; increased incumbent productivity and efficiency has some indirect impact on staffing levels or financial expenditures.	3 4 8 10	12 14 18
C/45	Work requires efficient application of financial and material resources; increased unit productivity and efficiency results in significant and discernible control over financial expenditures.	9 13 15	
	<u>OR</u>		
	Work requires efficient application of staff resources; increased staff productivity and efficiency results in significant and discernible control over staffing levels.	16 19 20	
D/60	Work requires cost control described in <u>both</u> alternatives described under Level C.	11 17	
E/75	Work requires the identification of suspected, substantial fraud or waste in use of the Organization's financial or human resources in work activities.		

Glossary

Control of resources Involves checking and regulating to achieve savings, a reduction in expenditure or an increase in productivity (resulting in either a reduction in resource level for a given level of output or the maintenance of present level of resources for a higher level of output).

Factor 2: DIFFICULTY, SENSITIVITY AND IMPORTANCE OF WORK RELATIONS

This factor measures the nature and level of contacts required of the incumbent in order to provide or obtain services.

	A. DIFFICULTY AND SENSITIVITY							
	1.		2.		3.		4.	
	Points	Corresponding benchmarks	Points	Corresponding benchmarks	Points	Corresponding benchmarks	Points	Corresponding benchmarks
B. NATURE AND IMPORTANCE	Work requires exchange of information to ensure understanding and accurate performance of tasks.		Work requires exchange of information to ensure mutual understanding of services provided, including requirements of individual requests and timing of delivery of products or services.		Work requires exchange of information and enlisting cooperation and support to ensure provision of services and resolution of problems encountered in working process advocating particular services offered or justifying request for cooperation.		Work requires interpersonal initiative to enlist cooperation and to establish understanding of respective needs to ensure provision of services and resolution of difficult problems.	
INSIDE ORGANISATION								
a. Contacts generally with supervisor and colleagues within same organizational unit.	20	1 2 3 14	35	7	not applicable		not applicable	
b. Contacts generally throughout the Organization at the same duty station.	25	6	40	4 5 12 18	55	10 11 15 16	17 19 20	70
c. Contacts generally throughout the Organization at the same duty station and with units outside the duty station.	30		45		60	8 9		75 13

Factor 7: (Cont.)

	A. DIFFICULTY AND SENSITIVITY							
	1.		2.		3.		4.	
	Work requires exchange of information to ensure understanding and accurate performance of tasks.		Work requires exchange of information to ensure mutual understanding of services provided, including requirements of individual requests and timing of delivery of products or services.		Work requires exchange of information and enlisting cooperation and support to ensure provision of services and resolution of problems encountered in working process advocating particular services offered or justifying request for cooperation.		Work requires interpersonal initiative to enlist cooperation and to establish understanding of respective needs to ensure provision of services and resolution of difficult problems.	
B. NATURE AND IMPORTANCE	Points	Corresponding benchmarks	Points	Corresponding benchmarks	Points	Corresponding benchmarks	Points	Corresponding benchmarks
OUTSIDE ORGANISATION								
d. Contacts outside the Organization are rare and not normally required.	20	1 14 3 15 5 18 6 19	not applicable		not applicable		not applicable	
e. Contacts generally with local suppliers/services on routine subject matters.	25	2 16 4 20	40		55		70	
f. Contacts generally with a broad range of officials from national and international institutions or with the general public on routine subject matters.	30	7	45	8 9 10 11 12 13	60		75	
g. Contacts generally with a broad range of officials from national and international institutions, including important collaborators, on matters of importance to the Organization.	35		50		65	17	80	

Factor 8: PROVISION OF TRAINING AND BRIEFING TO OTHER STAFF

This factor measures the nature and degree of training and briefing given by the incumbent to General Service and Professional staff.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>	
A/15	Little or no responsibility for instructing or training other staff.	1 2 3 4 5 6	7 10 12 14 15 18
B/30	Provides guidance to a wide range of General Service staff outside the work unit. <u>OR</u> Provides on-the-job training to new General Service staff within same work unit to assist them in becoming fully operational as soon as possible; training provided on specific verifiable procedures and tasks as they occur in the normal course of the work routine.		8 11 16
C/45	Provides guidance and instruction to professional-level staff within same work unit on the application of new or existing administrative policies and procedures of the work unit and on the preparation of work and requests requiring administrative or technical support. <u>OR</u> Provides instruction to P and G staff from other work units on the application or operation of new or existing systems, equipment, policies or procedures used by them to perform their duties or to obtain entitlements under the Staff Regulations.		9 13 17 19 20
D/60	Provides on an ongoing basis structured training to GS staff outside own work unit on new and existing procedures, systems, practices and skills that are required by trainees to perform their duties; assesses trainees' needs and progress; updates and adapts training content and methods in light of changes in technology or actual job requirements; assesses readiness of trainee to perform assigned duties for which training provided. <u>OR</u> Provides in-depth briefings to P staff being assigned to posts outside headquarters; adapts briefing to background of staff member and technical and organizational features of their new posting and updates it in the light of changes in policy or procedures; proposes approaches to solution of typical future problems of mutual interest.		

Glossary

Provides training or guidance To have primary responsibility to identify training needs and opportunities, not merely to assist supervisor in the provision of training.

Factor 9: EDUCATION AND EXPERIENCE REQUIRED TO MEET OCCUPATIONAL DEMANDS

This factor measures the minimum level of education, training and previous experience required to perform the job.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
A/30	Work requires education at the primary school level or level of obligatory formal schooling and no previous experience. Ability to use simple machines or tools is required.	1
B/60	Work requires education at Level A and at least one year's experience in the occupation. Ability to use machines or tools is required.	2
C/90	Work requires completion of secondary school or its equivalent technical or commercial school;	5 6 7 14
	<u>OR</u>	
	Work requires education at Level A and an apprenticeship of up to two years in a specialized occupation;	
	<u>PLUS</u>	
	At least two years' experience in the occupational area.	
D/120	Work requires completion of secondary school or its equivalent technical or commercial school and either three to four years' experience within the Organization in the occupational area, or advanced training in the specialized field;	3 4 8 10 12 15 18
	<u>OR</u>	
	Work requires education at Level A and an apprenticeship of three to four years in a specialized occupation;	
	<u>PLUS</u>	
	At least two years' experience in the occupational area.	
E/150	Work requires completion of secondary school or its equivalent technical or commercial school and either three to four years' experience in the occupational area, or advanced training in the specialized field;	9 11 13 16 19
	<u>OR</u>	
	Work requires education at Level A and an apprenticeship of three to four years in a specialized occupation plus subsequent advanced training;	
	<u>PLUS</u>	
	Three to five years' experience in the Organization or in the occupational area, including knowledge of a complex area of its structure and procedures.	
F/180	Work requires completion of secondary school or its equivalent technical or commercial school;	17 20
	<u>OR</u>	
	Work requires education at Level A and an apprenticeship of three to four years in a specialized occupation;	
	<u>PLUS</u>	
	Advanced training in the specialized field;	
	<u>PLUS</u>	
	More than five years' experience in the Organization or in the occupational area, including knowledge of a complex area of its structure and procedures and its relationships with outside institutions.	

Factor 9: (Cont.)

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
G/210	Work requires completion of secondary school or its equivalent technical or commercial school; <p style="text-align: center;"><u>OR</u></p> Work requires education at Level A and an apprenticeship of three to four years in a specialized occupation; <p style="text-align: center;"><u>PLUS</u></p> Advanced training in the specialized field; <p style="text-align: center;"><u>PLUS</u></p> More than ten years' experience within the Organization or in the occupational area, including a wide knowledge of the Organization and the inter-relationships of its constituent parts.	

Glossary

Secondary
school
completion

Examples of what constitutes secondary school completion are Certificat de Maturité, Baccalauréat, Certificat de fin d'Etudes Secondaires, General Certificate of Education.

Advanced
training

Involves an organised programme of instruction or extensive training and self study in the work setting.

Factor 10: MAINTAINING SPECIALIZED JOB SKILLS AND CERTIFICATION

This factor measures the continuing study required to maintain currency of occupational or job specific knowledge.

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>	
A/30	Work requires keeping up to date on new or revised work procedures, practices and directives designed specifically for use by the incumbent's work unit.	1	6
		2	14
		3	
B/60	Work requires recurring study of documents describing new or revised techniques, procedures and equipment relevant to job; incumbent required to learn and implement new job techniques on basis of combination of self-study of new procedural guidelines and on-the-job coaching by supervisor or colleagues.	5	11
		7	12
		8	15
		9	16
C/90	Work requires continuing study of new or revised directives and work procedures of other institutions; <u>OR</u> of new features and applications of two or more computer programming languages or computer operating systems; incumbent required to learn and implement new job techniques and practices on basis of self-study of technical material and documents and discussion with colleagues or supervisor.	13	
		18	
		19	20
D/120	Work requires continuing study of a wide variety of new or revised techniques, directives and work practices of other institutions; <u>AND</u> of new standards, technologies or new information system applications; incumbent required to independently learn and validate new job techniques and practices on basis of self-study.		
E/150	Work requires continuing study of work standards, practices, jurisprudence and trends in an occupation which is inspected and certified on a regular basis by the host government; incumbent is required to maintain valid occupational certification status through personal adherence to established standards and by controlling, inspecting and approving (taking responsibility for) the work of others in relation to these standards.		

Glossary

New Refers to recently introduced knowledge or techniques; can be "new" to either field of work, to the Organization or to position work activities.

Factor 11: USE OF LANGUAGE SKILLS

This factor measures the level of speaking (s), reading (r) and writing (w) skills and the number of languages in which these skills are required to perform the duties specific to the job.

	French			English			Spanish			German			Russian			Arabic			Chinese			Other (specify)		
	s	w	r	s	w	r	s	w	r	s	w	r	s	w	r	s	w	r	s	w	r	s	w	r
basic	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
functional	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
advanced	3	3		3	3		3	3		3	3		3	3		3	3		3	3		3	3	
skill levels																								
TOTAL SKILL LEVELS FOR ALL LANGUAGES AND ALL SKILL TYPES = [] x 10 = TOTAL POINT VALUE																								

Glossary

Language This is a language needed to perform the duties specific to the job. It is normally an official language of the Organization but may be another language required by the job. Situations may occur, such as in specialized language units or trades occupations, where the job use of official languages is significantly less than the mother tongue or other language skills of the incumbent or recruitment requirements for language skills as established for career development and broader staff administration purposes.

Basic oral interaction skill The job requirement to understand and express orally standard common phrases and sentences associated with predictable and repetitive work situations of a concrete nature, utilising a limited vocabulary and simple grammatical structures.

Basic writing skill The job requirement to select and compose standard texts and phrases and to adapt correspondence and standard letters associated with predictable and repetitive work situations.

Basic reading skill The job requirement to scan and extract key words or phrases from a wide variety of written material for further use or treatment in order to redirect or reference this material. Straight copy typing or text copying duties, without selection of material or following requester's notes, do not normally require basic reading skill.

Functional oral interaction skill The job requirement to understand and express orally a wide range of information, utilising an extensive vocabulary, correct grammar and clear pronunciation.

Functional writing skill The job requirement to compose, draft and adapt correspondence and memoranda relating to the job.

Functional reading skill The job requirement to read and understand the essential meaning of a wide variety of written material and the nuances and technical terminology applicable to the job.

Advanced oral interaction The job requirement to understand and express orally in a clear and concise manner a wide range of information on a daily basis in situations requiring tact and diplomacy, an extensive vocabulary and verbal skills of advocacy, precision and nuance.

Advanced writing skill The job requirement to compose for final signature stylistically and grammatically correct correspondence in accordance with technical or substantive instructions received regarding content; to correct the grammar, syntax, spelling and vocabulary in a wide variety of documents drafted by others in the language; and to convert to the language the essential elements of the contents of documents and correspondence prepared in other language(s) for which functional reading skill is required by the job.

Factor 12: PHYSICAL EFFORT AND TOLERANCE OF ENVIRONMENTAL CONDITIONS

This factor measures the degree of physical effort required of the incumbent and the risks and discomforts required by the environment in which the work is performed.

	A. PHYSICAL EFFORT			2		3	
	Points	Corresponding benchmarks=p.		Points	Corresponding benchmarks=p.	Points	Corresponding benchmarks=p.
		The work is sedentary with some periods of walking, standing, bending, carrying of light items, or the intermittent use of a VDU.		The work requires some physical exertion to stand for long periods, for continuous walking, for extended periods of VDU use or uninterrupted physical control and monitoring of equipment operation or driving an automobile, for frequently recurring bending, crouching, stooping, stretching, or reaching, for recurring lifting of moderately heavy items, or for periods of repeated overtime resulting in fatigue.		The work frequently requires considerable and strenuous physical exertion to lift heavy items, climb tall ladders, bend or stoop, crouch or crawl in restricted areas, lift heavy objects over 25 kilos, or manipulate heavy tools, machinery and equipment.	
D. TOLERANCE OF ENVIRONMENTAL CONDITIONS							
a. The work is performed in a typical office environment; requires tolerance of few risks or little discomfort.	60	5 7 8 9 10 11	12 13 14 15 16 17	85	6 18 19 20	110	
b. The work is performed indoors in areas which have little or no natural light, are poorly illuminated, heated or ventilated, or are exposed to distracting noise levels; requires tolerance of some risks and discomfort.	95			120	1 3	145	
c. The work is performed around moving parts or cutting machinery, high voltage current or toxic gases, in moving vehicles, in presence of moderately high noise levels or outside in all types of weather conditions; work requires wearing of protective clothing or equipment; requires tolerance of moderate risks and discomfort.	130			155	2	180	4
d. The work is performed in the presence of continuous high noise levels, contagious diseases, or persons considered dangerous to the physical security of others; requires tolerance of moderately high risks and discomfort.	165			190		215	

Glossary

VDU

Visual display unit used to cover all full screen-based equipment.

Extended periods of VDU use

The job requirement to operate VDUs on a daily, continuous basis for four hours or more.

Risks

Refers to work situations where there exists the potential for injury.

Discomfort

Refers to work situations where the incumbent is required to perform the duties under conditions which are wanting in material comfort and ease.

Factor 13 USE AND MAINTENANCE OF MANUAL AND AUTOMATED INFORMATION SYSTEMS

This factor measures the degree to which the work requires the use, revision and creation of information systems.

