

# Operational Services – Subsidiary 1

## APS Benchmark Listings

Sub. No.	Bench- mark	Dept.	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
<b>Operational Services 5 (Point Range 161 - 191)</b>												
001	<a href="#">015OS02</a>	Education	Sr. Press Op.	D-	I	1	115	25	29	R1	33	177
001	<a href="#">015OS01</a>	Agriculture & Forestry	Stockkeeper	C	I	2	115	22	25	R1	29	169
<b>Operational Services 4 (Point Range 135 - 160)</b>												
001	<a href="#">014OS02</a>	Education	Pre-Press Tech.	C	I	1	100	22	22	R1	25	147
001	<a href="#">014OS01</a>	Service Alberta	Print Centre Supvr./ Docutech. Operator	C	I-	2	100	19	19	R1	22	141
<b>Operational Services 3 (Point Range 114 - 134)</b>												
001	<a href="#">013OS03</a>	Service Alberta	Computer Prod. Controller	C	T+	1	87	22	19	R1	22	128
001	<a href="#">013OS02</a>	Education	Bindery Equipment Operator	C	T+	1	87	19	16	R1	19	122
001	<a href="#">013OS01</a>	Education	Receiver	C	T+	1	87	19	16	R1	19	122
<b>Operational Services 2 (Point Range 85 - 113)</b>												
001	<a href="#">012OS03</a>	Education	Duplicating Equip. Operator	C	T	1	76	19	14	R1	16	106
001	<a href="#">012OS02</a>	Justice & Sol. Gen.	Stockkeeper, Inmate Stores	B+	T	1	66	16	10	R1	12	88
001	<a href="#">012OS01</a>	Service Alberta	Magnetic Tape Librarian	B+	T	1	66	16	10	R1	12	88
<b>Operational Services 1 (Point Range 73 - 84)</b>												

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001	<a href="#">011OS01</a>	Service Alberta	Stores Clerk	B	T	1	57	16	9	R1	10	76
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Last Review / Update: 2016-03-11

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# Subsidiary 1

## Benchmark Evaluation - 015OS02

### Identification Section

<b>Working Title:</b>	Senior Press Operator
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services Division, Program Resources, Operations and Services
<b>Reports To:</b>	Graphic Services Supervisor Production Manager
<b>Levels to D.M.:</b>	6
<b>Job Description:</b>	<a href="#">015OS02</a>
<b>Minimum Recruitment Standard:</b>	See Minimum Recruitment Standard for <a href="#">Operational Services</a>
<b>Job Code:</b>	<a href="#">015OS</a> - Operational Services 5

### Comments on Role

Responsible for the quality production of printed materials on the four-colour perfecter and a variety of other presses. Responsibilities include set up, adjustment, operation and maintenance of technical press equipment, quality control and record keeping. Supervises the second and assisting pressmen and assists with training other staff.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D-II 115	25% 29	R1 33	177

### Comments on Evaluation

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**Knowledge:**

Position must have indepth knowledge of press techniques and processes as well as highly specialized printing skills in order to operate the press equipment. The D- rating reflects that the preparation needed is approaching the knowledge required for a trades position (which is typically at a D level due to specialized skills). The four-colour press requires more than one operator to produce a job. Therefore, the Senior Operator must be aware of how their work relates to the Junior Operators in order to provide them with information and technical direction on what tasks to perform during printing. Communication with the Junior Operators is for the purpose of exchanging information. The benchmark does not have formal supervisory responsibilities.

**Creativity/Problem Solving:**

Works independently within established procedures to operate complex printing presses. The position must exercise judgement to organize day-to-day work and make adjustments to the press during the course of a printing run.

**Responsibility:**

Service delivery focus providing printing services.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 015OS02

## Identification Section

<b>Working Title:</b>	Senior Press Operator
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services Division, Program Resources, Operations and Services
<b>Reports To:</b>	Graphic Services Supervisor Production Manager
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Senior Press Operator is responsible for the quality production of printed materials on the four-colour perfecter and a variety of other presses. Position supervises the second and assisting pressmen, and assists with training other staff. Responsibilities include equipment set-up, adjustment, operation and maintenance, quality control and record keeping.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Press equipment set-up, operation and maintenance.

- Set up two/four-colour perfecter press including feeder, delivery, cylinders, roller train, registration, ink and water control, packing, ink trapping and colour match.
- Operate two/four-colour perfecter press including plate handling, ink mixing and doctoring, fountain concentration pH control and testing, paper types and properties (grain, handling, sizing).

- Maintain production quality and quantity standards. Maintain production quality throughout the press run through: monitoring/adjusting ink density, maintaining ink/fountain solution balance, fine tune/adjust paper path from initial set up and ongoing press maintenance of systems, roller settings and coverings. Quantity standards are to be met based on the type of document, run length and press used.
- Utilize ancillary equipment including densitometer, packing gauge, micrometer and ink scale.
- Trouble-shoot and adjust equipment.
- Consult with service technicians.

## 2. Supervise and train press operators.

- Supervise the second and assisting pressmen including assignment of work and determining procedures. All operators referred to are Duplicating Equipment Operators, at various levels, working on press. Senior Press Operators provide ongoing guidance to junior and intermediate level operators to facilitate ongoing skills development. Entry level press operators typically begin in an "assisting" role, loading and unloading, etc. to provide support to intermediate and senior level operators; then moving on up through the various aspects and complexities of offset press operation, until they reach a point where they've mastered sufficient breadth of understanding and skill to allow them to take on (closely supervised) independent press operations as junior press operators. The supervision and training referred to here is of a "lead hand" nature, rather than a full and direct supervisory relationship.
- Train and update skill levels of second pressmen.
- Assist with the training of other apprentices.

## 3. Record keeping and other miscellaneous duties.

- Maintain accurate production and service logs.
- Set-up and operate two/four-colour perfecter presses.
- Other related duties.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position is a working supervisor (lead hand) and operates four-colour and two-colour presses.

## Contacts

### **(Main contacts of this position and the purpose of those contacts.)**

Most communication is for the purpose of directing and training subordinates and other staff. Will discuss client requirements. (See context provided under #2, Responsibilities and Activities.)

