Program Support (Document Processing, Medical Claims Assessor, Program/Officer Administrator, Secretary)

Occupational Family/Code – Program Support: PDP, PMC, POM, PSC

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes

Primary responsibilities for employees in the program support family consist of information processing, office administration or record maintenance. Specific duties in each of these areas of responsibility vary depending on position level.

Employees at the entry level (1-3) are responsible for duties such as: operating computers and office equipment; entering and retrieving data using pre-packaged software programs; keeping records and retrieving or searching files; receiving, sorting or distributing mail; providing reception services and general program information.

Employees at the intermediate level (4-5) are responsible for duties similar to that at the entry level but also for duties such as: composing or editing brief, routine correspondence; maintaining office equipment; explaining policies; supervising staff; maintaining office processes and procedures; reviewing, assessing, approving, coding and processing documents such as claims, permits and applications; ordering supplies; compiling reports and keeping budget records.

Employees at the senior level (6-7) are responsible for duties similar to that at the intermediate level but also for duties such as: composing, compiling or computing statistics, information or documents; manipulating data using pre-packaged software programs; co-ordinating, establishing and maintaining operating standards and records; providing advice on policies and procedures; supervising staff; completing fiscal forecasts, authorizing expenditures and preparing budget submissions.

Document Processing Employees

(PDP) - maintains records or files of activities such as accounts, court records, or payroll; compiles reports;   reviews or processes statements or applications and follows up on discrepancies;   provides information to the ministry or public regarding ministry programs including issuance of permits, licenses, applications or grants; may type or compose letters using work processors or prepare other documents using databases, spreadsheets, or the Internet.

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Medical Claims Assessor

(PMC) - assesses medical claims, overpayments and retroactive coverage changes to authorize, reject or adjust payments for pharmacy claims or doctors' services. Composes correspondence requesting doctors' or pharmacists' clarification regarding questionable claims; audits doctors' billing practices or high-quantity drug reports and responds to inquiries through written or verbal communication.

(PMA) - processes and codes statistical records from Hospitals (e.g. mortality data); updates and runs reports from the Canadian Institute for Health Information databases; updates the Saskatchewan Physician, Dentist and Locum Registry; responds to inquiries from the public regarding hospital, ambulance or physician services.

Program/Officer Administrator

(POM) - performs or supervises program or administrative operational functions with responsibilities including project management; budgets, processes and procedures, office space, inventory, human resources, property and supplies. Assesses and approves program applications or grants; researches and writes reports regarding program under purview.

Secretaries

(PSC) - word processing various documents such as letters and memos; maintains databases, runs reports and creates spreadsheets; may perform research on the Internet or create web pages using HTML; receives and distributes incoming and outgoing mail and office supplies; responds to and refers inquiries; files and updates filing systems; schedules meetings and travel arrangements; performs reception duties and may track budget expenditures and process invoices.

Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of relevant legislation, regulations, acts, agreements, policies and/or procedures. **(E & I - Learn, S – Bring/Learn)**

- Knowledge of government purchasing and payment practices. **(S - Bring)**

Theories/Principles

- Knowledge of applicable accounting principles. **(I - Bring)**

- Knowledge of human resources principles and practices which includes supervision, staffing, performance evaluation, coaching and counseling. **(S - Bring)**

- Knowledge of budget preparation, expenditure and fiscal forecasting processes and procedures. **(S - Bring)**

- Knowledge of basic accounting/financial principles, procedures/practices. **(S - Bring)**

- Knowledge of theories and practices relevant to the to the job assignment/program. **(S - Bring)**

- Knowledge of program development, management and evaluation principles. **(S - Bring)**

- Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**

Technical

- Knowledge of office filing procedures and systems. **(E – Learn)**

- Knowledge of office and/or administrative procedures, protocols and equipment. **(I & S – Bring/Learn)**

- Knowledge of relevant ministry and industry programs, processes and specialized terminology.
  (E & I – Learn, S – Bring)

- Knowledge of applicable computer hardware and software applications and terminology. **(All Levels – Bring)**

- Knowledge of word processing, databases, and/or spreadsheet software. **(E – Learn**)

- Knowledge of computer applications such as word processing, security, communication, spreadsheet software, database and operating systems and/or computer hardware.
  (I - Bring/Learn, S - Bring)

- Knowledge of various operating systems, networks and network design. **(Systems job type knowledge only. S – Bring)**

- Knowledge of the design, development and testing methods of customized software packages. **(Systems job type knowledge only. S - Bring)**

- Knowledge of office management and administrative procedures and protocols. **(S - Bring)**

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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to clearly and accurately explain complex issues, policies, procedures, referencing legislation and other information to clients and co-workers. **(S - Bring)**

  Personal attributes which may link with this skill statement include: attentive to detail, thorough, tactful, diplomatic …

Oral Communication Skills

- Ability to listen, accurately comprehend and orally respond to inquiries from clients, other agencies or the general public and/or relay information, directions or questions in person or over the phone in an accurate, clear, concise and courteous manner.
  (E – Bring)

  Personal attributes which may link with this skill statement include: polite, organized, accurate....