<u>Level/ Points</u>	<u>Factor level Descriptions</u>	<u>Corresponding BENCHMARKS-P.</u>
A/30	Work does not normally require ongoing use of filing or reference systems.	
E/60	Work requires use of informal reference lists, records, blueprints, charts or standard working files to file or retrieve information for operational or job-related purposes.	1 2 3 4
	<u>OR</u>	17
	Work requires use of video display unit to search on a case-by-case basis central automated databases to retrieve information for operational or job-related purposes.	
C/90	Work requires use of officially approved filing and cross-reference card index systems and documents and correspondence coding manuals; classifies and searches for documents according to document descriptive information and formal structure of filing system maintained by the organizational unit.	5 14 15
	<u>OR</u>	
	Work requires use of video display unit on a case-by-case basis for retrieving, entering and modifying data in central automated databases.	
D/120	Work requires use of video display unit to search central automated databases to identify and list selected, coded records; edits and produces reference lists for the use of others; assesses results of search criteria.	6 7 8 9 12
	<u>OR</u>	13 16
	Work requires use of word processing or other software packages, full screen display unit and separate printer to create, edit and produce text, tables, correspondence or reports.	
	<u>OR</u>	
	Work requires the comprehensive search and verification of a wide variety of information sources to describe historically or legally significant past events.	
E/150	Work requires coding, classification and revision of document or record access/search criteria held in central automated database; creates, updates and modifies individual records accessed by other users; assesses accuracy and corrects document coding and record access criteria.	10 11 18 19
	<u>OR</u>	
	Work requires use of word processing or other software to create, cross-index or key work document search capabilities; utilizes higher-level capabilities of software to improve correspondence and paperwork management; develops customized procedures for use of software to support specific information or document processing operations.	

Factor 12: (Cont.)

<u>Level/ Points</u>	<u>Factor Level Descriptions</u>	<u>Corresponding benchmarks</u>
F/180	Work requires the development and revision of computer programs to support applications to be run on mainframe computer; creates test data to verify the accuracy of production reports; identifies errors and potential inconsistencies in computer programs; drafts EDP documentation for applications.	20-
	DE	
	Work requires the design of customized user applications and statistical databases using high-level application and report generation software packages; installs application on micro-computer; verifies data quality control and develops procedures for update, maintenance and security of database used by others.	

Glossary

- Informal Reference lists, records, charts and files are used normally only within the incumbent's work unit and have not been established and promulgated for Organization-wide use or official documentary and archiving purposes.
- Officially
Approved Filing cross-reference card index systems, etc. are those which have been established and promulgated for Organization-wide use or official documentary and archiving purposes, and have been approved outside the incumbent's unit.

DI HLIJIAK FACTOR RATINGS (In ascending order of points)

NO.	BENCHMARKS	1	2	3	4	5	6	7	8	9	10	11	12	13	Points	Grade
1	Messenger	A/050	A/055	A/050	A/070	A/040	A/15	1.a, 1.d/040	A/15	A/030	A/030	4/040	2.b/120	B/060	615	G.2
2	Driver	B/100	B/110	B/100	C/210	A/040	A/15	1.a, 1.e/045	A/15	B/060	A/030	5/050	2.c/155	B/060	990	G.3
6	Clerk/Stenographer	C/150	B/110	B/100	B/140	A/040	A/15	1.b, 1.d/045	A/15	C/090	A/030	6/080	2.a/085	D/120	1020	G.3
14	Finance Clerk	C/150	C/165	B/100	C/210	A/040	B/30	1.a, 1.d/040	A/15	C/090	A/030	6/060	1.a/060	C/090	1080	G.4
3	Printing Equipment Operator	C/150	C/165	C/150	C/210	A/040	B/30	1.a, 1.d/040	A/15	D/120	A/030	5/050	2.b/120	B/060	1180	G.4
7	Secretary	C/150	C/165	C/150	C/210	A/040	A/15	2.a, 1.f/065	A/15	C/090	B/060	9/090	1.a/060	D/120	1230	G.4
5	Registry Clerk	D/200	C/165	C/150	C/210	A/040	A/15	2.b, 1.d/060	A/15	C/090	B/060	12/120	1.a/060	C/090	1275	G.4
15	Finance Clerk	D/200	C/165	C/150	C/210	A/040	C/45	3.b, 1.d/075	A/15	D/120	B/060	12/120	1.a/060	C/090	1350	G.5
18	Computer Information Systems Asst.	D/200	C/165	C/150	C/210	A/040	B/30	2.b, 1.d/060	A/15	D/120	C/090	9/090	2.a/085	E/150	1405	G.5
12	Personnel Clerk (Recruitment)	D/200	D/220	C/150	C/210	A/040	B/30	2.b, 2.f/085	A/15	D/120	B/060	12/120	1.a/060	D/120	1430	G.5
10	Documentalist	D/200	D/220	C/150	C/210	A/040	B/30	3.b, 2.f/100	A/15	D/120	B/060	13/130	1.a/060	E/150	1485	G.5
4	Electrician	D/200	C/165	C/150	D/280	A/040	B/30	2.b, 1.e/065	A/15	D/120	E/150	7/070	3.c/180	B/060	1525	G.5
8	Secretary	D/200	D/220	C/150	C/210	C/120	B/30	3.c, 2.f/105	B/30	D/120	B/060	12/120	1.a/060	D/120	1545	G.5
11	Documentalist	D/200	D/220	C/150	D/280	D/160	D/60	3.b, 2.f/100	B/30	E/150	B/060	13/130	1.a/060	E/150	1750	G.6
13	Personnel Clerk (Entitlements)	E/250	E/275	C/150	D/280	B/000	C/45	4.c, 2.f/120	C/45	E/150	C/090	12/120	1.a/060	D/120	1785	G.6
19	Computer Information Systems Asst.	E/250	E/275	B/200	D/280	A/040	C/45	3.b, 1.d/075	C/45	E/150	C/090	10/100	2.a/085	E/150	1790	G.6
16	Finance Clerk	E/250	E/275	B/200	D/280	C/120	C/45	3.b, 1.e/080	B/30	E/150	B/060	12/120	1.a/060	D/120	1825	G.6
9	Secretary	E/250	D/220	C/150	D/280	C/120	C/45	3.c, 2.f/105	C/45	E/150	B/060	13/130	1.a/060	D/120	1910	G.7
17	Finance Clerk	E/250	E/275	D/200	D/280	E/200	D/60	3.b, 3.g/120	C/45	F/180	B/060	12/120	1.a/060	B/060	2070	G.7
20	Computer Information Systems Asst.	F/300	E/275	D/200	E/350	C/120	C/45	3.b, 1.e/000	C/45	F/180	C/090	12/120	2.a/085	F/180	2070	G.7

BENCHMARK FACTOR RATINGS (by occupational group)

NO.	BENCHMARKS / FACTORS	1	2	3	4	5	6	7	8	9	10	11	12	13	Points	Grade
1	Messenger	A/050	A/055	A/050	A/070	A/040	A/15	1.a, 1.d/040	A/15	A/030	A/030	4/040	2.b/120	B/060	615	G.2
2	Driver	B/100	B/110	B/100	C/210	A/040	A/15	1.a, 1.c/045	A/15	B/060	A/030	5/050	2.c/155	B/060	990	G.3
3	Printing Equipment Operator	C/150	C/165	C/150	C/210	A/040	B/30	1.a, 1.d/040	A/15	D/120	A/030	5/050	2.b/120	B/060	1180	G.4
4	Electrician	D/200	C/165	C/150	D/280	A/040	B/30	2.b, 1.c/065	A/15	D/120	E/150	7/070	3.c/180	B/060	1525	G.5
5	Registry Clerk	D/200	C/165	C/150	C/210	A/040	A/15	2.b, 1.d/060	A/15	C/090	B/060	12/120	1.a/060	C/090	1275	G.4
6	Clerk/Stenographer	C/150	B/110	B/100	B/140	A/040	A/15	1.b, 1.d/045	A/15	C/090	A/030	8/080	2.a/085	D/120	1020	G.3
7	Secretary	C/150	C/165	C/150	C/210	A/040	A/15	2.a, 1.f/065	A/15	C/090	B/060	9/090	1.a/060	D/120	1230	G.4
8	Secretary	D/200	D/220	C/150	C/210	C/120	B/30	3.c, 2.f/105	B/30	D/120	B/060	12/120	1.a/060	D/120	1545	G.5
9	Secretary	E/250	D/220	C/150	D/280	C/120	C/45	3.c, 2.f/105	C/45	E/150	B/060	13/130	1.a/060	D/120	1825	G.6
10	Documentalist	D/200	D/220	C/150	C/210	A/040	B/30	3.b, 2.f/100	A/15	D/120	B/060	13/130	1.a/060	E/150	1485	G.5
11	Documentalist	D/200	D/220	C/150	D/280	D/160	D/60	3.b, 2.f/100	B/30	E/150	B/060	13/130	1.a/060	E/150	1750	G.6
12	Personnel Clerk (Recruitment)	D/200	D/220	C/150	C/210	A/040	B/30	2.b, 2.f/085	A/15	D/120	B/060	12/120	1.a/060	D/120	1430	G.5
13	Personnel Clerk (Entitlements)	E/250	E/275	C/150	D/280	B/080	C/45	4.c, 2.f/120	C/45	E/150	C/090	12/120	1.a/060	D/120	1785	G.6
14	Finance Clerk	C/150	C/165	B/100	C/210	A/040	B/30	1.a, 1.d/040	A/15	C/090	A/030	6/060	1.a/060	C/090	1080	G.4
15	Finance Clerk	D/200	C/165	C/150	C/210	A/040	C/45	3.b, 1.d/075	A/15	D/120	B/060	12/120	1.a/060	C/090	1350	G.5
16	Finance Clerk	E/250	E/275	D/200	D/280	C/120	C/45	3.b, 1.c/080	B/30	E/150	B/060	12/120	1.a/060	D/120	1790	G.6
17	Finance Clerk	E/250	E/275	D/200	D/280	E/200	D/60	3.b, 3.g/120	C/45	F/180	B/060	12/120	1.a/060	B/060	1910	G.7
18	Computer Information Systems Asst.	D/200	C/165	C/150	C/210	A/040	B/30	2.b, 1.d/060	A/15	D/120	C/090	9/090	2.a/085	E/150	1405	G.5
19	Computer Information Systems Asst.	E/250	E/275	D/200	D/280	A/040	C/45	3.b, 1.d/075	C/45	E/150	C/090	10/100	2.a/085	E/150	1705	G.6
20	Computer Information Systems Asst.	F/300	E/275	D/200	E/350	C/120	C/45	3.b, 1.c/080	C/45	F/180	C/090	12/120	2.a/085	F/180	2070	G.7

BENCHMARK NO. 1

MESSENGER (2.A.23.d)

G.2

Under the supervision of a senior support staff member, carry documents, correspondence, files and parcels from and to locations in a specified area within the Organization and, in some cases, including nearby external locations. Typical duties include the following:

- 70% - Collect, sort and batch internal or external correspondence arriving or originating at specified locations within the assigned area and, in giving due regard to time schedules and items marked "urgent", utilize a cart or mail pouch to effect delivery to proper addressee.
- 5% - Respond to enquiries from within the assigned area concerning deliveries or office location.
- 5% - Transport heavy or bulky objects (charts, EDP components, stationery supplies, files, packages, typewriters, chairs, lamps, etc.) between locations within the assigned area.
- 5% - Keep simple records (volume tallies, lists of distribution points, etc.); obtain receipts when required for specified deliveries.
- 5% - Monitor the condition, functioning and availability of any equipment used for the discharge of the duties and notify the supervisor of any servicing, repairs or replacements that seem necessary.
- 5% - Monitor specified areas for hazards, equipment problems and compliance with security, fire and other applicable regulations.
- 5% - Perform odd jobs such as photocopying, collating, preparing name plaques, serving as watchman, etc.

Factor 1 Nature of overall contribution

A/50 Principal end products emanating from the job are the distribution and transmission of documents, correspondence, files, telegrams, parcels, objects, etc., according to precise indications; they primarily involve automatic processes and only affect the physical working environment of the Organization.

Factor 2 Adjustment to demands and pressures of work

A/55 Sorting, distributing and transmitting mail are routine, repetitive tasks; there is little requirement for adaptation of procedures or nature of service; normal workloads are controlled by the incumbent within general productivity norms and guidelines such as number of rounds; the incumbent's role is clearly defined and accepted by users.

Factor 3 Direction and support received

A/50 Specific instructions are provided by the supervisor for recurring and non-recurring tasks, as well as by the user who indicates the

addressee and/or the urgency; the work closely controlled through its structured nature.

Factor 4 Improving quality and preventing error, damage and injury

A/70 The incumbent is expected to verify that mail is delivered to the correct address, but quality standards are generally ensured automatically at the time the work is processed, as misdirected mail would be immediately perceivable and brought to the incumbent's attention. Most errors would have no negative effect on the acceptability and usability of the work product. The quality level of the service is easily measured.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

A/15 The routine and structured nature of the work requires limited control in terms of the work speed of the incumbent.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

1a/20 Contacts inside the Organization are with the supervisor, colleagues and users at the same duty station to exchange routine information related to the delivery of documents, parcels, etc.

Outside the Organization

1d/20 The exchange of routine information with contacts outside the Organization is rarely required.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent typically has little responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

A/30 Work requires the completion of obligatory formal schooling and the ability to use simple document transport devices, photocopy equipment, etc.

Factor 10 Maintaining specialized job skills and certification

A/30 Work requires keeping up-to-date on specific new or revised work procedures and directives which are communicated verbally or in writing by the supervisor.

Factor 11 Use of language skills

4/40 Work requires a basic reading skill in English as well as basic reading, writing and speaking skills in French in order to comprehend written or oral instructions given by the supervisor or users, to respond to enquiries of officials or visitors and to update informal reference lists.

Factor 12 Physical effort

2b/120 Work requires continuous walking and frequently carrying moderately heavy objects.

Tolerance of environmental conditions

Work requires tolerance of some risks or discomfort when transporting heavy objects and when identifying mail addresses in hallways which are poorly illuminated.

Factor 13 Use and maintenance of manual and automated information systems

B/60 The incumbent is required to use and update a chart of floor addresses for all units in the Organization and informal reference lists concerning the location of officials.