## Knowledge, Skills and Abilities

### **(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

Position requires an indepth knowledge of press techniques and processes, and highly developed skills in the operation and utilization of press equipment and materials. This is a lead hand position, without formal supervision duties. Incumbents in these positions are expected to share their specialist knowledge with less experienced (junior) press operators, to help in the progressive development of skills/techniques that support efficient achievement of high quality press operations and output.

## Organization

### **(Working titles of positions reporting directly to this position.)**

Typically requires a Grade XII diploma and considerable related experience including some supervisory experience.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 015OS01

### Identification Section

<b>Working Title:</b>	Stockkeeper
<b>Department:</b>	Agriculture and Forestry
<b>Division, Branch/Unit:</b>	Provincial Warehouse, Wildfire Services Branch, Forest Protection Division
<b>Reports To:</b>	Provincial Warehouse Manager
<b>Levels to D.M.:</b>	4
<b>Job Description:</b>	<a href="#">015OS01</a>
<b>Minimum Recruitment Standard:</b>	See Minimum Recruitment Standard for <a href="#">Operational Services</a>
<b>Job Code:</b>	<a href="#">015OS</a> - Operational Services 5

### Comments on Role

Responsible for the warehouse floor operation of the provincial warehouse including receiving, storage, packing of kits, distribution and shipping of fire equipment, uniform components and other items for the department.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	22% 25	R1 29	169

### Comments on Evaluation

**Knowledge:**

Must have full working knowledge of warehouse and materials management policies and procedures. Full supervision requires an understanding of how the warehouse operations relates to the rest of the division. The benchmark is required to assign, monitor and review work of staff resulting in the HR 2 rating.

**Creativity/Problem Solving:**

Works independently within numerous well-defined guidelines, procedures and precedents. Problems are resolved based on experience and assistance from the Warehouse Manager is available.

**Responsibility:**

Service delivery focus responsible for warehouse operations for the division.

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**Last Reviewed:**

Last Review / Update: 2016-03-11

# Subsidiary 1 Benchmark Job Description - 015OS01

## Identification Section

<b>Working Title:</b>	Stockkeeper
<b>Department:</b>	Agriculture and Forestry
<b>Division, Branch/Unit:</b>	Provincial Warehouse, Wildfire Services Branch, Forest Protection Division
<b>Reports To:</b>	Provincial Warehouse Manager (Manager 3)
<b>Levels to D.M.:</b>	4

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

Reporting to the Provincial Warehouse Manager, this position is responsible for the warehouse floor operations of the provincial warehouse including receiving, storage, packing of kits, distribution and shipping of fire equipment, uniform components and other items for the Department.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

- 1. Supervision of three permanent Stockkeepers and three entry level seasonal Stockkeepers in all facets of the warehouse operations. This includes:**
  - Receiving goods into the warehouse, reconciling with purchase records and advising the purchasing section of any quantity discrepancies or quality problems.
  - Storing of goods including determining storage location and space requirements, proper packaging and safe storage.
  - Packing of kits - using stock items to put together kits in accordance with the provincial kit lists and equipment standards.

- Distribution of goods coming into the warehouse for other sections and for other branches of the department.
- Shipping of goods in accordance with orders received.
- Ensuring safe work practices and a safe work environment in the shipping/receiving, warehouse, cold storage and yard areas.
- Ensuring section staff follow department policy and procedures.
- Ensuring equipment, tools, racking and shelving is maintained in a safe and serviceable condition.
- Maintaining a neat and tidy warehouse and yard facility.

## **2. Managing inventory through:**

- Physical counts - cyclic counts for the main fire equipment items and an annual complete physical count.
- Reconciling inventory through consumable adjustments as required and preparing write-off documentation for the Provincial Warehouse Supervisor's approval.
- Transferring obsolete and unusable items to ACSC Surplus Sales for disposal.
- Maintaining the inventory movements on the IMIS system accurately and in a timely manner.
- Advising the Purchasing Section of impending stock shortages.
- Provides inventory reports to "owners" of stored inventory, e.g. Parks and Enforcement Field Services uniform stock levels.

## **3. Participates in the development of inventory management systems, procedures and processes for the Department at the provincial level.**

- Participates on the Inventory Management Working Group.
- Provides input into procedure and process documentation.
- Provides advice and interpretation of procedure and process to the field warehouse staff.

## **4. Coordinates movement of items from WSC:**

- Coordinates movement of equipment and consumable items with the Supervisors in the Administration, Mechanical and Refurbishing sections of WSC.
- Provides receiving and shipping services for other areas, e.g. Telecommunications, Weather, RAP, PFFC staff and staff from other divisions and field offices.

## **5. Coordinates Mutual Aid Equipment sharing:**

- Liaises with the Provincial Forest Fire Centre regarding equipment shipments to and from other provinces and agencies.

- Coordinates the movement of imported mutual aid equipment in the province and its return to the Provincial Warehouse.
- Coordinates with loaning agencies regarding the return shipments and reconciliation of shortages.
- Coordinates with borrowing agencies regarding the receipt and return of shipments and reconciliation of shortages.

**6. Participates in working groups involved with the fire equipment issues.**

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Incumbent makes decisions on daily operations independently based on established standards and guidelines with direction given in exceptional situations. Work is reviewed formally on a daily basis by the manager where evaluation is based on the work's accuracy, timelines and feedback from clients and supervisors.

Development and enhancement of the inventory management system requires forward and creative thinking to meet the future needs of the Department.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

- Other section staff in the provincial warehouse to address equipment and supply purchasing, repair and refurbishing issues.
- Area warehouse staff to coordinate the movement of equipment and supply items between warehouses and area uses.
- Provincial Forest Fire Centre staff to coordinate movement of equipment and supply items interprovincially.
- Staff from other divisions at all levels in regards to the supply and distribution of uniform components and other items.
- Other Department staff regarding supply of uniform components (e.g. Community Development - Parks Conservation Officers) and other warehousing issues (e.g. ACSC Surplus Sales staff).