- Ability to actively listen to and calmly and courteously acknowledge the concerns of clients who may be hostile, angry, rude, confused or frustrated to diffuse potentially dangerous or threatening situations. **(All Levels – Bring/Learn)**

  Personal attributes which may link with this skill statement include: polite, courteous, calm, approachable…

- Ability to respond accurately, clearly and courteously to inquiries from clients, other agencies and the general public. **(E - Bring)**

  Personal attributes which may link with this skill statement include: accurate, organized, assertive...

- Ability to gather relevant information from incoming calls, walk in clients and co-workers in order to relay complete and accurate messages to appropriate persons. **(E - Bring)**

  Personal attributes which may link with this skill statement include: approachable, polite, patient...

- Ability to ask clear, concise and relevant questions in order to obtain relevant information from clients [and relay complete and accurate messages to appropriate persons/ respond appropriately/ redirect to pertinent ministry, agency or service]. **(E & I – Bring)**

  Personal attributes which may link with this skill statement include: approachable, polite, patient…

- Ability to provide clear, concise and accurate information and/or explanations to a variety of people in both formal and informal settings and in a manner appropriate to the audience. **(I & S – Bring)**

  Personal attributes which may link with this skill statement include: sincere, accurate, diplomatic, flexible…

Oral and Written Communication Skills

- Ability to verbally and in writing provide clear, concise and timely information in response to often complex inquiries at a level appropriate to the recipient. **(I – Bring)**

  Personal attributes which may link with this skill statement include: informative, positive, assertive…

Written Communication Skills

- Ability to accurately, concisely and in a timely manner compose, record, proofread and/or edit a variety of correspondence [using correct grammar, spelling and punctuation/ for your own and others' signatures/ in a visually pleasing format]. **(All Levels – Bring/Learn)**

  Personal attributes which may link with this skill statement include: focused, accurate, organized, tactful, diplomatic, assertive, creative…

- Ability to clearly facilitate training sessions and/or meetings in order to promote programs and share relevant information. **(S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: confident, accurate, organized…

- Ability to quickly and accurately record minutes of meetings. **(S - Bring)**

  Personal attributes which may link with this skill statement include: accurate, attentive to detail...

Leadership

- Ability to clearly and concisely share information with others to enhance their working knowledge on items such as policies, programs, procedures and computer operations. **(E - Bring/Learn)**

  Personal attributes which may link with this skill statement include: organized, accurate, patient...

- Ability to objectively and accurately evaluate and provide feedback regarding employee performance to [ensure compliance with clearly stated work goals and standards/ help others achieve success in their work]. **(I – Learn, S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: objective, diplomatic, supportive, positive, fair…

- Ability to lead, guide, coach, advise and encourage co-workers and/or assigned staff in order to establish and maintain a harmonious and co-operative work environment. **(I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: objective, fair, supportive, patient, flexible, calm, tactful…

- Ability to assign work to others, taking into consideration priorities, employees' workloads and skills and the work that needs to be accomplished. **(I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: creative, flexible, assertive, consistent, adaptable, fair…

- Ability to recruit and select qualified candidates according to the collective agreement, ministry and PSC policies and procedures. **(I & S - Bring/Learn)**

  Personal attributes which may link with this skill statement include: objective, assertive, fair, consistent...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination. **(Bring - Supervisor only/Learn)**

  Personal attributes which may link with this skill statement include: respectful, supportive, empathetic…

Problem Solving

- Ability to identify, clarify and analyze relevant issues, concerns or problems in order to provide options/recommendations and/or to implement solutions in a timely fashion. **(Bring)**

  Personal attributes which may link with this skill statement include: resourceful, creative, influential…

- Ability to collect, record and analyze relevant data to make accurate and timely decisions on a variety of issues. **(S – Bring)**

  Personal attributes which may link with this skill statement include: decisive, independent, consistent…

Interpersonal

- Ability to liaise with other agencies, staff, ministries, and the public to obtain, exchange, coordinate or confirm information while maintaining confidentiality and staying within policies and procedures. **(E & I - Bring/Learn)**

  Personal attributes which may link with this skill statement include: focused, organized, co-operative, influential, confident, diplomatic...