Total points score: 615 (G.2)

BENCHMARK NO. 2

DRIVER (3.C.01)

G.3

Under the supervision of a senior support staff member, drive a motor vehicle such as an automobile, truck (more than 3.5 tons) or minibus (more than eight passengers) to transport personnel, visitors, delegates, documents, goods or supplies. Work typically involves driving over relatively short distances but, on occasion, may involve extended trips requiring irregular working hours and/or overnight availability. Typical duties include the following:

- 75% - Drive a motor vehicle as requested between the depot and the loading and unloading locations; with due regard to time schedules, apply knowledge of driving regulations, safety requirements, traffic and conditions, and most desirable routes to minimize travel time; ensure that all rules, regulations and local requirements are adhered to in the event of involvement in an accident; take suitable precautions for the security of the vehicle and its contents when left unattended.
- Meet passengers at the boarding location; assist passengers in entering or leaving the vehicle; load and unload baggage, parcels, documents, goods or supplies; may, on instruction of the supervisor, visit designated locations in advance of transporting passengers thereto and advise the supervisor of any problems.
- Make regular deliveries of parcels, documents, etc., between the Organization, collection locations and destinations.
- 25% - Undertake the day-to-day maintenance and cleaning of the assigned vehicle(s), check gasoline, oil, water, battery, brakes, signal lights, tyres, etc.; make minor repairs or adjustments such as fixing punctures, replacing signal lights, replacing wiper blades, cleaning or replacing spark plugs and adjusting carburettor; log trips, mileage, gasoline consumption, oil changes, greasing and other servicing; deliver the vehicle to the designated garage or servicing location, monitor the work and ensure it is accomplished as requested.
- Make minor purchases and collect urgently required goods from local suppliers on demand; collect goods from customs with due regard to routine customs regulations and formalities; make or collect payment for goods if required.

Factor 1 Nature of overall contribution

B/100 Principal end products emanating from the job are the safe and timely transport of persons, documents and goods, ascertaining the motor vehicle's good running order and the security of the vehicle and its contents; they involve verificative processes and provide mechanical effects on specific physical aspects of external operations.

Factor 2 Adjustment to demands and pressures of work

E/110 Driving a motor vehicle, ensuring the vehicle is in good running order and transporting persons or goods are standardized tasks which require some adaptation of procedures when the purpose of the trip is changed or in the event of tight time schedules and/or as traffic and weather conditions change. Workspace is controlled by the nature of the service, as the incumbent is expected to adhere to time schedules, to choose the most appropriate route in light of traffic conditions and to obey speed limitations. The incumbent's role is clearly defined and accepted by the users.

Factor 3 Direction and support received

E/100 General instructions are provided by the supervisor for routine tasks such as for regular delivery and collection rounds to other locations. Specific instructions are provided by the supervisor for non-recurring tasks such as the provision of chauffeur service to delegates or visitors. Any technical or procedural problems that occur would be referred to the supervisor who also controls the work for compliance with instructions.

Factor 4 Improving quality and preventing error, damage and injury

C/210 Prevention of loss, damage or injury and maintenance of quality standards are ensured through the sample application of accepted quality control and supervisory procedures, especially the control of time schedules and feedback from users on the timeliness and courtesy of chauffeur services. The quality level of the service is easily measured and service deficiencies would cause user dissatisfaction with the service level. Most errors would have no negative effect on the short-term usability or safety of the work product.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

A/15 Work requires the incumbent to exercise limited cost control in terms of resources and the incumbent's own time by selecting the most direct route and by ensuring that garage repairs have been carried out.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

1a/20 Contacts inside the Organization are generally at the same duty station to exchange information with the supervisor, colleagues and users to ensure understanding regarding destination, timing and delivery requirements.

Outside the Organization

le/25 Contacts outside the Organization are generally with local suppliers or services to exchange routine information concerning the availability and timing of services, such as motor vehicle repair.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent typically has no responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

B/60 Work requires the completion of obligatory formal schooling and the ability to drive motor vehicles as demonstrated by the possession of a licence to drive automobiles, mini-buses, and/or trucks and one to two years' practical experience in the occupation.

Factor 10 Maintaining specialized job skills and certification

A/30 Work requires keeping up to date on specific new or revised work procedures and directives which are communicated verbally or in writing by the supervisor.

Factor 11 Use of language skills

5/50 Work requires basic oral interaction and reading skills in English and French in order to comprehend written or oral instructions given by the supervisor, users, customs agents, etc. A basic writing skill in French is required in order to maintain the motor vehicle records.

Factor 12 Physical effort

2c/155 Work requires driving an automobile, truck or mini-bus and lifting moderately heavy items when loading and unloading baggage or other objects.

Tolerance of environmental conditions

Work requires tolerance of moderate risks and discomfort when driving motor vehicles under all types of weather conditions.

Factor 13 Use and maintenance of manual and automated information systems

B/60 Incumbent updates trip and mileage logs, records of gasoline and oil consumption, and vehicle servicing records. Typical reference materials include street maps, vehicle service manuals, etc.

Total points score: 990 (G.3)

BENCHMARK NO. 3

PRINTING EQUIPMENT OPERATOR (3.1)

G.4

Under the supervision of a senior support staff member, operate an offset printing press in a reproduction unit or an integrated printing shop in order to produce a wide variety of end products. Typical duties include the following:

- 10% - Prepare and adjust the machine, including replenishing the ink and paper supply and preparing the plates in accordance with the work to be done.
- 60% - Operate the offset press, including performing the necessary test runs, monitoring the ink and water supply and making the necessary adjustments for format, paper weight, positioning of text.
- 10% - Undertake simple colour printing, including mixing the ink and cleaning the rollers thoroughly before printing.
- 10% - Clean the press, including washing the rollers, dismantling parts of the press, thoroughly cleaning the printing plate and the ink container, emptying the water tanks, cleaning the offset blanket, greasing certain components.
- 5% - Maintain a log of the work done and the condition of the equipment.
- 5% - May be required to make or retouch offset plates and films, and mount originals.

Factor 1 Nature of overall contribution

C/150 The production of a wide variety of printed material involves transformative processes and provides an administrative effect contributing to the discussion of issues and programme delivery.

Factor 2 Adjustment to demands and pressures of work

C/165 The preparation, operation and adjustment of printing machinery and the mixing of ink are changing but standardized technical tasks which require efficient adaptation to meet specific user needs, especially during peak periods such as major meetings of the Organization. Excess workload is controlled by the supervisor who distributes the work and determines the priorities. Role and service expectations are understood and accepted by users.

Factor 3 Direction and support received

C/150 The supervisor gives general instructions, determines priorities and deadlines and typically provides assistance only in solving unusual or difficult problems. The incumbent is expected to adhere to time schedules and choose the most expeditious operating procedures to meet production requirements for specific printing assignments.

Factor 4 Improving quality and preventing error, damage and injury

C/210 The proper operation and maintenance of equipment is ensured by the incumbent but is also monitored by supervisory spot checks to ensure the desired quality of output and reduce the possibility of damage to the equipment and unnecessary waste of supplies. Deficiencies in service cause loss of time of the work unit for correction, delays in delivery of product, substantial waste of materials and user dissatisfaction.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

B/30 Efficient application of the incumbent's time and skill has an indirect impact on financial expenditures for printing and paper supplies.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

1a/20 Contacts inside the Organization are with the supervisor, colleagues and users at the same duty station to exchange routine information related to printing assignments and equipment operation.

Outside the Organization

1d/20 The exchange of routine information with contacts outside the Organization is rarely required and not characteristic of normal working relations.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent typically has no responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of obligatory formal schooling and an apprenticeship of four years in the operation and maintenance of offset printing equipment, plus three to four years' experience in the occupation.

Factor 10 Maintaining specialized job skills and certification

A/30 Work requires keeping up to date on new or revised procedures and changes in equipment operation or maintenance requirements which are communicated verbally or in writing by the supervisor or manufacturer.

Factor 11 Use of language skills

5/50 Work requires functional oral interaction and reading skills in French in order to understand and discuss work instructions and equipment manuals, as well as a basic writing skill in French to maintain production and maintenance logs.

Factor 12 Physical effort

2b/120 Work requires some physical exertion to stand for long periods while operating the press, frequently bending and crouching to adjust settings, to lift moderately heavy printing materials and press parts and to move heavy and bulky items.

Tolerance of environmental conditions

Work entails exposure to distracting noise levels, tolerance of some discomfort and attention to risks from chemical products and moving press parts.

Factor 13 Use and maintenance of manual and automated information systems

B/60 Work requires reference to operating manuals and the updating of routine production and maintenance logs.

Total points score: 1180 (G.4)

BENCHMARK NO. 4

ELECTRICIAN (3.B.11)

G.5

Under the supervision of a senior support staff member having responsibility for the planning, installation and servicing of the Organization's electrical systems and/or equipment, install, and ensure the proper functioning and maintenance of, electrical equipment, transmission lines and electrical circuits. May specialize in a specified type of stationary or non-stationary equipment (amplification, recording, projection, radio, video, telephone, facsimile, EDP, medical, climate control, etc.). Typical duties include some or all of the following:¹

- Assemble, install, test, adjust, repair, modify and dismantle electronic equipment or components, utilizing hand or power tools and testing instruments and following engineering instructions and technical manuals.
- Install and test cables, electrical transmission lines, relay circuitry components and fixtures to facilitate the utilization of electrically-operated equipment.
- Inspect electrical systems and/or equipment; perform tests and maintenance; identify problems, possible solutions, the need for structural changes, etc., and inform the supervisor.
- Maintain a reasonable inventory of frequently required replacement parts, circuitry components, cables, wires, etc.; in urgent cases, contact or visit local suppliers to replenish the inventory or obtain special components; may make payment for same.
- Assist and monitor the progress of outside contractors, if required.

Factor 1 Nature of overall contribution

D/200 End products are primarily the result of analytic processes in that they involve the assembly, installation, testing, adjustment, repair and modification of equipment, components and power sources in the light of the varying needs of users and existing technological possibilities. The work entails diagnosing disorders, proposing technical modifications, equipment replacement or related structural changes. The end products permit the discussion of issues before the Organization or the delivery of its programmes through the optimum maintenance and utilization of electrically-operated equipment systems, cables or transmission lines.

Factor 2 Adjustment to demands and pressures of work

C/165 Diagnosing requirements as regards the installation, maintenance and repair of electrical equipment involves changing technical tasks which require efficient adaptation in the light of changing user needs, especially when the services are critical to the immediate needs of the Organization. Excess workload during peak

¹ Given the varying degrees of specialization, percentages of time are not allocated.

periods is controlled by the supervisor who may delegate other staff to assist the incumbent. Role and service expectations are understood and accepted by users as they are defined by organizational practices and ongoing decision making by the supervisor in consultation with key users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of work priorities and initial directives given by the supervisor, as well as equipment manuals and established practices. While the incumbent exercises a large degree of autonomy in the execution of his functions, the supervisor provides assistance with more difficult problems such as those relating to decisions for technical modification of the equipment. Users assess the work results for technical soundness and appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent is required to verify the proper maintenance, repair and operation of all electrically-operated equipment and related components. Users perform the major verification of the usability and quality of the services and electrical equipment. An equipment malfunction could delay crucial communications, disrupt proceedings of important meetings, cause embarrassment to the Organization and thus bring discredit to the work unit.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

B/30 Work requires initiative to achieve the efficient application of the incumbent's time, effort, skills and supplies by ensuring the proper installation and maintenance of equipment, thus guarding against malfunction, as well as by diagnosing modifications to the equipment required in order to ensure its optimum utilization. Increased incumbent productivity and efficiency would have some indirect impact on financial expenditures by helping to reduce the number of repairs requiring outside intervention and through the implementation of cost-effective proposals for technical modifications.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

2b/40 Contacts inside the Organization require the exchange of information between the incumbent, the supervisor, colleagues and users to ensure mutual understanding of equipment needs, timing, new assignments, etc.

Outside the Organization

le/25 Contacts outside the Organization are generally with suppliers or manufacturers to exchange routine information concerning equipment needs, malfunctions, timing, etc.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent typically has no responsibility for providing instruction or training to other staff.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of obligatory formal schooling plus an apprenticeship of four years as an electrician and at least five to six years' experience in the occupation.

Factor 10 Maintaining specialized job skills and certification

E/150 Work requires the continuing study of a wide variety of electrically-operated equipment, evolving applications, installation methods and procedures, transmission lines, electrical circuitry, engineering instructions, technical manuals and government regulations. The incumbent is normally required to maintain valid occupational certification through personal adherence to requirements of the host government.

Factor 11 Use of language skills

7/70 Work requires functional reading and oral interaction skills in French and basic reading and oral interaction skills in English in order to comprehend technical documentation and work instructions and to discuss requirements with users. The maintenance of an inventory requires a basic writing skill in French.

Factor 12 Physical effort

3c/180 Work frequently requires strenuous physical exertion to lift and move heavy equipment, coiled cables, etc., and may require the incumbent to climb tall ladders, bend, stoop or crawl, and to work in confined areas.

Tolerance of environmental conditions

Work requires tolerance of moderate risks and discomfort as it is performed around high-voltage current, and may require the use of protective equipment.

Factor 13 Use and maintenance of manual and automated information systems

B/60 Work requires the use of blueprints, informal reference lists and records of equipment and spare parts. The incumbent retrieves and files information for job-related purposes.

Total points score: 1525 (G.5)

BENCHMARK NO. 5

REGISTRY CLERK (2.A.23.b)

G.4

Under the supervision of a senior support staff member, implement and support the registration and retrieval of incoming and outgoing correspondence in the Organization's central registry. Typical duties include the following:

- 70% - Receive incoming and outgoing correspondence. Scan, in English, French and a third language, incoming correspondence; sort and code for references and/or prepare a brief summary of contents in one language; forward to the appropriate services. Check outgoing correspondence (addresses, inclusion of annexes, etc.), take remedial action for inadequately addressed correspondence, ensuring that relevant procedures have been followed.
- 10% - Respond to enquiries from staff members of other services and, upon request, undertake searches for correspondence and forward files to requesting services; keep record of, and monitor files in circulation.
- 10% - Establish, maintain and organize registry files in accordance with instructions received.
- 10% - Operate a computer terminal to update data and research correspondence; operate document-imaging equipment, if required.

Factor 1 Nature of overall contribution

D/200 End products include the summarizing and coding of incoming correspondence; they involve descriptive and analytic processes having complex administrative effects, permitting subsequent use by the appropriate services on a timely and reliable basis.