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Extensive experience and knowledge in warehousing and materials management including computerized inventory management systems.
- Good verbal and written communication skills.
- Working knowledge of forest protection equipment requirements and usage.
- Ability and skills in the safe operation of materials handling equipment, e.g. fork lifts, pallet stackers, wrappers, strappers, etc.
- Basic knowledge of government and departmental financial policies and procedures.
- The following directives and guidelines are used in the day-to-day operation of the warehouse: Department Financial Policies and Procedures; Inventory Manual; Fire Equipment Standards and Maintenance Manual; FPD Policy and SOP Manual; Master and Divisional Union Agreements; OH&S Legislation, Program, Plan and Directives; ACSC Surplus and Disposal Guidelines; Transportation of Dangerous Goods Regulations; WHMIS and Material Safety Data Sheet.
- Requires a Grade XII education.
- Warehouse Occupation Intermediate or Technician Certificate is beneficial.
- First Aid, Transportation of Dangerous Goods, WHMIS and Defensive Driving certificates are beneficial.

## Organization

**(Working titles of positions reporting directly to this position.)**

Position supervises three permanent Stockkeepers and three entry level Stockkeepers. As well the position may supervise two to six temporary Stockkeepers, Maintenance Service Workers and/or Labourers as workloads require.

Last Review / Update: 2016-03-11

# Subsidiary 1 Benchmark Evaluation - 014OS02

## Identification Section

**Working Title:** Pre-Press Technician  
**Department:** Education  
**Division, Branch/Unit:** Corporate Services Division Program Resources,  
Operations and Services  
**Reports To:** Graphic Services Supervisor  
**Levels to D.M.:** 6  
**Job Description:** [014OS02](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [014OS](#) - Operational Services 4

## Comments on Role

Position is responsible for the production of pre-press digital files, photographic film and offset printing plates using a variety of equipment that includes computers and software.

## Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

## Comments on Evaluation

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**Knowledge:**

Position requires a working knowledge of pre-press process and software, publishing applications, lithograph techniques and equipment and materials. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) requiring an understanding of all stages of the print process as the pre-press stage set ups the job parameters for the docket request that the other stages (i.e. printing and binding) must follow. Communication is for the purpose of receiving instructions and providing technical information.

**Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures and technical specifications governing the pre-press process.

**Responsibility:**

Service delivery focus on providing pre-press services.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 014OS02

## Identification Section

<b>Working Title:</b>	Pre-press Technician
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services Division, Program Resources, Operations and Services
<b>Reports To:</b>	Graphic Services Supervisor
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Program Resources Branch provides resource content management and pre-press services, multimedia and print based resource materials to the Ministry and other Learning stakeholders across a range of learning program materials including: learning, teaching, assessment and supplementary resources.

Based on scheduled and unscheduled Department requests, the Pre-press Technician receives their work from the Graphic Services Supervisor. The position conducts their work independently and is responsible for the production of pre-press digital files, photographic film, and offset printing plates using a variety of equipment that includes computers and software. The position works as a key team player within the pre-press unit and other production units.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

The position conducts their work independently and is responsible for the production of pre-press digital files, photographic film, and offset printing plates using a variety of equipment that includes computers and software.

1. Maintains quality and quantity standards as set from production expectations to meet or improve on the estimated time and materials usage on each job received. This information is received from the Graphics Services Supervisor.
2. Position will set up and operate a variety of pre-press software and equipment and maintain the necessary equipment. This equipment includes:
  - Digital imposition, separation and trapping commercial pre-press software (Agfa, Pilot, Print Drive, PDF Rip).
  - MacIntosh and PC publishing applications (Quark Express, Adobe Photoshop, Illustrator, InDesign, Pagemaker, Acrobat).
  - 5000 DPI Agfa scanner using Agfa colourwise software.
  - Agfa Avantara 30 image setter.
  - Film processor (chemicals include developer and fix).
  - Plate processor (chemicals include Developer and industry standard gum).
  - Plate burner/contact frame.
  - Light table.
3. Performs daily, weekly and long term preventative maintenance of the equipment that include; Digital file maintenance, archival of final document pre-press files using internal process with direction from Agfa.
4. Create new templates for specific document finishing.
5. Maintains the scanner, image setter, and film and plate processors from training received from manufacturers and supplemented by equipment manuals. Adjusts equipment and performs minor repairs.
6. Record keeping (electronic for archived) accurate entry of time and materials used for job costing and future forecasting. Maintain daily, weekly and monthly production records.
7. Responsible for requisitioning materials and supplies for pre-press unit. Including film, plates, chemistry and miscellaneous items. Graphics Services Supervisor approves requisitions.
8. Cross train any staff for proactive position cover off.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

The position requires an understanding of the entire printing process (pre-press, press and post-press) in order to set up the job to accommodate the requirements on the docket (i.e. how the pre-press job is prepared will have implications on whether the printing or binding specifications in the docket can be achieved.)

Impacts include meeting short term timelines and unscheduled/rush orders.

Position is required to be able to handle changes in technological advancements as they become available in the unit.

Operator has to be creative in modifying a previous standard to accommodate and integrate revisions to a legacy document (a document created with previous processes that requires an update to current processes).

Employee receives direction from immediate supervisor when the ability to schedule their workload is impacted by short time lines from receiving increased unanticipated work.

Monitors the workflow throughout the unit to ensure efficiency in productivity.

## **Contacts**

**(Main contacts of this position and the purpose of those contacts.)**

Works in a skilled production team environment. External contact includes original artists to exchange information.

## **Knowledge, Skills and Abilities**

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Position requires an in-depth knowledge of pre-press process, commercial pre-press software and publishing applications, intermediate computer knowledge, lithographic techniques.
- Producing photographic film for image assembly, impositioning, stripping, off-press proofing, plating, colour separations, and image setting.