- Ability to establish and maintain open and honest work relationships with other agencies, staff, ministries, and the general public to obtain, exchange, coordinate and/or confirm information. **(E & I – Bring/Learn)**

  Personal attributes which may link with this skill statement include: focused, organized, co-operative, influential, confident, diplomatic…

- Ability to interact empathetically with people who may be angry, confused, rude, upset, difficult, hostile or dangerous to calm them, provide additional information and/or clarify procedures. **(E & I – Bring)**

  Personal attributes which may link with this skill statement include: self-confident, focused, considerate, courteous, patient, confident…

- Ability to diplomatically facilitate a discussion of relevant issues and mediate a mutually agreeable or workable solution with a wide variety of people who can be difficult or confrontational. **(I – Bring/Learn)**

  Personal attributes which may link with this skill statement include: influential, resourceful, assertive…

- Ability to influence, persuade or convince others in order to reach mutually acceptable or workable solutions/agreements. **(I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: influential, resourceful, assertive, decisive, diplomatic...

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- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

  Personal attributes which may link with this skill statement include welcoming, objective, understanding...

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Team/Independence

- Ability to work independently and/or as a contributing member of a variety of teams to complete work assignments, achieve common goals and contribute towards a positive work environment. **(All Levels – Bring)**

  Personal attributes which may link with this skill statement include: organized, independent, team player, positive…

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Organizational

- Ability to accurately and in a timely manner, coordinate and/or schedule appointments, meetings, equipment and CVA vehicles. **(E - Bring)**

  Personal attributes which may link with this skill statement include: organized, resourceful, decisive...

- Ability to accurately compile, sort, and distribute high volumes of incoming and outgoing mail in a timely manner. **(E - Learn)**

  Personal attributes which may link with this skill statement include: focused, accurate, organized...

- Ability to independently [assess/ establish/ assign/ adjust] your own and other's workloads taking into consideration changing priorities, tight deadlines, multiple reporting relationships and constant interruptions. **(I & S – Bring)**

  Personal attributes which may link with this skill statement include: focused, adaptable, decisive, independent, flexible…

- Ability to independently assess, establish and adjust and accurately complete multiple tasks while taking into consideration task complexity, frequent interruptions, deadlines/quota, available resources and multiple reporting relationships. **(S – Bring)**

  Personal attributes which may link with this skill statement include: adaptable, independent, focused…

- Ability to precisely plan, schedule and coordinate travel and logistics for events such as meetings, conferences and workshops according to prearranged time frames.
  (S - Bring/Learn)

  Personal attributes which may link with his skill statement include organized, independent, creative...

- Ability to acquire, purchase and maintain inventory such as forms, office property supplies and equipment to ensure adequate resources are available. **(S - Learn/Bring)**

  Personal attributes which may link with this skill statement include: attentive to detail, organized...

Analytical

- Ability to compile, evaluate and organize relevant information to respond to inquiries, produce in-depth documents or reports and make recommendations and/or decisions. **(I – Bring)**

  Personal attributes which may link with this skill statement include: accurate, independent, resourceful…

- Ability to thoroughly evaluate, recommend and implement improvements to a variety of administrative and/or computer systems to improve efficiency of the workplace. **(S – Bring)**

  Personal attributes which may link with this skill statement include: creative, attentive to detail, adaptable…

- Ability to accurately reference, interpret and appropriately apply acts, regulations, policies and guidelines to daily operations. **(I – Bring/Learn, S – Bring)**

  Personal attributes which may link with this skill statement include: accurate, objective, fair, attentive to detail, consistent…

- Ability to systematically search and assess statistical, financial and other data to develop informational materials and diverse reports and/or make decisions about the application of policies and procedures. **(S – Bring)**

  Personal attributes which may link with this skill statement include: Accurate, attentive to detail, decisive…

Technical

- Ability to accurately compile and thoroughly monitor expenses for budget and fiscal forecasting.

  Personal attributes which may link with this skill statement include: Accurate, thorough...

The creation or recreation of electronic documents:

- Ability to create, format and edit a variety of visually pleasing, clear and presentable documents using various software applications/packages within required/reasonable time frames. **(E & I – Bring/Learn)**

  Personal attributes which may link with this skill statement include: Accurate, creative, organized…

- Ability to input, update, edit, retrieve, maintain, merge, format and transmit information/data using a variety of hardware, software and/or electronic systems with speed and accuracy. **(I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: Independent, patient, accurate…

- Ability to accurately and quickly design, format and modify complex documents using advanced features of computer software packages such as word processing, spreadsheets and desk top publishing. **(I & S – Bring)**

  Personal attributes which may link with this skill statement include: accurate, independent, creative…

Financial or statistical applications:

- Ability to accurately perform mathematical applications to calculate and balance financial and/or statistical information (e.g. invoices, program statistical reports, budgets, petty cash, bank deposits). **(E - Bring/Learn)**

  Personal attributes which may link with this skill statement include: accurate, focused, decisive...

