

## 2.1.4 OFFICE AGENT, PRINCIPAL CLASS

### Nature of the work

The principal and customary work of an employee in this class of employment consists in organizing, coordinating and monitoring the work performed by his or her team composed of administrative support staff.

This class of employment also includes employees who perform principally and customarily highly specialized work characterized by the complexity<sup>1</sup>, expertise<sup>2</sup> and autonomy<sup>3</sup> required.

### Characteristic functions

The employee in this class of employment coordinates, distributes and verifies the work and gives his or her advice on the quality, ensures that deadlines are met; ensures staff training.

The employee determines the work schedule in his or her sector according to the instructions received, reminds the persons concerned, in or outside the school board, of deadlines.

He or she carries out complex and specialized duties; finds, prepares and verifies data; prepares documents, statements and reports, including the entry of data that he or she must interpret, if necessary, and that he or she locates in or outside the school board.

The employee deals with the public or with employees concerning, in particular, the methods of payment or collection or any other matter within his or her competence.

The employee makes suggestions and recommendations designed to improve the operations for which he or she is responsible.

The employee uses a computer and the necessary software to perform his or her duties related to word processing, database entry, spreadsheets and in-house programs; he or she carries out research on the Internet; uses electronic mail. He or she may be required to help, on occasion, colleagues with the common software and programs used.

If need be, he or she performs any other related duty.

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<sup>1</sup> Complexity

This criterion refers to:

- a) work consisting of many different parts which are connected to each other in a way that may be difficult to identify all the implications in carrying out an operation, without extensive practice;
- b) work requiring the interpretation and selection of data obtained from regular contacts or exchanges of information with other administrative units or with individuals or organizations.

<sup>2</sup> Expertise

This criterion refers to:

- a) work requiring in-depth knowledge of the applicable procedures, interrelations, regulations and directives in an area of activity;
- b) work requiring special knowledge in addition to that normally required of the class I office agent and acquired generally by many years of experience in a field of activity.

<sup>3</sup> Autonomy

This criterion refers to:

- a) the responsibility for the duties of all or most of the steps of the process necessary for carrying out a given operation and for which the incumbent is responsible;
- b) the work defined according to general guidelines and performed with a wide range of latitude.