- Considerable skill level in the operation and utilization of prepress equipment; MAC and PC publishing applications/programs, Image setter (Agfa Avantra 30), film and plate processors, plate burner/contact frame, light table and a variety of materials and chemicals.
- Position is required to follow branch procedures, technical specifications and guidelines (equipment and processing manuals) for all equipment and materials used in the position (chemicals, equipment). Have considerable experience in graphic arts technical skills.
- Ability to be innovative and creative to produce the required product for each job.
- Good interpersonal skills and the ability to handle high volumes of work within short time frames.
- Mechanical aptitude in the following equipment; Image Setter, processors, plate burner/contact frames, light table, computer.
- Typically requires a Grade XII diploma and considerable related experience.

## Organization

**(Working titles of positions reporting directly to this position.)**

While this position has no formal supervisory responsibilities, it cross trains other staff as required.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 014OS01

### Identification Section

<b>Working Title:</b>	Print Centre Supervisor/Docutech Operator
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Administration Services/Print Services
<b>Reports To:</b>	Supervisor, Mail and Print Services
<b>Levels to D.M.:</b>	5
<b>Job Description:</b>	<a href="#">014OS01</a>
<b>Minimum Recruitment Standard:</b>	See Minimum Recruitment Standard for <a href="#">Operational Services</a>
<b>Job Code:</b>	<a href="#">014OS</a> - Operational Services 4

### Comments on Role

The Supervisor/Docutech Operator oversees and provides cost effective and high quality advanced electronic publishing, duplicating and bindery services. Position receives jobs either in hard copy or electronically, compiles the data and recommends the most efficient and cost effective method of production. Position will scan materials into a Docutech high production copier or a colour copier; images are manipulated if required and final copies are produced.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI-2 100	19% 19	R1 22	141

### Comments on Evaluation

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**Knowledge:**

Position requires working knowledge of Docutech Publisher as well as colour copier functions, network servers, print drivers, and queue management process. Also, requires a Docutech certification provided by the manufacturer for these specialized techniques. The operation has a very narrow scope (docutech and binding) resulting in a "1-" rating for Complexity and Diversity. The position has full supervisory responsibilities (assign, monitor and review work) resulting in a rating of "2" for Human Relations.

**Creativity/Problem Solving:**

Position works within well-defined procedures governing Docutech Publisher and colour copiers. Most situations encountered are similar and can be resolved from past experience. Assistance is available.

**Responsibility:**

Service delivery focus operating Docutech machine.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 014OS01

## Identification Section

<b>Working Title:</b>	Print Centre Supervisor / Docutech Operator
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Administration Services / Print Services
<b>Reports To:</b>	Supervisor, Mail and Print Services
<b>Levels to D.M.:</b>	5

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Supervisor/Docutech Operator oversees and provides cost effective and high quality advanced electronic publishing, duplicating and bindery services. Position receives jobs either in hardcopy or electronically, compiles the data and recommends the most efficient and cost effective method of production. Subsequently, materials are scanned into a Docutech high production copier or a colour copier, images are manipulated if required and final copies are produced.

Position will also bind the copies before shipping the completed order.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Supervisory and administrative responsibilities.

- Supervises several full-time operators.
- Supervises the day-to-day operations of the Duplicating Centre.
- Ensuring deadlines are met by coordinating with other centres work overloads.

- Adheres to the procedures and policies for products that require security requirements.
- Create and update customer-billing accounts, print monthly reports, and provide input in the forecasting of the centres budget.
- Coordinate ordering, receipt and storage of paper and production supplies.
- Attends demo's making sure that the print centre is up-to-date with the current software and equipment.
- Has input into the purchase of new equipment related to the operations of the duplicating centre.

## 2. Operates reproduction equipment.

- Operates Docutech Publishers and a colour copier.
- Consult with clients to determine needs and the most appropriate method of production of large-scale production projects.  
Receive electronic job tickets through the Docutech and colour copier network servers.
- Perform set-up, formatting, editing and image enhancement.
- Manage print queues, schedule jobs, and direct job flow through the job manager work station.
- Monitor jobs as they are running.
- Schedule, operate and maintain the equipment.

## 3. Operate bindery equipment.

- Provide cutting, stapling, collating, jogging, drilling, paper banding and padding services.
- Provide delivery runs as required.
- Shrink wrapping.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

This position is responsible for ensuring the smooth operations of a print and duplicating centre. This service is provided to all GOA clients. The position operates complex reproduction equipment. The cut and paste functions of the Docutechs are complex and good visual reasoning as well as technical skills are required to manipulate images into a professional end product.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Contacts are primarily for the purpose of discussing client requirements and to provide recommendations on how best to provide to those needs. Provides direction to the duplicating centre staff.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Position requires some supervisory experience. Excellent technical knowledge of the Docutech Publisher as well as colour copier functions in order to manipulate and customize data and images. Must have a working knowledge of network servers, print drivers and queue management. Requires the ability to use a variety of bindery equipment.
- Typically requires a high school diploma and Docutech certification as provided by the manufacturer. Minimum one year supervisory experience.

## Organization

**(Working titles of positions reporting directly to this position.)**

This position supervises two full-time operators and supervises temporary employees as required. Assigns and evaluates work, prepares and conduct performance reports and participates in the hiring and selecting of staff.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 013OS03

### Identification Section

**Working Title:** Production Controller  
**Department:** Service Alberta  
**Division, Branch/Unit:** ACSC, Data Centres, Data Centre Administration  
**Reports To:** Team Leader  
**Levels to D.M.:** 4  
**Job Description:** [013OS03](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [013OS](#) - Operational Services 3

### Comments on Role

Performs administrative and technical tasks including the scheduling and set up of mainframe batch job streams, providing user id and password support, maintenance of the technical library and providing CD burning services.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	22% 19	R1 22	128

### Comments on Evaluation

**Knowledge:**

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The position requires working knowledge of job code languages utilized by mainframe systems in order to schedule and run batch jobs. While the duties are task focused, the position must maintain and generate a variety of reports for clients requiring understanding of how the work relates to others resulting in a T+ rating. Communication is for the purpose of exchanging information with clients.

**Creativity/Problem Solving:**

Works independently within procedures governing the scheduling and running batch jobs. When a job abends (error), the solution can be determined quickly based on prior experience and within the existing procedures.