Factor 2 Adjustment to demands and pressures of work

C/165 Work is varied and includes sorting, coding and/or summarizing incoming correspondence, dealing with enquiries, checking outgoing correspondence, establishing and maintaining files. These are standardized, administrative tasks requiring adaptation of the work pace during occasional periods of high volume. The job role and service expectations are normally understood and accepted by users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of the Organization's approved filing and coding systems and of the work unit's specific operating procedures and practices. Assistance is received from the supervisor in dealing with more complex items. Work is controlled by the supervisor and users for accuracy, technical soundness and appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

C/210 Maintenance of quality standards is ensured by independent spot checks by the supervisor. Errors in directing incoming mail cause loss of time for correction and user dissatisfaction with the service level.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

A/15 Work requires limited cost control in terms of the incumbent's own time, normal attention to operating procedures and efficient utilization of equipment.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

2b/40 Work requires the incumbent to establish mutual understanding with each user of the nature of the request and the follow-up action to be taken by the unit. It also requires the incumbent to exchange information with staff of the work unit to sort, codify and redirect incoming correspondence.

Outside the Organization

1d/20 Work does not normally require contacts outside the Organization.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

C/90 Work requires the completion of secondary school or its equivalent technical or commercial school and a minimum of two years' experience in registry operations.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires the incumbent to keep abreast of changes in the structure of the Organization as well as in the filing systems. The incumbent is required to learn and implement new job techniques on the basis of self study and on-the-job coaching by the supervisor and colleagues.

Factor 11 Use of language

12/120 Work requires functional reading skills in English, French and a third language in order to understand incoming and outgoing correspondence, functional oral interaction skills in French and English in order to respond to enquiries from staff members, and a functional writing skill in English or French in order to draft brief summaries.

Factor 12 Physical effort

1a/60 Work is sedentary and requires limited physical effort. It requires the operation of a VDU on an intermittent basis corresponding to less than 40 per cent of the normal working day.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

C/90 Work requires the operation of a VDU to update data and to research correspondence. The incumbent may also operate document-imaging equipment.

Total points score: 1275 (G.4)

BENCHMARK NO. 6

CLERK TYPIST (2.A.12.a)

G.3

Under the supervision of a senior support staff member, provide support for the communication and documentation activities of a work unit of a subdivision. Typical duties include the following:

- 5% - Receive and record incoming mail and correspondence.
- 60% - Take and transcribe dictation and/or transcribe from recordings in one language. Ensure the accuracy of syntax, punctuation, grammar, etc., and the proper placement or arrangement of typed material to conform with format requirements. Copy-type, in two languages, correspondence, reports and tables from manuscripts, as required, using traditional or word-processing equipment.
- 15% - File and retrieve correspondence and documents from established filing systems. Assemble files for meeting purposes according to specific instructions.
- 10% - Type and assist in the preparation and distribution of documents for meetings. Collect travel documents (visa, laissez-passer, etc.) from the appropriate services.
- 10% - Receive telephone and personal enquiries and refer to the appropriate staff for reply. Make appointments for Professional staff of the work unit.

Factor 1 Nature of overall contribution

C/150 The principal end product is the production of typed correspondence, official reports, documents, etc. from handwritten drafts or from dictation. This end product involves transformative processes and provides administrative effects by which the work unit makes its contributions both to the discussion of issues and programme delivery.

Factor 2 Adjustment to demands and pressures of work

B/110 Standardized tasks involve taking dictation, transcribing text, performing routine clerical tasks and operating text-processing equipment, with emphasis on the latter controlling the work pace most of the time. Some adaptation of procedures is required during conferences and meetings. The job role is clearly defined and accepted by the users.

Factor 3 Direction and support received

B/100 The supervisor gives assignments and determines priorities and deadlines. Control is also exercised over the incumbent by the official giving dictation who provides guidelines in the form of written instructions regarding style and form. General instructions are given for new or unusual assignments by the supervisor or a senior lead worker. End products are reviewed by

the supervisor for accuracy of typing in compliance with format or other instructions.

Factor 4 Improving quality and preventing error, damage and injury

B/140 Maintenance of quality standards is ensured through the comprehensive review of end products by the supervisor or a senior lead worker. Inaccurately typed documents are returned to the incumbent for correction. While not affecting longer-term usability, this would result in a loss of time.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent is not normally required to supervise or control the work of other staff.

Factor 6 Control of resources

A/15 Work requires limited cost control in terms of the incumbent's own work speed.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

1b/25 Work requires the exchange of information between the incumbent and the supervisor, senior lead worker, official giving dictation and users within other work units to respond to routine enquiries or to ensure an understanding of the task requirements and timing.

Outside the Organization

1d/20 Contacts outside the Organization are rare.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little or no responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

C/90 Work requires the completion of commercial school (secondary school equivalent) and two years' experience as a shorthand-typist or audio-typist.

Factor 10 Maintaining specialized job skills and certification

A/30 Work requires keeping up to date on specific new or revised work procedures of the work unit which are communicated verbally or in writing by the supervisor.

Factor 11 Use of language skills

8/80 Work requires functional reading, writing and oral interaction skills in one official language in order to take and transcribe dictation, ensure the accuracy of syntax and punctuation, receive and record incoming mail and answer telephone enquiries. Basic reading and oral interaction skills in another language are required in order to record incoming mail and take messages.

Factor 12 Physical effort

2a/85 Work entails some physical exertion for extended periods of VDU use since the VDU is operated for more than 50 per cent of the normal working day. VDU operation over long periods of time is required to produce lengthy documents within restricted time frames.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 The incumbent uses a word processor to produce correspondence, reports, tables, etc. Work includes straight copy-typing, as well as transcribing in typewritten form from handwritten drafts, dictation or recordings. The incumbent uses a word processor for the most efficient production of standard formats according to Organization and work unit standards and practices.

Total points score: 1020 (G.3)

BENCHMARK NO. 7

SECRETARY (2.A.12.a)

G.4

Under the supervision of the chief of the unit, implement and support the communication and documentation activities of a work unit of a subdivision. Typical duties include the following:

- 20% - Open, record and redirect mail and correspondence. Inform and remind responsible staff of follow-up dates and deadlines for response or specific actions. Take and transcribe from dictation and/or transcribe from recordings in two languages. Draft standard correspondence in one language. Correct correspondence, reports, documents prepared by other staff for format, spelling and grammar in one language.
- 10% - Create and maintain the work unit's filing and reference systems. Clarify with Professional staff document specifications and location for search and reference purposes. Maintain the unit's stationery supplies.
- 5% - Provide typing and general secretariat support services for meetings.
- 10% - Receive, assess and refer telephone and personal enquiries in two languages to the appropriate staff for reply. Make appointments for the chief and Professional staff of the unit, receive visitors. Initiate travel arrangements.
- 55% - Type statements, reports, studies, including statistical tables, etc. from manuscripts using traditional or word-processing equipment. Operate a computer terminal to read standardized data from, or enter such data into, a common database.

Factor 1 Nature of overall contribution

C/150 The coordination of communication activities and the production of corrected typed official reports from rough handwritten drafts are end products involving transformative processes. These final reports constitute important means by which the work unit makes its contribution both to the discussion of issues before the Organization and to programme delivery.

Factor 2 Adjustment to demands and pressures of work

C/165 Tasks vary between documentation, enquiries and secretarial duties. They require administrative coordination within the work unit and the operation of word-processing equipment, with emphasis on the latter tasks controlling the work pace most of the time. The supervisor establishes priorities or arranges for additional assistance during periods of excess workload, particularly during conferences/meetings and for special submissions prepared by the work unit. The job role is well defined and understood by the users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of correspondence standards, administrative rules, word-processing operating procedures, approved filing systems and accepted secretarial practices. The supervisor guides the selection of major steps for document processing and the preparation of correspondence. Other Professional staff in the work unit also assist in controlling the appropriateness of support procedures and services provided by the incumbent in relation to the overall operations of the work unit.

Factor 4 Improving quality and preventing error, damage and injury

C/210 Quality of typed correspondence and documents, as well as filing, is spot checked by the supervisor and other Professional staff. Inaccuracies in the final version of correspondence and reports cause user dissatisfaction with work unit service level and result in delays and costs for correction, both inside and outside the work unit.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent occasionally controls the work of typists or word-processor operators assigned to the work unit on a temporary basis to assist in the preparation of documents for meetings and conferences or during periods of high work volume.

Factor 6 Control of resources

A/15 Work requires normal attention to operating procedures and productivity norms leading to cost control, especially since the incumbent is expected to maintain a limited variety of files and documents. Efficiency is achieved by means of the effective use of word-processing equipment.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

2a/35 Contacts resulting from the reception, assessment and referral of various enquiries from outside the work unit require exchange of information to ensure understanding. In addition, the incumbent has to establish a mutual understanding with each user within the work unit of the nature of the request and the follow-up action to be taken.

Outside the Organization

1f/30 Contacts with officials of other institutions are primarily for taking or relaying messages.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little or no responsibility for instructing or training other staff.

Factor 9 Education and experience required to meet occupational demands

C/90 Work requires the completion of secondary school or its equivalent technical or commercial school and three to four years' experience in secretarial activities, of which preferably two years in the Organization, particularly in relation to the processing of correspondence and documents and the use and maintenance of filing systems.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires the recurring study of changes to filing systems, word-processing procedures, and organizational structure, roles and staffing within the subdivision in particular, and within the division/department in general. New job techniques for supporting managerial communications are discussed with the supervisor and secretarial staff within the incumbent's own subdivision to ensure their proper and appropriate implementation.

Factor 11 Use of language skills

9/90 Work requires functional reading, writing and oral interaction skills in either English or French in order to draft standard correspondence, transcribe from dictation, correct spelling and grammar and answer enquiries. Functional oral interaction and basic reading skills are required in the other language to route mail and telephone enquiries.

Factor 12 Physical effort

1a/60 Work is sedentary. The incumbent is required to make intermittent use of a VDU or word processor.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 The incumbent types on a word processor to produce correspondence, reports and tables. Work includes straight copy-typing, as well as the conversion of handwritten drafts or transcription in typewritten form from shorthand or recordings. The incumbent uses word-processing functions for the efficient production of standard formats according to Organization and work unit standards and practices.

Total points score: 1230 (G.4)

BENCHMARK NO. 8

SECRETARY (2.A.12.a)

G.5

Under the direct supervision of the chief, implement the communication, documentation and internal managerial coordination activities of a subdivision which manages a component of a major programme and which is normally organized into several interdependent units. Typical duties include the following:

- 15% - Scan, record, assign and monitor the distribution of mail, correspondence and documents. Propose and obtain deadlines and follow-up dates, review and communicate reasons for delays in responding to deadlines, describe and explain the status of work in progress involving the preparation of correspondence and reports.
- 15% - Take and transcribe from dictation and/or transcribe from recordings in two languages. Draft administrative correspondence in two languages. Correct correspondence, reports, documents prepared by other staff for format, spelling and grammar. Provide informal translation of correspondence prepared by other staff into one language.
- 10% - Create and maintain the subdivision's filing and reference systems. Create background files on assigned subjects in consultation with Professional staff, determine the nature of the supervisor's needs and compile appropriate reference material.
- 10% - Provide administrative support for experts' meetings, as well as conferences held in or outside Geneva. Attend meetings and take notes and draft minutes as required. Maintain the travel plan of the subdivision, make travel arrangements, monitor travel undertaken and prepare related reports. Provide orientation and guidance on procedures to other General Service staff. Monitor staff movements, leave and entitlements. Establish work priorities and ensure equitable workloads for other General Service staff members.
- 10% - Screen requests for appointments with supervisor according to the nature of the requests and their urgency, make tentative commitments, confirm mutually convenient schedules and rearrange schedules disrupted by unexpected events. Identify alternative means for referring and handling outside enquiries by the incumbent's or other work units.
- 40% - Type statements, reports, studies including statistical tables, etc. from manuscripts using traditional and word-processing equipment. Operate a computer terminal to search central databases in order to trace status and progress of cases of particular interest to the supervisor and to request updated standard management reports and statistics.

Factor 1 Nature of overall contribution

D/200 The various end products/services which contribute to the internal managerial coordination activities and the scheduling of outside contacts for the chief of the subdivision involve analytic processes. These end products/services enable management to direct the full resources of the subdivision towards the administrative

and communication processes required for the timely discussion of issues before the Organization.

Factor 2 Adjustment to demands and pressures of work

D/220 Procedures are adapted to suit the requirements of individual situations and immediate managerial needs. Workloads fluctuate on an unpredictable basis as a result of unanticipated events affecting the programme which have an impact on the supervisor's priorities. The incumbent manages own workload and priorities within those of the supervisor while controlling quality and accuracy of work products/services. Adherence to deadlines is often required because of regular meetings, conferences and administrative procedures. The role in coordinating and supporting internal management coordination activities and screening availability of the supervisor on his/her behalf is not generally well understood or accepted by users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of correspondence standards, administrative rules, word-processing operating procedures, approved filing systems and accepted secretarial practices of the Organization. The supervisor guides the selection of major steps for document processing and correspondence preparation. Other Professional staff in the subdivision also assist in controlling the appropriateness of support procedures and services provided by the incumbent in relation to overall operations, and in responding to enquiries or requests for meetings.

Factor 4 Improving quality and preventing error, damage and injury

C/210 Quality of correspondence, documents and the maintenance of filing systems is checked by the supervisor and other users in the subdivision. Inaccurately recorded and filed documents cause loss of time for retrieval. Errors in follow-up on enquiries result in user dissatisfaction with the service level. Undetected typographical errors in final documents and sensitive correspondence cause user dissatisfaction both inside and outside the subdivision.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

C/120 The incumbent acts as the senior lead worker for General Service staff performing clerical and secretarial duties in the office of the chief of the subdivision. The incumbent verifies the quality of their work and establishes priorities.

Factor 6 Control of resources

B/30 Work requires initiative in identifying and improving office work procedures for filing and usage of a large variety of files and documentation, as well as for the preparation of documentation and correspondence throughout the subdivision, in collaboration with

other support staff. Increased incumbent efficiency and productivity have some indirect impact and control on the need for additional temporary staff and on those material and staff costs which would otherwise result from the excessive duplication of files or unnecessary re-entry and retyping of correspondence and documents.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3c/60 Scheduling meetings, obtaining background information and arranging travel of the supervisor and others requires enlisting the support and cooperation of users in other units to ensure the provision of these services.