- Ability to accurately code, verify, reconcile and safeguard cash or financial records in accordance with guidelines while maintaining confidentiality. **(E - Learn)**

- *Personal attributes which may link with this skill statement include: accurate, focused, decisive...*

- Ability to accurately collect, gather, code, record, monitor, verify, calculate or forecast money and/or financial/statistical information such as budgets, accounts receivables and payables, collections, invoices, bank deposits and statistics. **(I - Bring/Learn)**

  Personal attributes which may link with this skill statement include: independent, accurate, attentive to detail...

- Ability to accurately collect and compile statistics, calculate grants, fees, entitlements and interest payments and perform accounting functions in a timely manner. **(S - Bring/Learn)**

  Personal attributes which may link with this skill statement include: accurate, attentive to detail, consistent...

- Ability to accurately calculate, collect, deposit, reconcile, verify, and/or audit money, payroll, fees, assets, receivable or payables in accordance with established policies and guidelines. **(S - Learn)**

  Personal attributes which may link with this skill statement include: accurate, attentive to detail, consistent...

Electronic records management, electronic support and evaluation of software:

- Ability to design, establish, update or archive hard copy or electronic records management systems in order to preserve, locate and retrieve information. **(I - Bring)**

  Personal attributes which may link with this skill statement include: creative, innovative, accurate...

- Ability to provide support and orientation to people in office procedures and the use of office equipment such as photocopiers, fax machines, computers, printers and telephones to ensure proper and efficient usage of equipment. **(I - Bring/Learn)**

  Personal attributes which may link with this skill statement include: patient, approachable, informative...

- Ability to evaluate and accurately select appropriate software programs and files. **(S - Bring)**

  Personal attributes which may link with this skill statement include: decisive, analytical...

The operation and maintenance of electronic equipment:

- Ability to operate, troubleshoot, maintain and/or arrange for the repair of a variety of office equipment according to procedures in order to minimize delays in service and ensure efficient usage. **(E – Learn, I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: resourceful, adaptable, independent, patient, tolerant…

- Ability to design, establish, update, archive and maintain electronic or manual filing systems to preserve, locate and retrieve easily accessible and up-to-date information. **(E – Bring/Learn, I & S – Bring)**

  Personal attributes which may link with this skill statement include: accurate, organized, focused, creative, innovative, resourceful…

Systems job type occupations only:

- Ability to diagnose or troubleshoot hardware and/or software and network problems to determine and perform necessary repairs, provide direction and training to users and consult appropriate resources to maintain and/or improve technical and operational requirements. **(S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: analytical, attentive to detail, approachable…

- Ability to accurately develop programs, formats and systems, to prepare and monitor and/or provide input for statistical and/or financial reports in a timely manner. **(S – Bring)**

  Personal attributes which may link with this skill statement include: analytical, attentive to detail, creative…

- Ability to analyze, administer, monitor and enhance the performance of computerized data and/or systems by the design, development, testing and implementation of necessary changes to ensure the information and functional needs are met. **(S - Learn)**

  Personal attributes which may link with this skill statement include: analytical, attentive to detail, creative...

- Ability to independently analyze, diagnose and correct network problems by investigating, evaluating and implementing corrective measures to maintain or restore computer operation. **(S - Bring)**

  Personal attributes which may link with this skill statement include: analytical, attentive to detail, decisive...

- Ability to administer and maintain a Local Area Network or Wide Area Network to ensure that the security and integrity of the network is not jeopardized. **(S - Bring)**

  Personal attributes which may link with this skill statement include: independent, attentive to detail, decisive...

- Ability to install, configure and support operating systems, hardware and software applications and programs for stand alone or network users to ensure systems are operating in a controlled and efficient manner. **(S – Bring)**

  Personal attributes which may link with this skill statement include: accurate, attentive to detail, focused…

Safety/Stress/Security

- Ability to recognize symptoms of stress in self and others AND take steps to minimize its impact and ensure good health and well being. **(All Levels – Bring/Learn)**

  Personal attributes which may link with this skill statement include: patient, adaptable, sensitive…

- Ability to quickly and accurately assess and respond to potentially volatile and dangerous situations in order to ensure the safety of self and/or others. **(I & S – Bring/Learn)**

  Personal attributes which may link with this skill statement include: confident, assertive, calm…

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Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Program Support group include:

To Be…

- accurate
- approachable
- assertive
- attentive to detail
- calm
- compassionate/ understanding/ sensitive
- confident
- cooperative
- creative/ innovative

- decisive
- respectful
- equitable
- supportive
- diplomatic
- fair/ open-minded/ objective
- flexible/ adaptable
- focused
- patient

- perceptive
- persistent
- positive
- self-motivated
- trustworthy
- welcoming
- accommodate individual differences
- empathetic

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