**Responsibility:**

Service delivery focus on providing administrative and technical services to the Data Centre Administration.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 013OS03

## Identification Section

<b>Working Title:</b>	Computer Production Controller
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Data Centres, Data Centre Admin.
<b>Reports To:</b>	Team Leader, Systems Analyst Level 2
<b>Levels to D.M.:</b>	4

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Production Controller position performs administrative and technical tasks. Major responsibilities include the scheduling and set up of mainframe batch job streams, providing user id and password support, maintenance of the technical library and providing CD burning services.

Services are delivered within existing divisional, ACSC, ministry, and Alberta Government Business Plan goals, objectives, strategies, and targets. The production controller contributes to the success of the division by providing timely, authorized, and accurate production processing services.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Mainframe Production Systems

- Maintain and support mainframe systems:
- Scheduling and set up of batch job streams
- JCL changes

- Check and verify scheduling
- Confirm successful job completion
- Identify and correct error conditions.
- Balancing and logging procedures.
- Verify generated output and ensure output and invoices are distributed appropriately.
- Maintain procedural manuals and documentation for existing systems.
- Maintain mainframe account numbers and Automated Paging Facility numbers.

## 2. RACF Administration

- Provide user id and password support:
- Assign, update and change user id's.
- Change and reset mainframe passwords.

## 3. Technical Library

- Maintain a library of technical books and media for ACSC technical support personnel:
- Order software products as required.
- Maintain software support media and books, keeping versions current.
- Provide online listing of all books and media.
- Provide administrative support for CD server towers including adding and removing software, notifications for changes and keeping listing current.

## 4. CD Burning

Provide CD burning services:

- Burn identified software and distribute to government departments. Maintain a current list of all software distributed.
- Burn information off the network or from original CD's for archival, backup and distribution purposes.
- Map mainframe data files using FormScope and burn the information to CD.

## 5. Reporting

- Maintain and generate a variety of ad hoc reports.
- Generate and maintain complex graphs and spreadsheets.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

The production control area performs technical and administrative tasks for Government of Alberta ministries and internal IT staff. The duties performed require independence of action, judgment and initiative in a job set-up, tracing and resolving production problems, selectively manipulating or changing the job control language, and verifying job streams. Diverse skills and technical knowledge are required to provide high quality services.

Work is performed independently with a minimum of supervision and with accuracy and timeliness.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

The main contacts are with clients and technical support groups and the purpose is to provide timely, authorized, and accurate production processing services.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Knowledge of ZEKE, INFOPAC, TSO, JCL, ISPF, COM-LETE and CONTROL-D.
- Knowledge of mainframe, open systems, and oracle support operating systems.
- Knowledge of Microsoft Excel, Word, CorelDraw, Visio.
- Problem solving and resolutions skills.
- Listening and communication skills.
- Organizational and planning skills.
- Analytical and troubleshooting skills to investigate, identify and solve problems quickly and efficiently.
- Ability to be flexible and creative and to continually deal with change.
- Ability to work collaboratively as well as individually.
- Positive customer service attitude.

## **Organization**

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 013OS02

### Identification Section

**Working Title:** Bindery Equipment Operator  
**Department:** Education  
**Division, Branch/Unit:** Corporate Services Division Program Resources, Operations and Services  
**Reports To:** Graphic Services Supervisor, Postpress Manager  
**Levels to D.M.:** 6  
**Job Description:** [013OS02](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [013OS](#) - Operational Services 3

### Comments on Role

This position operates a full range of mechanical binding and related equipment to finish printed material. Position will set up, operate and maintain the equipment as well as train junior operators.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

### Comments on Evaluation

**Knowledge:**

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The position operates a full range of binding equipment requiring working knowledge of specialized mechanical binding techniques in order to set-up, and operate and adjust bindery jobs. The T+ rating reflects the requirement to provide guidance to the other bindery equipment operators who assist with the operation of the large and complex bindery equipment. Communication is for the purpose of receiving instructions and providing technical information.

**Creativity/Problem Solving:**

The position operates bindery equipment with well-defined procedures. Assistance of a supervisor is available.

**Responsibility:**

Service delivery focus operating bindery equipment.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 013OS02

## Identification Section

<b>Working Title:</b>	Bindery Equipment Operator
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services Division, Program Resources, Operations and Services
<b>Reports To:</b>	Graphic Services Supervisor, Postpress Manager
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Bindery Equipment Operator operates a full range of mechanical binding and related equipment to finish printed material. Position will setup, operate and maintain the equipment as well as train junior operators. The position provides bindery services for a wide range of material including distance education booklets, modules, books ranging in size from 12 sheets to 15,000 sheets.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Setup and operate a full range of binding equipment including:

- Punch Master 20
- STL 1000 Auto Coiler
- Damark Shrink Wrapper
- Schneider 45" Programmable Cutter
- Muller Martini 21 Gathering Machine
- Auxiliary Equipment

- Rosshack No. 7 Stitcher

These machines can produce a number of different types of binding including Coil binding, Saddle Stitching and Perfect Binding (binding using glue on the spine). The equipment is very complex (including some computerized equipment and electronic control panels) and can involve complicated set up as well as continual monitoring and adjustments during the job run. Some of the equipment requires 2 people to operate.

## 2. For all types of binding, the position:

- Setup and operate a variety of binding equipment.
- Setup new programs for cutters.
- Change automatic coilers.
- Solve any minor maintenance problems and fix any minor equipment problems.
- Set up equipment for and train junior binding equipment operators.

## 3. Maintenance and keeping records.

- Perform daily, weekly and long-term preventative maintenance.
- Adjust equipment and perform minor repairs.
- Maintain daily, weekly and monthly production records.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position will setup, operate and maintain complex mechanical bindery equipment (some of which require more than one operator when a job is running). Position trains other operators.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Position provides training and guidance to other Binding Equipment Operators.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Position requires an in-depth knowledge of bindery techniques and processes.
- Ability to meet tight deadlines and the ability to handle associated stress.
- Mechanical aptitude, good interpersonal skills and the ability to be innovative and creative.
- Typically requires a Grade XII diploma and considerable related experience.
- Journeyman certificate and/or graphic arts diploma is highly desirable.