Outside the Organization

2f/45 Scheduling meetings with a broad range of officials outside the Organization requires the exchange of information to ensure mutual understanding.

Factor 8 Provision of training and briefing to other staff

B/30 The incumbent trains other General Service staff on desk procedures for document and correspondence preparation and filing. While staff possess generic secretarial skills, these have to be adapted to a wide variety of day-to-day routines with the incumbent's guidance and on-the-job training. Temporary staff are assigned on a recurring basis to assist with document preparation for conferences and meetings.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of secondary school or its equivalent technical or commercial school and five to seven years' secretarial experience, of which four should preferably be with the Organization to acquire a practical knowledge of internal documentation and correspondence procedures, as well as administrative and secretarial procedures of the Organization.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires recurring study of changes to organizational structure and roles, administrative procedures used in supporting experts' meetings and monitoring staff entitlements. New job techniques are discussed with the supervisor, staff within own subdivision or colleagues in support services to ensure their proper and appropriate implementation in the incumbent's own work environment.

Factor 11 Use of language skills

12/120 Work requires functional reading, writing and oral interaction skills in both English and French in order to draft correspondence, organize reference material and implement communication activities.

Factor 12 Physical effort

1a/60 Work is sedentary with some walking and carrying of files and documents. Use of VDU is for less than 40 per cent of normal working day over intermittent periods.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 Work requires the operation of a word processing unit to produce and pre-edit documents and correspondence. The incumbent operates a VDU to track progress of projects and to retrieve information of interest to the supervisor.

Total points score: 1545 (G.5)

BENCHMARK NO. 9

SECRETARY (2.A.12.a)

G.6

Implement and support the communication, documentation, internal managerial coordination and external relations activities for the head of a department/division responsible for the overall management of a major programme of the Organization. The department/division is typically composed of several subdivisions, each of which is normally organized into a number of interdependent units. Typical duties include the following:

- 15% - Analyse, assign, monitor, receive and distribute mail, correspondence and documents, identify complex or sensitive correspondence for special treatment. Propose and monitor deadlines assigned to a series of coordinated or sequenced inputs required to prepare the final product within approved overall deadlines. Establish work priorities, ensure equitable workloads for other General Service staff members, establish deadlines and review the completed work.
- 20% - Take and transcribe dictation and/or transcribe from recordings in two languages. Draft general and administrative correspondence in two languages. Correct correspondence, reports and documents prepared by other staff for format, spelling and grammar. Provide informal translation of correspondence prepared by other staff into one language. Compile and carry out the pre-editing of official documents according to approved format and editorial practices.
- 20% - Screen and schedule requests for access to the supervisor. Coordinate and expedite office-wide response to sensitive telephone and written enquiries received by own work unit (on behalf of the supervisor). Inform other staff of the background and expectation regarding the current work in progress directly related to their work area. Monitor the progress of work and administrative cases of priority and concern to the supervisor. Study administrative and personnel problems of staff members and provide information to the supervisor and staff specialists responsible for taking appropriate action. Identify the need for new or adjusted administrative procedures to ensure adequate control of communications, correspondence and secretariat support for conferences and meetings.
- 10% - Evaluate and improve the operation of filing systems to ensure effective staff access to information. Prepare, summarize and annotate special briefing files and meeting planning files.
- 5% - Coordinate and lead secretariat support services for high-level conferences and meetings held in or outside Geneva, coordinate and monitor the progress of document reproduction for meetings and liaise with delegates to coordinate particular services for administrative support and document preparation and distribution.
- 20% - Type correspondence on traditional or word-processing equipment. Operate a computer terminal to obtain up-to-date management information of particular interest to the supervisor.
- 10% - Participate in the preparation and control of the department/division's budget by maintaining accounts of the status of expenses for travel, contractual payments, future planned commitments, etc.

Factor 1 Nature of overall contribution

E/250 The coordination and control of sensitive, critical and inter-related internal and external communication activities have complex administrative effects requiring on-the-spot interpretation and evaluation in the light of changing circumstances to permit the timely and accurate finalization of programme decisions supported and advocated by the supervisor.

Factor 2 Adjustment to demands and pressures of work

D/220 Procedures are adapted to suit the requirements of individual situations and immediate managerial needs. Workloads fluctuate on an unpredictable basis as a result of unanticipated events affecting the programme which have an impact on the supervisor's priorities. The incumbent manages own workload and priorities within those of the supervisor, while controlling quality and accuracy of work products/services. Adherence to deadlines is often required because of regular meetings, conferences and administrative procedures. The incumbent's role in coordinating and supporting internal management activities and in screening the availability of the supervisor is not generally well understood or accepted by users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of correspondence standards, administrative rules, word-processing operating procedures, approved filing systems and accepted secretarial practices of the Organization. The supervisor guides the selection of major steps for document processing and correspondence preparation. Other Professional staff in the department/division also assist in controlling the appropriateness of support procedures and services provided by the incumbent in relation to the overall operations, and in responding to enquiries or requests for meetings.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent is expected to conduct own check on the majority of end products/services (e.g. document processing, communication coordination, briefing files). Errors in responding to sensitive or urgent enquiries can damage the user's relationship with the department/division.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

C/120 The incumbent acts as the senior lead worker for the General Service staff providing receptionist, typing and filing services for the office of the department/division's head. The incumbent plans the work schedules, assigns the work and controls the quality of typewritten work issued under the supervisor's signature.

Factor 6 Control of resources

C/45 Work requires the evaluation and control of a multi-user, multi-unit filing system and the coordination of the appropriate use of word processing to create integrated reports from separate sources. Efficient coordination of internal and external support services results in increased staff productivity and significant control over staffing levels within the department/division.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3c/60 Inter-personal initiative is required to coordinate cooperative Organization-wide responses to sensitive telephone and written enquiries and to verify agreement to, and understanding of, executive expectations, including deadlines or work in progress. Screening and scheduling access to the supervisor and resolving scheduling conflicts require frequent contacts with colleagues and senior managers both inside and outside the Organization and in major field duty stations.

Outside the Organization

2f/45 Scheduling meetings with a broad range of officials outside the Organization requires the exchange of information to ensure mutual understanding.

Factor 8 Provision of training and briefing to other staff

C/45 The incumbent provides guidance and instruction to Professional staff of the department/division on new or special editorial and document processing standards and administrative procedures. The incumbent instructs General Service and Professional staff on normal practices for coordinating document production and responses to enquiries when several units are involved. The incumbent briefs new General Service and Professional staff on the internal coordination, documentation and communication structures, including key managerial practices and standards.

Factor 9 Education and experience required to meet occupational demands

E/150 Work requires the completion of secondary school or technical or commercial school equivalent and a minimum of eight years of secretarial or related experience, of which preferably five years with the Organization. This experience is required to develop a practical knowledge of administrative and secretarial procedures particular to the Organization, as well as an appreciation of managerial processes and priorities.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires recurring study of organizational structure, roles and staffing to keep abreast of managerial processes within the Organization. New job techniques for supporting managerial

communications and the facilitation of selected administrative services are discussed with the supervisor and other secretarial or Professional staff to ensure their proper implementation in the incumbent's own work environment.

Factor 11 Use of language skills

13/130 Work requires functional reading, writing and oral interaction skills in both English and French, in order to draft and correct correspondence and to implement communication activities. In addition, the work requires advanced writing skill in either English or French in order to translate informally and pre-edit.

Factor 12 Physical effort

1a/60 Work is sedentary. Time required for operation of a word processor or VDU constitutes a maximum of 20 per cent of the normal working day.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 The incumbent operates a word processor to create, edit and produce texts, tables, correspondence and reports. The incumbent operates a VDU to search central databases in order to obtain management information for the supervisor.

Total points score: 1735 (G.6)

BENCHMARK NO. 10

DOCUMENTALIST (2.C.03)

G.5

In a department/division or technical service, under the general supervision of its chief, the incumbent is responsible for the organization and flow of documentation. Typical duties include the following:

- 30% - Receive, scan, index and file publications, periodicals, reports, journals, etc.; identify documents of interest to officials in the department/division or service and draw these to their attention; maintain lists of documents circulated or loaned and ensure their return and storage.
- 30% - Respond to enquiries and provide documentation upon the request of officials or visitors to the department/division or service; search automated databases or other reference sources to identify bibliographic references and to produce reference lists for users; procure books or other documents upon request from sources inside as well as outside the Organization.
- 30% - Prepare draft abstracts of articles in one language utilizing descriptors covering subjects directly related to the work of the department/division or service for possible inclusion in central databases.
- 10% - Type lists, index cards, letters, etc. as well as draft routine replies in two languages to requests for documentation or other information.

Factor 1 Nature of overall contribution

D/200 The preparation of document abstracts involves analytic processes, and these end products have complex administrative effects in the light of diverse immediate, as well as long-term, information requirements of multiple users. These permit the discussion of issues before the Organization by ensuring timely and reliable access to materials required for the preparation of studies, reports, didactic material, etc.

Factor 2 Adjustment to demands and pressures of work

D/220 Efficient adaptation is required to perform a variety of documentation tasks in the light of unique, changing user requirements. Workloads fluctuate due to unpredictable needs for documentation; the incumbent controls the increased workload while ensuring the quality and accuracy of end products. Adherence to deadlines is often required because of documentation requirements for meetings and seminars, as well as unanticipated events affecting the work programme.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of abstracting criteria, cataloguing rules, database user manuals and accepted

documentation practices of the Organization. Guidance is received from users in determining documentation requirements. Bibliographic lists, abstracts, etc., are checked by users for appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

C/210 The supervisor and other users check the quality and timeliness of services through sample application of accepted quality control procedures and in the light of expectations. If users are required to seek alternative information sources to compensate for deficiencies in documentation, loss of time and user dissatisfaction with the service level will ensue.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent occasionally controls the work of others assigned to assist on a temporary or part-time basis in the filing of documents or with typing.

Factor 6 Control of resources

B/30 Work requires initiative in identifying the immediate information and documentation requirements of the user, in foreseeing longer-term documentation requirements of the service, and in ensuring the optimum utilization of multiple information sources. Increased incumbent efficiency and productivity have some indirect impact on the expenditure which would otherwise result from users having to seek alternative information sources.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 Providing documentation and information in a timely manner in response to users' requests requires that the incumbent enlist the cooperation and support of users and have recourse to reference sources in other units. Conflicting requests often require the incumbent to justify requests for cooperation.

Outside the Organization

2f/45 Recurring contacts with persons outside Geneva, such as with other libraries, require the mutual exchange of information in order to provide or obtain documentation.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little responsibility for instructing or training other staff. However, the work may include occasional demonstrations on operation of the automated databases.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of secondary school or its equivalent technical or commercial school and either five to six years' experience in the occupational area, of which preferably three to four years with the Organization, or advanced training as a documentalist plus at least two years' experience in the occupation.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires recurring study of search techniques used in interrogating new databases. New job techniques are discussed with colleagues in the central library or in other units to ensure their proper and appropriate implementation in the incumbent's own environment.

Factor 11 Use of language skills

13/130 Work requires functional reading, writing and speaking skills in English and French in order to scan and index publications, prepare draft abstracts, and to respond to written and oral enquiries. A basic reading skill in a third language is required for scanning purposes.

Factor 12 Physical effort

1a/60 Work is sedentary with some walking and carrying of books, files or documents. Use of the VDU is for less than 15% of the normal working day, primarily for searching databases in response to requests for information.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

E/150 Work requires the use of a VDU to search central databases to identify and list bibliographic references. The incumbent assesses results in the light of user requirements and the documentation available.

Total points score: 1485 (G.5)

BENCHMARK NO. 11

DOCUMENTALIST (2.C.03)

G.6

In a department/division or technical service, under the general supervision of its chief, the incumbent is responsible for the organization and flow of documentation, the acquisition of new documentation, the recommendation to develop new descriptors and supervision of support staff. Typical duties include the following:

- 15% - Receive, scan, index and file publications, periodicals, reports, journals, etc.; identify documents of interest to officials, both in and outside the work area, and draw these to their attention; maintain lists of documents circulated or loaned and ensure their return and storage.
- 20% - Prepare abstracts in two languages, utilizing descriptors of a broad range of material covering subjects directly related to the work area for inclusion in central databases and correct abstracts prepared by others.
- 20% - Analyse requests for documentation based on the nature of the request, urgency, and alternative sources of information in order to determine priorities as well as detailed information requirements of the user; search multiple automated databases or other reference sources to identify bibliographic references and to produce reference lists for users; respond to enquiries and provide documentation upon the request of officials or visitors; and refer user to further reference sources as appropriate.
- 10% - Procure books and other documents upon request from a wide range of sources inside as well as outside the Organization; control the financial aspects as required.
- 10% - Verify bibliographic references and correct layout of bibliographies in documents prior to their publication.
- 10% - Participate in the analysis of longer-term documentation requirements and recommend the acquisition of new documents or the inclusion of new descriptors related to the subject area.
- 10% - Assign, control and assess the work of other documentalists or support staff designated to assist in the above-mentioned duties.
- 5% - Draft general and administrative correspondence in two languages.

Factor 1 Nature of overall contribution

D/200 The preparation of abstracts and proposals on terminology development (descriptors) and new acquisitions, and the determination of individual user information needs concerning a broad range of subjects, involve analytic processes. These end products have complex administrative effects in the light of diverse, immediate and long-term requirements of multiple users. They permit the discussion of issues before the Organization by ensuring the timely and reliable provision of documentation to users responsible for the preparation of studies, reports, didactic materials, etc.

Factor 2 Adjustment to demands and pressures of work

D/220 Efficient adaptation is required to perform a variety of documentation tasks in the light of unique, changing user requirements. Workloads fluctuate due to unpredictable needs for documentation; the incumbent controls increased workload while ensuring the quality and accuracy of end products. Adherence to deadlines is often required because of documentation requirements for meetings and seminars, as well as unanticipated events affecting the work programme.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of abstracting and selection criteria, cataloguing rules, database users' manuals and accepted documentation practices of the Organization. Guidance is received from users in determining documentation and terminological requirements. Bibliographic references, lists, abstracts, etc. are checked by users for appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent conducts quality control on the work of subordinates and checks own work product. Users check the quality and timeliness of the information service in the light of expectations and the degree of availability of the product. Users may need to seek alternative information sources to compensate for deficiencies in documentation provision. Poorly prepared abstracts or inappropriate advice regarding terminology would cause loss of time and damage the user's relationship with the work unit. Inadequate recommendations regarding acquisitions and errors in the procurement of books can cause minor financial loss. Errors in bibliographic references cause embarrassment.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

D/160 The incumbent assigns, controls and assesses the work of two subordinate staff who perform typing, indexing, and other documentation support functions. The incumbent is responsible for evaluating the performance of each subordinate staff member and for solving operational problems such as access to confidential documents or effective computer system usage.