## Organization

**(Working titles of positions reporting directly to this position.)**

While this position has no formal supervisory responsibilities, it trains other Binding Equipment Operators.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 013OS01

### Identification Section

**Working Title:** Receiver

**Department:** Education

**Division, Branch/Unit:** Corporate Services Division, Learning Resources Centre, Warehouse Distribution

**Reports To:** Warehouse Supervisor

**Levels to D.M.:** 6

**Job Description:** [013OS01](#)

**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)

**Job Code:** [013OS](#) - Operational Services 3

### Comments on Role

Responsible for the orderly and proper receipt of a high volume of inventories for resale, supplies, materials, and equipment. Ensures the control, safekeeping, custody, accuracy and integrity of all goods received and enters control data into the system.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

### Comments on Evaluation

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**Knowledge:**

Position performs standard warehousing activities including receiving, storing, shipping and inventory of items. The C rating reflects the variety of warehouse activities performed combined with the requirement for knowledge regarding items ordered, shipped and received. Task focused and communication is for the purpose of information exchange.

**Creativity/Problem Solving:**

Position works within well-defined procedures governing warehouse functions and has access to assistance.

**Responsibility:**

Service delivery focus providing receiving services within a warehouse operation.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 013OS01

## Identification Section

<b>Working Title:</b>	Receiver
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services, Learning Resources Centre, Warehouse Distribution
<b>Reports To:</b>	Warehouse Supervisor
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Receiver is responsible for the orderly and proper receipt of a high volume of inventories for resale, supplies, materials and equipment. Position ensures the control, safekeeping, custody, accuracy and integrity of all goods received and enters control data into the system.

This position also performs other related warehousing duties and trains junior staff.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### **1. Position plans for, receives and stores a high volume of items.**

- Unload shipments, inspect for damage, verify way bills and weigh shipments.
- Create computer generated receiving control report, and check quality and quantity of shipment against receiving checklist.

- Confirm receipt on computerized inventory management system.
- Track and trace shipments, make carrier claims, process returns and external transfers.
- File receiving documentation, carrier claims, returns and transfer documentation.
- Assist with negotiating inbound freight contracts.
- Trains support staff.

**2. Shipping including packing the product, preparing shipping documentation and selecting the carrier.**

- Place the finished order in the staging area, verify the number of pieces, load carrier vehicle, and prepare all hand-written and computer documentation.
- Process Canada Post shipments.
- Maintain shipping system cost centre, ensuring cost recovery for distribution services.
- Trains support staff.

**3. Performs inventory management and processes/manages sales returns.**

- Evaluates condition and quantity of returns.
- Provide recommendation to Customer Sales on whether to accept the return.
- Close the return.
- Control internal transfers of material and documentation related to returns.

**4. Perform deliveries and courier run.**

- Make local deliveries.
- Daily pickup and delivery at the Post Office, bank and intergovernmental mail.
- Meters mail.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position's primary responsibility is receiving and inventorying a high volume of items in a computerized inventory environment.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Position communicates with internal and external clients concerning the status of shipments.  
Provides training and guidance to junior staff.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Requires a solid knowledge of warehousing operations and good product knowledge.  
Position requires some computer skills.
- Typically requires a Grade XII diploma and several years of warehousing experience.  
Position requires a valid driver's license.

## Organization

**(Working titles of positions reporting directly to this position.)**

Position has no formal supervisory responsibilities but is required to train junior staff.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 012OS03

### Identification Section

**Working Title:** Duplicating Equipment Operator  
**Department:** Education  
**Division, Branch/Unit:** Corporate Services Division, Program Resources, Operations and Services  
**Reports To:** Graphic Services Supervisor, Post Press Manager  
**Levels to D.M.:** 6  
**Job Description:** [012OS03](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [012OS](#) - Operational Services 2

### Comments on Role

Responsible for the set-up, operation and maintenance of a two-color perfecter press as well as ancillary and bindery equipment.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT1 76	19% 14	R1 16	106

### Comments on Evaluation

**Knowledge:**

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Position operates a mechanical printing press and some bindery equipment that requires working knowledge of printing techniques to set up, operate and adjust printing jobs. Task focused on printing jobs and communication is for the purpose of receiving instructions and providing technical information.

**Creativity/Problem Solving:**

Works with complicated printing equipment that has well defined procedures governing operations. Assistance of a supervisor is available.

**Responsibility:**

Service delivery focus providing duplicating equipment services through the operation of a press and ancillary and bindery equipment.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 012OS03

## Identification Section

<b>Working Title:</b>	Duplicating Equipment Operator
<b>Department:</b>	Education
<b>Division, Branch/Unit:</b>	Corporate Services Division, Program Resources, Operations and Services
<b>Reports To:</b>	Graphic Services Supervisor, Postpress Manager
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Duplicating Equipment Operator is responsible for the set-up, operation and maintenance of a two-colour perfector press as well as ancillary and bindery equipment.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Press equipment set-up, operation and maintenance.

- Set-up two-colour perfector press including feeder, delivery, cylinders, roller train, registration, ink and water control, packing, ink trapping and colour match.
- Operate two-colour perfector press including plate handling, ink mixing and doctoring, fountain concentration pH control and testing, paper types and properties (grain, handling, sizing).
- Maintain production quality and quantity standards.

- Utilize ancillary equipment including roller washer, densitometer, packing gauge, micrometer and ink scale.
- Trouble-shoot and adjust equipment.
- Consult with service technicians.

## **2. Set-up and operate a variety of bindery equipment.**

- Set-up and operate programmable cutters, punches, wrappers, folders, coilers, stitchers, and auxiliary equipment.
- Perform daily, weekly and long-term preventative and curative maintenance, and minor repairs.

## **3. Maintain records.**

- Maintain accurate production and service logs.
- Maintain daily, weekly and monthly production records.

## **Scope**

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Primarily operates a two-colour perfecter press. Also operates: folder, saddle stitcher, punch and coiler, quick binder, shrink wrapper, and ancillary equipment.

## **Contacts**

**(Main contacts of this position and the purpose of those contacts.)**

The majority of communication is for the purpose of receiving mechanical and technical instructions or provide technical information.

## **Knowledge, Skills and Abilities**

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and**

**skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Requires a moderate knowledge of printing and bindery techniques and processes.
- Typically requires a Grade XII diploma and printing and binding experience.

## **Organization**

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 012OS02

### Identification Section

**Working Title:** Stockkeeper  
**Department:** Justice and Solicitor General  
**Division, Branch/Unit:** Correctional Services, Edmonton Remand Centre  
**Reports To:** Stockkeeper Supervisor  
**Levels to D.M.:** 7  
**Job Description:** [012OS02](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [012OS](#) - Operational Services 2

### Comments on Role

Position maintains the Inmate Stores and is responsible for the receipt, storage and issuance of inmate person effects. Position is responsible for the collection of clothing, bedding, toiletries and other personal items from inmates. Position also oversees the laundry operation.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

### Comments on Evaluation

**Knowledge:**

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Position requires knowledge of the standard procedures governing the receipt, storage and issuance of inmate personal effects. The B+ rating reflects the additional knowledge the position requires to maintain in-house and outside laundry operations. The benchmark is highly task focused and communication is for the purpose of information exchange.

**Creativity/Problem Solving:**

Position works within detailed practices and relevant Standard Operating Procedures governing inmates stores and has immediate assistance available.

**Responsibility:**

Service delivery focus providing inmate stores service to the Edmonton Remand Centre.

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**Last Reviewed:**

Last Review / Update: 2016-03-11

# Subsidiary 1 Benchmark Job Description - 012OS02

## Identification Section

<b>Working Title:</b>	Stockkeeper, Inmate Stores
<b>Department:</b>	Justice and Solicitor General
<b>Division, Branch/Unit:</b>	Correctional Services, Edmonton Remand Centre
<b>Reports To:</b>	Stockkeeper Supervisor
<b>Levels to D.M.:</b>	7

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

Under the direction of the Stockkeeper Supervisor, maintains the Inmate Stores and is responsible for receipt, storage and issuance of inmate personal effects and recovery of clothing, bedding, toiletries and other personal items from inmates. Position also oversees the laundry operation.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Maintain all aspects of Inmate Stores Operations.

- Receive and issue clothing, bedding, toiletry items and tobacco.
- Complete documentation respecting the receipt and release of inmate property, including the issue.
- Store and safeguard inmate property and personal effects.
- Maintain contact with other provincial and federal institutions regarding shipping and receiving inmate property.
- Ensure stock levels of institutional clothing, bedding and toiletries are maintained.

- Respond to public inquiries such as queries about property and transport of cell effects.
- Prepares all courts and transfers as required and ensures all property and documentation match for release.
- Complete any problem solving that may be required by the department.
- Daily spot checks to ensure all areas of Inmate Stores are adequate.
- Maintains contact with public inquiries, i.e. property, transport of cell effects.
- Identifies areas of weakness to supervisor for its action.
- Identifies and takes corrective action related to Inmate Stores.

**2. Maintain outside laundry operations.**

- Ensure laundry is sorted prior to shipping out of the Centre for cleaning.
- Shelve clean laundry upon return delivery to Centre.
- Perform a weekly reconciliation of in and out laundered items.

**3. Maintain in-house laundry operations.**

- Operate in-house washers and dryers.
- Ensure adequate laundry supplies are maintained.

**4. Prepare condemning board reports.**

- Ensure condemning board reports are done weekly by proper documenting and sorting of items for disposal.

**5. Prepare institutional clothing for repair as required.**

- Sort and identify clothing requiring outside repair.
- List and box mending for transport to tailors.

**6. Any other related duties as required by the department.**

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

- Provide services in an institutional facility to inmates, staff and outside agencies.

- Must utilize Policies and Procedures and Standing Operating Procedures to ensure the safety and well-being of staff, inmates and outside agencies.
- Must provide proper handling of inmate property.
- Maintain contact with public/outside agencies inquiries, i.e. property, inmate cell effects.
- Maintain contact with other provincial and federal institutions regarding inmate property.
- Other related duties as assigned.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Communication is primarily a straightforward exchange of routine information between inmates, staff, outside agencies and the public.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

Requires knowledge of:

- Edmonton Remand Centre Standard Operating Procedures.
- Freedom of Information and Protection of Privacy Act.
- Adult Centre Policies and Procedures.
- Correctional Offender Management Information System.
- Typically requires a Grade X diploma and some Stores related experience.
- Good communication and documentation skills.
- Requires knowledge of an institutional facility.
- Requires knowledge in the operation of laundry machinery.

## Organization

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

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# Subsidiary 1

## Benchmark Evaluation - 012OS01

### Identification Section

<b>Working Title:</b>	Magnetic Tape Librarian
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Data Centres, Data Centre Administration
<b>Reports To:</b>	Team Leader
<b>Levels to D.M.:</b>	4
<b>Job Description:</b>	<a href="#">012OS01</a>
<b>Minimum Recruitment Standard:</b>	See Minimum Recruitment Standard for <a href="#">Operational Services</a>
<b>Job Code:</b>	<a href="#">012OS</a> - Operational Services 2

### Comments on Role

Responsible for maintaining the daily operation of the Magnetic Tape Library by preparing tapes for offsite storage, updating the online Tape Librarian Management System (TLMS), and handling user inquiries.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

### Comments on Evaluation

**Knowledge:**

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Position must have knowledge of the magnetic tape library and equipment operation. The B+ rating reflects that the knowledge extends beyond operating simple equipment to include technical application of the tape librarian management system (TLMS - which manages the magnetic tapes). The benchmark is task focused and purpose of communication is for exchange of information.

**Creativity/Problem Solving:**

Position follows detailed standard practices that govern the operation of the magnetic tape library. Access to assistance is immediately available.