Factor 6 Control of resources

D/60 Discernible and significant control over financial expenditures is achieved through the efficient application of both financial and staff resources. Increased productivity and efficiency ensure that documentation and information services are in line with the priorities and expectations of users. Proper analysis of documentation and technical terminology requirements avoid inappropriate acquisitions and ensures quick, future access to relevant material.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 Providing documentation and information in a timely manner in response to users' requests requires that the incumbent enlist the cooperation and support of users and have recourse to reference sources in other units. Conflicting demands often require the incumbent to justify requests for cooperation.

Outside the Organization

2f/45 Recurring contacts with persons outside Geneva, such as with other libraries, require the mutual exchange of information in order to provide or obtain documentation.

Factor 8 Provision of training and briefing to other staff

B/30 On-the-job training on basic administrative procedures for handling requests for information, database searching techniques and internal filing and indexing procedures is provided to support staff assigned to assist the incumbent.

Factor 9 Education and experience required to meet occupational demands

E/150 Work requires the completion of secondary school and either advanced training or three to four years' experience as a documentalist. In addition, four to five years' documentation experience in the Organization is needed in order to acquire an accurate understanding of the full range of material and terminology of the principal subject areas of the Organization.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires recurring study of search techniques used in interrogating new databases. New job techniques are discussed with colleagues in the central library or in other units to ensure their proper and appropriate implementation in the incumbent's own work environment.

Factor 11 Use of language skills

13/130 Work requires functional reading, writing and speaking skills in English and French in order to scan and index publications, prepare draft abstracts and to respond to written and oral enquiries. A basic reading skill in a third language is required for scanning purposes.

Factor 12 Physical effort

1a/60 Work is sedentary with some walking and carrying of books, files or documents. Use of VDU is for less than 15% of the normal working day, primarily for searching databases in response to requests for information.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

E/150 Work requires the use of a VDU to search central databases to identify and list bibliographic references. The incumbent assesses results in the light of the information requirements.

Total points score: 1750 (G.6)

BENCHMARK NO. 12

PERSONNEL CLERK (RECRUITMENT) (2.A.06.e)
G.5

Under the supervision of a senior personnel clerk or personnel officer, in an organizational unit having responsibility for recruitment, perform a range of tasks relating to the recruitment of headquarters or field staff. Typical duties include the following:

- 30% - Compile vacancy announcements as indicated by the personnel officer and in consultation with the heads of service concerned. Obtain necessary clearances and arrange for circulation of announcements, including in the press, as required. Ensure reproduction and distribution both within and outside the Organization.
- 20% - Receive applications for employment, undertake preliminary screening of applicants on the basis of standard criteria and prepare acknowledgements for signature.
- 20% - Assemble files of candidatures for submission to the selection committees. Following selection, prepare standard replies to unsuccessful candidates and to other parties concerned.
- 10% - Respond to enquiries concerning employment opportunities, conditions of work, etc., and conduct preliminary interviews, if required.
- 10% - Draft and type routine correspondence in two languages using traditional and word-processing equipment. Maintain files.
- 5% - Collect data and keep up to date the manual or computerized roster of suitable candidates.
- 5% - Compile statistics (geographical distribution, classification of occupational groups, contracts, etc.).

Factor 1 Nature of overall contribution

D/200 End products include the compilation of vacancy announcements, initial sorting of candidatures, assembling files, compilation of statistics and related administrative tasks which involve descriptive and analytic processes. These permit the direct delivery of the Organization's programmes on a timely and reliable basis.

Factor 2 Adjustment to demands and pressures of work

D/220 Efficient adaptation is required to comply with varying recruitment procedures, requirements and deadlines. Workloads fluctuate on an unpredictable basis and require the incumbent to adjust the work pace accordingly whilst maintaining close attention to detail. Adherence to deadlines is important because of the urgent nature of recruitment needs. Work role is not always well understood, users often setting unrealistic deadlines or submitting inappropriate requests.

Factor 3 Direction and support received

C/150 General instructions are provided in administrative manuals, and standards for correspondence and filing systems; guidelines are established by the supervisor who provides guidance for more complex tasks and checks the work produced for accuracy, technical soundness and appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

C/210 The quality of correspondence, documents produced and recruitment procedures carried out is checked by the supervisor through the usual signatory process. Errors in the preparation of vacancy announcements or lists of candidates result in loss of time for correction and user dissatisfaction both within and outside the service.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent has little or no responsibility for control of the work of others.

Factor 6 Control of resources

B/30 Work requires initiative in organizing and improving internal procedures such as those related to filing and determining the most efficient means of producing vacancy announcements, correspondence and reports. The resultant increase in productivity has an indirect impact on the need for temporary staff or assistance from colleagues.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

2b/40 Contacts inside the Organization are with user services at headquarters to determine their requirements and deadlines to be set.

Outside the Organization

2f/45 Contacts outside the Organization are to exchange information with candidates and with national and international institutions to explain procedures and provide details on recruitment status.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent typically has no responsibility for training or briefing staff; the incumbent may, however, explain work procedures to temporary or newly-recruited colleagues.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of secondary education or equivalent technical or commercial school, a minimum of three to four years' clerical or secretarial experience in the Organization, and two years in the personnel field.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires the recurring study of changes to the Organization's structure and administrative procedures through self-study of new procedural guidelines and on-the-job coaching by the supervisor or colleagues.

Factor 11 Use of language skills

12/120 Work requires functional reading, writing and speaking skills in English and French in order to compile vacancy announcements and correspondence, discuss requirements with users and respond to written and oral enquiries.

Factor 12 Physical effort

1a/60 Physical effort is minimal; work requires the intermittent use of a VDU for not more than 30% of the normal working day.

Tolerance of environmental conditions

Work is performed in a typical office environment requiring no particular tolerance of risks or discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 Work requires entering data into and maintaining a roster of candidates either using a VDU or a traditional card-filing system. The incumbent operates a word processor to produce and edit official vacancy announcements, correspondence and reports.

Total points score: 1430 (G.5)

BENCHMARK NO. 13

PERSONNEL CLERK (ENTITLEMENTS) (2.A.06.d)

G.6

In an organizational unit having responsibility for personnel administration and under the supervision of a personnel officer, the incumbent performs or ensures the performance of a range of tasks relating to the personnel administration of headquarters and field staff. Typical duties include the following:

- 20% - Conduct induction of new staff members, informing them of conditions of service, including salary, social security, entitlements and providing practical information about the Organization.
- 30% - Determine and calculate staff members' entitlements for general clearance by the personnel officer.
- 15% - Input and maintain all records related to status and entitlements of staff by means of computerized information systems. Propose, and participate in, the modification of these systems.
- 10% - Follow up on the status and entitlements of staff members, requesting additional information, as required, and bringing to the notice of the personnel officer any unusual or contentious cases.
- 10% - Draft related documents and correspondence in two languages on traditional or word-processing equipment.
- 5% - Carry out comparative research on conditions of employment and respond to enquiries from both within and outside the Organization.
- 5% - Prepare and analyse data and assist in the compilation of statistical reports.
- 5% - Distribute work to clerical staff at a lower level and ensure its proper and timely execution.

Factor 1 Nature of overall contribution

E/250 End products include the determination and calculation of entitlements which have complex administrative effects requiring interpretation of the staff rules and regulations and the evaluation of particular circumstances and conditions under which entitlements may be granted. Efficient and precise administration of staff entitlements permits the timely and accurate finalization of programme activities and operations of the Organization.

Factor 2 Adjustment to demands and pressures of work

E/275 The work being service-oriented, frequent and efficient adaptation is required in order to administer a variety of personnel entitlements and procedures. Adherence to deadlines is required and the incumbent is expected to control frequently fluctuating workloads while ensuring quality and accuracy of services. The incumbent must maintain courteous relations with users who may submit inappropriate requests.

Factor 3 Direction and support received

C/150 General instructions are received in the form of staff rules and regulations, administrative manuals, procedures and precedents. Guidance is also received from the supervisor in especially delicate or complex cases. Induction papers, calculations and other documents prepared by the incumbent are reviewed by the supervisor for accuracy, technical soundness and appropriateness.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent is expected to conduct quality control on most of the end products (induction of staff members, obtaining and keeping up-to-date information on status and entitlements of staff). Users perform verification of the quality of service. Errors in assessing entitlements cause embarrassment for the work unit and damage the user's relationship with the service.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

B/80 The incumbent distributes work to lower-level support staff in the work unit, supervises the workload and ensures that deadlines are observed. The incumbent informs the supervisor when problems arise in this respect and may be consulted on their resolution.

Factor 6 Control of resources

C/45 Accurate application of procedures regarding staff entitlements ensures timely disbursement and recovery of funds.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

4c/75 Interpersonal initiative is required in frequent contacts with staff at all levels at headquarters, or in units outside, to elicit details on status and family situation, and to explain rights to entitlements. Diplomacy and tact are necessary to maintain good relations despite the sensitive nature of requests or responses.

Outside the Organization

2f/45 Contacts are required with other international organizations or institutions to exchange information concerning their procedures, practices or conditions of employment, or to explain the Organization's own procedures.

Factor 8 Provision of training and briefing to other staff

C/45 The incumbent provides information and guidance to General Service and Professional staff on their conditions of employment and rights to various entitlements.

Factor 9 Education and experience required to meet occupational demands

E/150 Work requires the completion of secondary school or equivalent technical or commercial school, three to five years' experience in the Organization and three to four years' experience in a personnel unit to acquire a practical knowledge of the administrative and personnel procedures applied by the Organization.

Factor 10 Maintaining specialized job skills and certification

C/90 Work requires the continuing study of personnel directives and regulations issued by the Organization, as well as by other organizations. Implications of new procedures are discussed with the supervisor to ensure correct understanding and application by all support staff.

Factor 11 Use of language skills

13/130 Work requires functional speaking, reading and writing skills in English and French in order to conduct the induction of new staff, respond to enquiries, carry out research and draft correspondence. A basic reading skill in Spanish is required to understand supporting documentation.

Factor 12 Physical effort

1a/60 Physical effort is minimal, work requires the intermittent use of a VDU for not more than 20% of the normal working day.

Tolerance of environmental conditions

Work is performed in a typical office environment requiring no particular tolerance of risks or discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 Work requires the use of word-processing and other software packages, a full-screen display unit and separate printer to create, edit and produce text, tables, correspondence or reports, as well as to enter and maintain staff records.

Total point score: 1795 (G.6)

BENCHMARK NO. 14

FINANCE CLERK (2.A.01)

G.4

In a work unit of the Organization's central or other financial services, the following typical duties are performed under the direct supervision of a senior finance clerk:

- 35% - Calculate expenses for claims such as those for travel, hospitality, straightforward education grants, etc.; prepare payment instructions; specialize in a specific type of claim, if required.
- 35% - Check invoices for supply of goods, equipment or services, check arithmetical accuracy and completeness of supporting documents; prepare payment vouchers; enter necessary data into the computerized system.
- 20% - Using the computerized system, produce and verify accuracy of financial reports and arrange their distribution.
- 10% - Prepare routine selected correspondence in one language; maintain files.

Factor 1 Nature of overall contribution

C/150 End products include calculating expenses for different types of claims, checking invoices, producing and verifying the accuracy of reports and preparing payment instructions. Actions are collative and transformative in nature and permit the delivery of programmes on a timely and reliable basis.

Factor 2 Adjustment to demands and pressures of work

C/165 Tasks are standardized but changing, depending on the types of claims and invoices to be settled; workloads are cyclical, depending on seasonal travel periods and procurement deadlines. Efficient adaptation is required of the incumbent in order to handle high volumes of workload with short deadlines associated with scheduled meetings or conferences. Excess workload is controlled by the supervisor and shared with other staff. Role and service expectations are well understood and accepted by users.

Factor 3 Direction and support received

B/100 General instructions exist in the form of financial and personnel regulations. The supervisor and lead worker give specific instructions for non-recurring tasks and exercise control of the accuracy of operation and adherence to instructions.

Factor 4 Improving quality and preventing error, damage and injury

C/210 The supervisor undertakes spot checks for the accuracy of operations; any errors in calculation and payment or in recording transactions cause loss of time for rectifying errors, delay in payments and dissatisfaction with the service level.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent has no responsibility for the control and evaluation of the work of others.

Factor 6 Control of resources

B/30 Work requires initiative in achieving efficient application of incumbent's time, effort and skills. Increased incumbent productivity and efficiency have an indirect impact on financial expenditures.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

1a/20 Work requires the incumbent to exchange information with the supervisor and colleagues within the work unit in order to receive and understand instructions.

Outside the Organization

1d/20 Work requires little or no contact outside the Organization.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little or no responsibility for instructing other staff.

Factor 9 Education and experience required to meet occupational demands

C/90 Work requires the completion of secondary school or its equivalent commercial school and three to four years' experience in the accounting area, of which preferably two years in the Organization.

Factor 10 Maintaining specialized job skills and certification

A/30 Work requires keeping up to date on specific new or revised work procedures of the work unit which are communicated verbally or in writing by the supervisor.

Factor 11 Use of language skills

6/60 Work requires functional reading and speaking skills in one language in order to understand claims, invoices and instructions, a basic writing skill in that language in order to prepare routine correspondence and a basic oral interaction skill in a second language in order to exchange information with colleagues.

Factor 12 Physical effort

1a/60 Work is sedentary with the intermittent use of a VDU to input and extract data.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

C/90 The incumbent is required to operate a VDU to access financial and other data held in central automated databases and to enter and update supporting financial operations.

Total point score: 1080 (G.4)

BENCHMARK NO. 15

FINANCE CLERK (2.A.01)

G.5

In a work unit of the Organization's central or other financial services, the following typical duties are performed under the direct supervision of a senior finance clerk:

- 10% - Examine all incoming documents, check data for completeness of information, allotment codes and conformity with financial regulations.
- 40% - Analyse inter-office vouchers (IOVs), check supporting documents, identify the various types of expenditure and amounts against authorized obligations, ensure accuracy of calculations and conversions, seek clarifications on discrepancies, debit corresponding allotments, liquidate obligations; produce periodic statements and statistics; receive and process bank payment advices.
- 40% - Effect payroll inputs into the computerized system, ensuring accuracy of data, effective dates, grades, salaries, grant and stoppage of allowances, deductions for pension and insurance schemes, currency, allotments and project codes; calculate and prepare cash payment instructions for temporary and short-term staff, ensuring appropriate currency conversion and deductions, if any; calculate and draw up revised pay rates and revised overtime rates based on revised salary scales; process end-of-contract terminal payments which involve calculating final salary, annual leave commutation and other separation indemnities, prepare payment instructions, ensuring any final deductions applicable; prepare earnings statements, as required.
- 10% - Draft correspondence in two languages to obtain clarifications on discrepancies and provide explanations to staff. Respond to verbal enquiries and requests from staff on salary and related matters.

Factor 1 Nature of overall contribution

D/200 End products include examining the accuracy and completeness of financial information; entering these data into the computer system; calculating and preparing payroll instructions; drawing up pay and overtime rates, taking into account statutory deductions, following salary revisions; examining IOVs for conformity with obligations. Preparing terminal payments involves calculating final salary and payment of terminal benefits, and making deductions for outstanding advances and recovery. These end products involve analytic processes and have complex effects permitting the delivery of programmes on a timely and reliable basis.

Factor 2 Adjustment to demands and pressures of work

C/165 Tasks are standardized but changing, depending on the variety of personnel and remuneration data to be computerized and terminal entitlements to be processed; workloads are cyclical depending on changes in employment conditions and entitlements. Efficient adaptation during periods of high volume and short deadlines is

required. Excess workload is controlled by the supervisor and shared with other staff. Role and service expectations are well understood and accepted by users.

Factor 3 Direction and support received

C/150 General instructions are provided in the form of financial and personnel regulations. The supervisor assists in solving more difficult problems. The accuracy and appropriateness of accounting actions are controlled through supervisory procedures.

Factor 4 Improving quality and preventing error, damage and injury

C/210 The supervisor undertakes spot checks for the accuracy of operations. Errors in calculation and payment instructions or in recording transactions may cause dissatisfaction with the service level, loss of time for rectifying errors and delay in payments.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent has no responsibility for the control and evaluation of the work of others.

Factor 6 Control of resources

C/45 Work requires the accurate analysis of financial and personnel data. Increased incumbent productivity results in timely and accurate payments leading to discernible control over financial expenditures.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 Work requires the incumbent to exchange information with, and enlist the cooperation of, staff at headquarters in order to clarify discrepancies, obtain explanations with respect to problems encountered and respond to enquiries on salary matters.

Outside the Organization

1d/20 Work requires little or no contact outside the Organization.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little or no responsibility for instructing other staff.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of secondary or commercial school and five to seven years' experience in accounting procedures and

practices, of which preferably four years in the application of basic accounting practices and the use of computerised financial accounting systems of the Organization.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires the recurring study of revised financial and personnel regulations and procedural guidelines. Specific instructions are given by a senior finance clerk.

Factor 11 Use of language skills

12/120 Work requires functional reading, writing and speaking skills in English and French in order to examine and analyse financial documents, instructions and guidelines, draft correspondence and make, and respond to, enquiries.

Factor 12 Physical effort

1a/60 Work is sedentary with intermittent use of a VDU to input and extract data.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

C/90 The incumbent is required to operate a VDU to access financial and other data held in central automated databases and to enter and update data supporting financial operations.

Total points score: 1350 (G.5)

BENCHMARK NO. 16

FINANCE CLERK (2.A.01)

G.6

Under the supervision of a senior finance clerk or a finance officer in a work unit of the Organization's central or other financial services, the following typical duties are performed:

- 20% - Check validity of all accounting documents for entry by subordinate staff into the computerized system, making corrections where necessary; open and update files in the computerized system; check automatically generated reports; produce ad hoc reports; check the summary sheets received from the bank against the output from the computerized system; contact the bank in order to obtain clarifications, where necessary.
- 40% - Plan and make all necessary arrangements to ensure the timely payment of salaries and allowances; check all information received from other services; prepare the payroll for short-term staff, consultants, etc.; check travel expense and education grant claims processed by subordinate staff and undertake corresponding reimbursement; calculate overtime payments; undertake other intermediate calculations relating to the payroll (e.g. mid-month arrival or departure of staff); draft related correspondence in two languages.
- 30% - Accept obligating documents, check for completeness, namely that charge is valid and that sufficient funds are available; liquidate obligations, checking correctness of payment; record financial allocations to projects and receipt of contributions from donors; assist in the preparation and checking of trial balances and statements; undertake reconciliations; prepare periodic reports; draft related correspondence in two languages.
- 10% - Enter the daily payments from and receipts into the petty cash and ensure its safekeeping.

Factor 1 Nature of overall contribution

E/250 End products include checking the validity of accounting documents, accepting and liquidating obligations, including the verification of completeness, the validity of charges and the availability of funds, preparing and checking trial balances and other financial reports, preparing the payroll for regular and short-term staff. These involve the evaluation of complex data and changing user requirements and permit the timely and accurate finalization of the Organization's activities and operations.

Factor 2 Adjustment to demands and pressures of work

E/275 Efficient adaptation is required in the administration of a variety of accounting transactions and in the provision of a prompt, courteous and accurate service for a variety of users whose needs differ, as well as change over time. The incumbent manages frequently fluctuating and increased workloads within established priorities while ensuring quality, accuracy and timing of the services. Adherence to deadlines and service targets is normally

required as the acceptance of obligations, planning and preparing the payroll require clearance within restricted timeframes. The incumbent's role in processing accounting operations is not always well understood by users who at times make inappropriate requests or responses.

Factor 3 Direction and support received

D/200 Guidance is provided in the form of accounting guidelines, financial regulations and the overall budget and finance management processes. When problems are anticipated, the supervisor provides guidance in accounting practices. Both the supervisor and users control the work for compliance with policy and procedures.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent provides the final verification of reports, trial balances, statements and payment requests before distribution or authorization of payments. The users perform the major verification of the quality of service, particularly users receiving payments. Errors in payment advices and accounts, coding of documents and handling of petty cash can cause minor financial loss. Deficiencies in the services can cause embarrassment and damage the user's relationship with the work unit.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

C/120 The incumbent exercises lead-worker responsibilities in verifying the work of other support staff to ensure quality and accuracy, and provides guidance in the reimbursement of claims, entry of data and production of reports.

Factor 6 Control of resources

C/45 Work requires the accurate analysis of financial and personnel data. Increased incumbent productivity results in timely and accurate payments leading to discernible control over financial expenditures.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 Work requires the incumbent to exchange information with, and enlist the cooperation of, staff at headquarters in order to clarify discrepancies, obtain explanations with respect to problems encountered and to respond to enquiries on salary matters.

Outside the Organization

1e/25 The incumbent has regular contacts with the banks in order to obtain the information required for the verification of periodic statements and other reports.

Factor 8 Provision of training and briefing to other staff

B/30 The incumbent provides instruction to staff within the work unit and to administrative assistants and secretarial staff from other work units on financial regulations and procedures relevant to their work.

Factor 9 Education and experience required to meet occupational demands

E/150 Work requires the completion of secondary school or its equivalent commercial school and eight to nine years' experience in accounting, of which preferably five years in the budget and finance area of the Organization.

Factor 10 Maintaining specialized job skills and certification

B/60 Work requires the recurring study of revised financial and personnel regulations and procedural guidelines.

Factor 11 Use of language skills

12/120 Work requires functional reading, writing and speaking skills in English and French in order to examine and analyse financial documents, instructions and guidelines, draft correspondence and make and respond to enquiries.

Factor 12 Physical effort

1a/60 Work is sedentary with intermittent use of a VDU.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

D/120 Work requires use of a VDU to open and update files in central automated databases and to prepare periodic financial reports.

Total points score: 1790 (G.6).

BENCHMARK NO. 17

FINANCE CLERK (2.A.01)

G.7

Under the general supervision of a finance officer in a work unit of the Organization's central or other finance services, the following typical duties are performed:

- 10% - Supervise the work of four to ten subordinate staff engaged in the provision of accounting services by: organizing the work and determining the priorities; providing guidance, instructions and explanations regarding work procedures and standards; providing on-the-job training to new staff; drafting performance reports of staff members for signature by the unit's supervisor; when required, resolving staff performance or operational problems.
- 60% - Control the quality and efficiency of the work unit to ensure that the principles of sound economy are maintained and that financial rules are observed by: undertaking spot checks of financial clearances and commitments; approving and signing financial clearances prepared by subordinate staff, resolving more complicated cases; verifying proper recording of allocations, obligations and payments on the computerized system; scrutinizing proposed expenditures to determine the availability of funds.
- 30% - Provide briefings and debriefings to Professional staff, General Service staff and experts on their entitlements and on the procedures regarding the submission of claims; receive delegates and official visitors in order to explain payments of entitlements and to resolve any resulting problems; draft correspondence in two languages in reply to enquiries from staff on commitments, financial clearances and payments, or from other organizations or governments concerning requests for reimbursement of funds.

Factor 1 Nature of overall contribution

E/250 End products include supervising and coordinating a work unit, providing financial clearance for a wide variety of expenditures, processing claims, producing financial reports and providing technical advice to both subordinates and users. These are the result of interpretive and evaluative processes as they require the evaluation, monitoring and scrutinizing of accounts, claims and other expenditures in the light of established financial regulations. Financial authorizations and the verification of accounts give rise to complex administrative effects which permit the timely and accurate finalization of programme activities and operations.

Factor 2 Adjustment to demands and pressures of work

E/275 Efficient adaptation is required in performing a variety of financial operations and concurrently attending to claims from delegates and official visitors. Since the incumbent has to deal simultaneously with financial tasks, briefing, settling of claims and supervising and coordinating the work of others, the incumbent manages frequently fluctuating and increased workloads within established priorities while assuring quality, accuracy and timing

of the services. Adherence to deadlines and service targets is normally required as financial clearances, payments to delegates and official visitors, and financial reports, etc., have to be made within restricted time frames. The incumbent's role in scrutinizing expenditures and determining the authenticity of claims is not always well understood by users who at times make inappropriate requests or responses.

Factor 3 Direction and support received

D/200 Guidance is provided in the form of accounting guidelines, financial regulations and the overall finance management process. The supervisor provides guidance in financial practices required to optimize the efficient utilization of financial resources. The supervisor controls conformity with established procedures and users control the usefulness of information provided during briefings.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent provides final verification for clearance of a wide variety of expenditures which are subject to post facto control. Errors in clearing expenditures can result in minor financial loss if they lead to inefficient use of funds or if suppliers are paid late. Inaccurate briefings may cause embarrassment and damage the user's relationship with the work unit.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

E/200 The incumbent supervises the work of four to ten staff members, to whom guidance, instructions and explanations are provided, as required. The incumbent prepares performance reports for signature by the supervisor and resolves performance or operational problems, as required.

Factor 6 Control of resources

D/60 Work requires the accurate analysis of financial data. Increased incumbent productivity results in timely and accurate payments. Efficient management of workload distribution among subordinate staff and effective guidance result in increased staff productivity and significant control over staffing levels.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 The incumbent is required to obtain clarification from other staff at the same duty station and to respond to their enquiries or requests. The resolution of complex cases requires the incumbent to enlist the cooperation of administrative assistants or managers of other work units.

Outside the Organization

- 3g/65 The incumbent frequently receives a broad range of visiting officials or delegates from national and international institutions to whom the settlement of travel claims and per diem payments must be tactfully explained.
- Factor 8 Provision of training and briefing to other staff
- C/45 The incumbent regularly briefs Professional and General Service staff, as well as experts, on financial regulations and procedures regarding the submission of claims and entitlements.
- Factor 9 Education and experience required to meet occupational demands
- F/180 Work requires the completion of secondary school or commercial school equivalent, advanced training in accounting and more than five years' experience in the finance area of the Organization, including knowledge of management procedures relevant to the occupational area.
- Factor 10 Maintaining specialized job skills and certification
- B/60 Work requires recurring study of organizational, financial and personnel directives and regulations. The implications of new procedures are discussed with the supervisor to ensure their appropriate implementation in the incumbent's own work and that of subordinate staff.
- Factor 11 Use of language skills
- 12/120 Work requires functional reading, writing and speaking skills in English and French in order to draft correspondence, brief staff members and experts, respond to written and oral enquiries of officials and delegates and study financial guidelines and procedures.
- Factor 12 Physical effort
- 1a/60 Work is sedentary with intermittent use of a VDU to check the proper recording of financial entries on the computerized system.
- Tolerance of environmental conditions
- Work is performed in a typical office environment with few risks and little discomfort.
- Factor 13 Use and maintenance of manual and automated information systems
- B/60 The incumbent is required to operate a VDU to access financial data held in central automated databases for job-related purposes.

Total points score: 1910 (G.7)

BENCHMARK No. 18

COMPUTER INFORMATION SYSTEMS ASSISTANT (2.A.05)
G.5

In a central computer area, under the supervision of a senior General Service or Professional staff member, provide support to a service or a variety of end users within the Organization in the compilation, maintenance and extraction of information through the use of automated/electronic data-processing (ADP/EDP) tools and in the provision of administrative support services for information systems operations. Typical duties include the following:

- 50% - Extract data from databases according to needs and requests, verify extracts, diagnose errors and correct, if necessary. Assist in designing computer output forms. In addition, as a secondary duty, there may be a requirement for the incumbent to encode for formatting and entering data, and prior thereto to check for processing errors in input information (texts for publication, statistical data, tables, etc.) submitted by requesting officers and follow up on such errors with the latter.
- 20% - Organize and schedule production runs of documented application programs/systems and utility programs; operate and maintain supplies (consumables) for peripheral equipment (printers, tape/cartridge drives, optical disks, Optical Character Recognition (OCR) scanners, etc.); and refer to existing documentation to resolve problems.
- 10% - Maintain data sets and update listings of programs and job outputs; distribute output to users and assist in interpreting results.
- 10% - Maintain data storage systems, including the transferring of data between different types of storage media, such as hard disks, floppy disks, optical disks, punch cards, magnetic tape cartridges, paper tape, etc.
- 10% - Ensure that backup and security procedures are adhered to in daily computer operations.