**Responsibility:**

Service delivery focus on maintaining the Magnetic Tape Library.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 012OS01

## Identification Section

<b>Working Title:</b>	Magnetic Tape Librarian
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Data Centres, Data Centre Admin.
<b>Reports To:</b>	Team Leader, Systems Analyst Level 2
<b>Levels to D.M.:</b>	4

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Magnetic Tape Librarian position is responsible for maintaining the daily operation of the Magnetic Tape Library.

Major responsibilities include preparing tapes for offsite storage, updating online TLMS (Tape Librarian Management Systems - an automated software that manages magnetic tapes) software, and handling user inquiries.

Services are delivered within existing Divisional, ACSC, Ministry, and Alberta Government Business Plan goals, objectives, strategies, and targets. This position contributes to the success of the division by maintaining an efficient and effective operation and service delivery of the Magnetic Tape Library.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

### 1. Tape Handling

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- Accurately record, verify, and prepare tapes for shipment to/from offsite locations. Ensure the correct authorizations are met and the printed reports are sent with the appropriate tapes.
- Insert and import the correct number of scratch tapes into the Magstar 3494 Tape Library for each tape pool.
- Accurately file all offsite storage tapes.
- Ensure sufficient supplies of scratch tapes are available for each tape pool.
- Investigate and correct tape problems.
- Maintain the tape rehabilitation program, ensuring tapes are labeled, repaired, degaussed, replaced, or destroyed as necessary.
- Efficiently do all requested tape dumps, TPPR's, and tape initializations.
- Monitor TLMS to ensure all functions are operating efficiently.
- Accurately record and update foreign tapes. Ensure the volume serial number is acceptable and the correct information is available before the tape is accepted for processing.
- Correctly define or delete the foreign tape profiles from the ISPF RACF panels. The tapes are cleaned or filed and the user is notified of any problems.
- Audit the foreign tape library once a week to ensure the foreign tapes coincide with the RACF panels.

## 2. Communication

- Provide concise accurate information to internal and external clients.
- Establish good working relationships and open communications with internal and external clients, following up on user problems and establishing procedures to eliminate or reduce the number of incidents.
- Carry out client requests in a fast, efficient and courteous manner.
- Handle effectively and efficiently difficult and unhappy clients.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

The Tape Library provides information, support, and direction to clients on magnetic tapes and tape management software. The overall objective is to efficiently maintain and manage corporate data for all ministries. Diverse skills and technical knowledge are required to provide high quality services.

Work is performed independently with a minimum of supervision and with accuracy and timeliness.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

The main contacts are with clients and the purpose is for providing technical tape library information and to carry out user requests.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Knowledge of tape library software, equipment operation, technology trends and developments.
- Knowledge of mainframe and microcomputer applications, services, utilities, print, and operating systems.
- Listening and communication skills.
- Ability to be flexible and creative and to continually deal with change.
- Ability to work collaboratively as well as individually.
- Positive customer service attitude.

## Organization

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

# Subsidiary 1

## Benchmark Evaluation - 011OS01

### Identification Section

**Working Title:** Stores Clerk  
**Department:** Service Alberta  
**Division, Branch/Unit:** ACSC, Acquisition Services  
**Reports To:** Warehouse Team Lead  
**Levels to D.M.:** 5  
**Job Description:** [011OS01](#)  
**Minimum Recruitment Standard:** See Minimum Recruitment Standard for [Operational Services](#)  
**Job Code:** [011OS](#) - Operational Services 1

### Comments on Role

Responsible for providing telephone and related equipment (i.e. cords and power supplies) as requested. Also receives telephones and related equipment for either surplus or cleaning. As the Surplus Agent, is responsible for the surplus of all obsolete and damaged telephones and equipment. Under the direction of the Team Lead, will also handle the storage and distribution of other office equipment (i.e. furniture and computers).

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
BT1 57	16% 9	R1 10	76

### Comments on Evaluation

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**Knowledge:**

Position must have knowledge of standard procedures governing the surplus and cleaning of telephones. Position is very task focused and communication is for the purpose of exchanging information.

**Creativity/Problem Solving:**

Position works within well-established standard practices. Assistance is available to deal with unique situations where standard practices do not apply.

**Responsibility:**

Service delivery focus providing basic surplus and cleaning services for telephones to clients.

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**Last Reviewed:**

Last Review / Update: 2015-02-12

# Subsidiary 1 Benchmark Job Description - 011OS01

## Identification Section

<b>Working Title:</b>	Stores Clerk
<b>Department:</b>	Service Alberta
<b>Division, Branch/Unit:</b>	ACSC, Acquisition Services
<b>Reports To:</b>	Warehouse Team Lead
<b>Levels to D.M.:</b>	5

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The position reports to the Warehousing and Distribution Team Lead and is responsible for providing telephones and related equipment (i.e. cords and power supplies) as requested. Also receives telephones and related equipment for either surplus or cleaning. As a Surplus Agent, is responsible for surplus of all obsolete and damaged telephones and equipment. The position, under the direction of Team Lead, also handles the storage and distribution of office equipment (i.e. furniture and computers).

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

- Responsible for the ACSC telephone warehouse.
- Send phones and related equipment out as they are requested.
- Receive telephones and related equipment and clean as needed.
- Is responsible for the surplus of all obsolete and damaged telephones and other equipment.
- Contact for the storage and distribution of office equipment.
- Operate forklifts when needed for the purpose of loading and unloading delivery trucks.

- Pick up and delivers stationery orders.
- Maintain a clean and safe working environment.
- Provide reports and workplace issues to Team Lead as requested.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Provide input during telecom meetings. Confer with supervisor on different methods of applications for services. Discussions with customers on their specific needs. Follow directives and duties as implemented by Team Lead. Work reviewed for overall quality, customer service, job accuracy, attendance, attitude and overall presentation.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

The main contacts for this position are Telecommunication Administrators. The purpose is to keep them informed of shipments, receiving, excess stock and surplus issues.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

### Skills:

- Familiarity with the different types of telephones.
- Forklift operation.
- Basic computer skills.

### Education:

- High School diploma.

- Driver's license.

## **Organization**

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12