Factor 1 Nature of overall contribution

D/200 Principal end products are data output and maintenance. Extracting data from the database and diagnosing errors in extracts requires the analysis of the information submitted. Proper data maintenance with a view to the extraction of information by a wide variety of users has administrative and technical effects which contribute to both the discussion of issues before the Organization and the direct delivery of its programmes on a timely and reliable basis.

Factor 2 Adjustment to demands and pressures of work

C/165 The variety of standardized tasks of running application programs, checking input information, encoding, transferring data, maintaining data sets and ensuring adequate back-up requires efficient adaptation to accommodate the needs of different users and the timing of their particular requests. During peak periods priority of work is indicated by the supervisor, or tasks are shared with other staff; role and service expectations are

understood and accepted by users and are structured within the services offered by the central computer area.

Factor 3 Direction and support received

C/150 General instructions are given by the supervisor. EDP manuals are consulted for various procedures to be executed. Assistance is received from the supervisor when processing errors cannot be identified and in cases where follow-up of errors is problematic. Technical soundness and appropriateness are controlled by the supervisor or user who can recommend corrective measures.

Factor 4 Improving quality and preventing error, damage and injury

C/210 Program outputs are independently checked by the supervisor for appropriateness, and the supervisor makes spot checks of data storage and maintenance. Non-identification of processing errors could lead to erroneous output which would cause loss of time for correction and rerunning of programs, as well as user dissatisfaction. Inefficient maintenance and storage manipulations could cause loss of information and unnecessary delays due to the necessity for re-entry of material.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent has no ongoing responsibility for the control and evaluation of the work of other staff.

Factor 6 Control of resources

B/30 Work requires initiative for selecting appropriate parameters for error correction and for the follow-up of error correction with requesting officers, as well as for the maintenance of supplies. Increased incumbent productivity and efficiency have some indirect impact on the financial expenditures associated with the running of programs.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

2b/40 Work requires ensuring mutual understanding with requesting officers outside the direct work area when following up on errors in input information in cases where such information may need to be resubmitted for processing.

Outside the Organization

1d/20 Contacts outside the Organization are rare and not normally required.

Factor 8 Provision of training and briefing to other staff

A/15 The incumbent has little or no responsibility for instructing other staff. The supervisor is primarily responsible for providing ongoing on-the-job training to new staff. The incumbent may assist.

Factor 9 Education and experience required to meet occupational demands

D/120 Work requires the completion of secondary school or technical or commercial equivalent and either at least five years' experience in computer-related activities, of which a minimum of three years are in the Organization, or advanced training in the ADP/EDP field with at least two years' experience in computer-related activities with a good knowledge of job control language (JCL), database structure, utility programs, query languages, elementary programming techniques such as PL1, COBOL, MANTIS, etc., as well as a general knowledge of microcomputer and mainframe computer applications.

Factor 10 Maintaining specialized job skills and certification

C/90 Work requires the continuing study of new features and applications of two or more computer operating systems such as DOS, VMS, MVS, OS/2, etc. New job techniques such as the use of fourth generation language (4GL) products and equipment such as IBM 3820, GML or POSTSCRIPT for computer output forms are discussed with the supervisor.

Factor 11 Use of language skills

9/90 Work requires functional oral interaction and reading skills in English and French in order to discuss follow-up with users, read technical documentation and requests, and a basic writing skill in either language for brief records of requests received and work undertaken.

Factor 12 Physical effort

2a/85 Some physical exertion is required for lifting mainframe tapes and computer printouts of an average weight of 5 kg; a VDU is used for more than 50% of the normal working day.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

E/150 In addition to operating a VDU to extract listings and encode data, the incumbent is required to check the accuracy of coding and record-access criteria, as well as to perform data storage and file maintenance tasks.

Total points score: 1405 (G.5)

BENCHMARK No. 19

COMPUTER INFORMATION SYSTEMS ASSISTANT (2.A.05)

G.6

In a department/division, under the supervision of a Professional staff member, act as the focal point for computerized information activities and provide technical and procedural support through the use of electronic data-processing tools to a service or a variety of end-users covering a particular field. Typical duties include the following:

- 35% - Coordinate the definition of user requirements for the department/division and provide information, assistance, programming support and technical advice in two languages to users on the use of development tools and regarding the execution of established programs in the context of the specific subject matters, as well as on the operation of workstations and the use of standard software packages and office systems.
- 30% - Modify and write supporting utilities for existing applications and job control programs in order to produce computer reports (statistical extracts, tables, etc.); maintain and update documentation in one official language.
- 15% - Maintain department/division software, add/delete programs from computer libraries, organize library directories, create back-up files and execute recovery procedures, and ensure that security procedures are followed.
- 15% - Provide first-level support to users (trouble-shooting, advice on network facilities, etc.), review and correct software faults, for example in programs prepared in the Organization or in set-up parameters of software packages; liaise with the central computer area's support services on problematic matters, ensure adequate preparation and updating documentation, and provide training to users.
- 5% - Participate in user-group meetings organized by the central computer area; participate in the development cycle for the implementation of systems, including programming, testing, installing, documenting, maintaining and, where necessary, enhancing these systems.

Factor 1 Nature of overall contribution

E/250 Assistance to users in the introduction and appropriate utilization of information technology in the department/division, including the adaptation of applications and programs, is based on a detailed understanding of departmental operations and requires interpretative and evaluative processes to explain and select correct courses of action or data. These end products have complex administrative and technical effects permitting the timely and accurate finalization of programme activities and operations within the context of the specific work area.

Factor 2 Adjustment to demands and pressures of work

E/275 Efficient adaptation is required to meet a variety of user requests and in the provision of prompt services and accurate products.

Adherence to deadlines and service targets is normally required in order to accommodate the requests of users who themselves are bound to deadlines, e.g. for publications and meetings. Increased workload is controlled by the incumbent while ensuring the quality, accuracy and timing of services. Users may not understand the period of time necessary for accommodating their requests or may submit inappropriate material for their execution.

Factor 3 Direction and support received

D/200 The supervisor provides administrative guidelines and general specifications, and the incumbent is responsible for the final work product. EDP operation manuals are consulted. Specialist Professional staff in the central computer area may be consulted for more problematic situations. Work is controlled by users for meeting expected results and conformity to policy and procedures.

Factor 4 Improving quality and preventing error, damage and injury

D/280 The incumbent provides the final verification of output validity; the user performs the major verification of the quality of the service. Uncorrected software faults could lead to loss of information and misleading data and presentation. Deficiencies in service could lead to the loss of data in libraries, cause some financial loss due to disk damage and be detrimental to relationships with the users.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

A/40 The incumbent normally has no responsibility for the control and evaluation of the work of others.

Factor 6 Control of resources

C/45 Proper and rational use of software, programs and equipment avoids inappropriate acquisitions. Increased productivity and efficiency through the modification of software applications impact on the productivity of the staff of the department/division.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 The incumbent provides assistance and technical advice in a timely manner to users throughout the department/division. This requires enlisting their support and cooperation for determining their specific reporting needs, in particular in cases where requests are unclear or come from various users at the same time.

Outside the Organisation

1d/20 Contacts outside the Organization are rare and not normally required.

Factor 8 Provision of training and briefing to other staff

C/45 The incumbent provides instruction to General Service and Professional staff in the department/division on the execution of established applications, their modification, as well as their execution in the context of the subject matter related to their particular fields.

Factor 9 Education and experience required to meet occupational demands

E/150 Work requires the completion of secondary school or equivalent technical or commercial school and either at least six years' experience in the Organization, of which a minimum of three years in computer-related activities gaining detailed knowledge of the operations of the department/division and the Organization's information system services, as well as the guidelines and procedures governing information systems, or advanced training in the EDP field, with at least three years' experience in computer related activities (e.g. LAN (Local Area Network) administration, spreadsheets, word processing, e-mail, telex, facsimile and user languages).

Factor 10 Maintaining specialized job skills and certification

C/90 Work requires keeping abreast of the policies, procedures and hardware/software of the Organization and its facilities and services. It also requires the continuing study of new features of two or more computer operating systems and applications such as DOS, MVS, VMS, OS/2, etc., and keeping up to date on word-processing spreadsheets, form-definition languages (e.g. IBM 3820, GML, POSTSCRIPT), network operating systems, and important applications particular to the Organization. New job techniques are discussed with Professional staff in the central computer area.

Factor 11 Use of language skills

10/100 Work requires functional oral interaction and reading skills in English and French for the provision of information, assistance and technical advice to users, and for consulting technical documentation, as well as a functional writing skill in either language for updating documentation such as user notes.

Factor 12 Physical effort

2a/85 Some physical exertion is required due to the use of a VDU on an ongoing basis.

Tolerance of environmental conditions

Work is performed in a typical office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

E/150 In addition to operating a VDU for modifying and adding/deleting programs from computer libraries, the incumbent also reviews and corrects software faults and uses higher-level capabilities of software to improve correspondence and paperwork management, and develops customized procedures for the use of software for specific information or document-processing operations.

Total points score: 1785 (G.6)

BENCHMARK No. 20

COMPUTER INFORMATION SYSTEMS ASSISTANT (2.A.05.f)
G.7

In a central computer area, under the supervision of a Professional staff member, provide assistance to a service or a variety of end-user services within the Organization in the development and maintenance of specialized non-routine computer applications. Typical duties include the following:

- 20% - Identify and evaluate user requirements in specific subject matter fields.
- 20% - Write and test simple programs and applications in response to requests from end users in the context of the subject matter of their particular fields.
- 15% - Implement more complex programs following specifications and instructions provided by the requesting service and/or supervisor.
- 10% - Draft technical program documentation (e.g. flow charts, systems manuals, data structure diagrams, etc.), as well as end-user documentation (e.g. user manuals and error-handling guidelines), in two languages as required.
- 10% - Monitor and participate in the maintenance and updating of specific databases with statistical and technical information, as applicable, to ensure maximum accuracy of the data.
- 5% - Maintain computer programs in program libraries, ensure that libraries and directories are systematically updated and that back-up copies are periodically made of program files.
- 5% - Supervise support staff engaged in program file library maintenance tasks.
- 10% - Review operating difficulties encountered by General Service staff in and outside the central computer area, as well as by Professional staff in other areas, and take corrective action.
- 5% - Train users in the operation of software program packages; contact suppliers for additional information, when required, with respect to hardware maintenance.

Factor 1 Nature of overall contribution

F/300 The writing, testing and implementation of programs and applications of varying degrees of complexity involve the integration and adaptation of existing programs or new data following prior evaluation and interpretation. These end products have substantive programme effects enabling the timely and accurate finalization of programme decisions, activities and operations.

Factor 2 Adjustment to demands and pressures of work

E/275 Efficient adaptation is required due to a variety of frequently changing tasks including writing and implementing programs, preparing documentation, training users, supervising support

staff. The workload fluctuates according to the timing of user requests and the complexity of programs, as well as to user needs as a result of operating difficulties. Increased workload is controlled by the incumbent through the revision of priorities and management of own time. Adherence to deadlines and service targets is required. Users may not understand the period of time necessary for accommodating their requests or may submit inappropriate material for their execution.

Factor 3 Direction and support received

D/200 Guidelines are provided in the form of user specifications, work plans and technical documentation and are used to determine priorities and appropriate approaches to requests. The supervisor assists in the development of more complex programs and applications, anticipating problems and indicating alternative solutions. The supervisor and user control end products for attainment of expected results and conformity with policy and procedures.

Factor 4 Improving quality and preventing error, damage and injury

E/350 The incumbent can only partially check his work according to the specifications given by the user who performs limited spot checks due to the volume of the material concerned. Inefficient management of databases may lead to major information loss, embarrassment for the Organization and may damage the user's relationship with the work unit.

Factor 5 Coordination, control or supervision of job activities and performance of other staff

C/120 The incumbent acts as a senior lead worker providing technical and procedural guidance and advice to staff engaged in file maintenance and database updating.

Factor 6 Control of resources

C/45 Proper and rational use of programs and equipment avoids inappropriate acquisitions. Increased productivity and efficiency through the design and modification of programs impact on financial expenditures.

Factor 7 Difficulty, sensitivity and importance of work relations

Inside the Organization

3b/55 The work entails providing assistance and technical advice in a timely manner to users throughout the Organization, and this requires enlisting their support and cooperation for executing their specific programs, in particular in cases where requests are unclear or come from various users at the same time.

Outside the Organization

- 1e/25 The work requires the incumbent to contact suppliers to obtain information on software packages and on hardware maintenance.
- Factor 8 Provision of training and briefing to other staff
- C/45 The incumbent provides instruction to General Service and Professional staff outside the central computer area on the operation of program packages in the context of the subject matter related to their particular fields.
- Factor 9 Education and experience required to meet occupational demands
- F/180 Work requires the completion of secondary school or equivalent technical or commercial school plus advanced EDP training equivalent to two years' technical college, and more than five years' experience either in the Organization or in computer related activities, including knowledge of two or more operating systems (VM, VSE, WANG VS, HP MPE, etc.), job control language (JCL) and two or more programming languages such as PL1, COBOL, MANTIS, MINISIS, SAS, SPSS, etc., as well as a knowledge of a complex area of the Organization's structure and procedures and its relationship with outside institutions, e.g. ICC.
- Factor 10 Maintaining specialized job skills and certification
- C/90 Work requires the continuing study of new features of two or more computer operating systems and application packages such as DOS, VSE, MVS, VMS, OS/2, etc., relational DBMS (e.g. SQL), graphical user interfaces (e.g. MS-Windows, X-Windows, Presentation Manager, etc.), LAN operating systems, Fourth Generation Languages (4GLs), and the evaluation of microcomputer and mainframe products. New job techniques are discussed with the supervisor or other Professional staff members in the central computer area.
- Factor 11 Use of language skills
- 12/120 Work requires functional oral interaction, writing and reading skills in English and French for the purpose of training users, preparing end-user documentation and consulting technical program documentation.
- Factor 12 Physical effort
- 2a/85 Some physical exertion is required due to the use of a VDU on an ongoing basis.
- Tolerance of environmental conditions
- Work is performed in an office environment with few risks and little discomfort.

Factor 13 Use and maintenance of manual and automated information systems

F/180 Work requires the writing and testing of computer programs to support applications to be run on a mainframe computer and, where appropriate, developing technical program specifications, as well as end-user documentation. The incumbent verifies data quality control, monitors and participates in the maintenance and updating of specific databases used by others, and identifies errors and potential inconsistencies in programs.

Total points score: 2070 (G.7)