



WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Job Number - Numéro d'emploi	Job Title – Titre d'emploi Senior Long Room Clerk / Commis principal(e) de la salle des comptoirs	
Job Classification – Classification d'emploi	National Occupation Code – Code national des professions	
Department/Agency – Ministère/organisme Canada Border Services Agency / Agence des services frontaliers du Canada		Effective Date – Date d'entrée en vigueur
Organizational Component – Composante organisationnelle		
Geographic Location – Lieu géographique	Job/Generic Number – Numéro d'emploi / de générique	
Supervisor Position Number – Numéro du poste du surveillant	Supervisor Job Title – Titre d'emploi du surveillant	
Supervisor Job Classification – Classification d'emploi du surveillant		
Language Requirements – Exigences linguistiques		Linguistic Profile – Profil linguistique
Communication Requirements – Exigences en matière de communication		
Office Code – Code de bureau	Security Requirements – Exigences en matière de sécurité	

Client Service Results

Provides service in support of the customs commercial operations and program delivery (such as Ships Clearance Program, Information Unit and for vessel licensing) to the transportation industry, importing/exporting communities and other government departments.

Key Activities

Data input of all warehouse entry types into a warehouse computer program; processes and controls all rejected warehouse B3s; receives and processes requests by Foreign Diplomats for tobacco or alcohol; accompanies customs inspectors on warehouse audits and assists in the verification of documentation for accuracy.

Accepts, controls, balances and secures all cash revenue collected covering Customs duties, Goods and Services Tax, and other payments to Revenue Canada, from Importers or their agents and the

general public; prepares bank deposits and reconciles payments to source documents; distributes the revenue into line objects and prepares K10s.

Maintains control of and inputs data into excel for all intact containers and deconsolidation shipments selected for examination and maintains control of E29Bs and fleet maintenance records.

Maintains liaison with Importers and their representatives, Exporters, Brokers, Transportation Companies, Warehouse Operators and other Federal Departments and Agencies; as well as responds to enquiries, gathers information, interprets it and makes appropriate referrals.

Requests, receives, reviews, analyzes and resolves discrepancies and variances identified on the Accelerated Commercial Release Support System (ACROSS) and Customs Commercial System (CCS) automated reports and work lists; operates FIRM programs to obtain statistical reports for distribution and action; performs extensive on-line adjustments and acquittals in ACROSS, for computer work lists or reports covering cargo control documents and B3 entries; processes and maintains ledgers for all accounting documents rejected by the automated system; receives and actions requests from the Importing Community to adjust cargo release information, low value shipment (LVS) corrections and retrieves request status history (RSTAT) enquiries.

Accepts, processes and verifies for completion remanifests, abstracts, diversions, rewrites and deconsolidation bills; controls the movement of in-bond shipments by initiation of penalties to carriers for infractions of transportation regulations, administers penalties for late confirmation of entries, and records infractions to create profiles on delinquent brokers or carriers, analyses and recommends waivers of late accounting penalties.

Issues and processes small vessel licenses, and the transfer of ownership, verifies applications for completion, accuracy and compliance.

Completes, verifies and processes documents for Ship's Clearance and other Government Departments (e.g.: B13, A8A, E1, Y14 permits and others); traces delinquent exporters by sending correspondence requesting missing documents; verifies and processes vessel inward and outward reports.

Orders supplies.

Senior Long Room Clerks identify and issue AMPS penalties. This involves following up on overdue entries on both the FIRM Report and Overdue Release reports and issuing AMPS. We also issue AMPS penalties for Ships Clearance and Cargo infractions.

We demonstrate Ships Clearance job functions and practices to Border Services Officers from other work locations.

We demonstrate Long Room functions to High School students and Student Border Services Officers. We train both the student Border Services Officers and regular Border Services Officers in the clerical functions down at the dockside office at Cruise ships.

(Items 2 and 3 go beyond the mention of “demonstrating” a job function to aid in adapting to the workplace (as mentioned in CAS No. 20002123) and in actuality this is training.)

We assist clients with their Bonded Carrier application (D120, E370).

We provide information to Freight forwarders and Bonded Carriers on Cargo Control Documentation requirements and completion. We advise clients of their responsibilities as per Departmental Memorandum.

Senior Long Room Clerks must undergo training to facilitate implementation of the CAS system. This involves ordering forms from Winnipeg in the CAS system, envelopes, and archive boxes from Victoria via fax.

We also assist the Data Operator in the keying of cargo documents into the ACROSS system.

We audit the 90 day file (cargo control documents) and ensure that all cargo documents have been acquitted. Outstanding files forwarded for tracing action.

We process refund claims.

We transmit K10s and consolidate deposits for UT, Cruise ships, Immigration.

We perform cash transactions according to the procedures set down in the Financial Management Manual.

We work at the two CBSA satellite offices (CRSA Logistics, Simard Warehouse) as part of our job rotation. We process cargo control documentation at these locations and provide clients (freight forwarders, bonded carriers) with advice and guidance on CBSA documentation, regulations, and business practices. We work independently at these locations as they are staffed throughout the year by one employee. We also provide support at the CBSA office at Canada Place Cruise Ship terminal seasonally. This involves the cashier function and processing CBSA documentation. We provide administrative support for Border Services Officers at this location.

Employee's Statement – Déclaration de l'employé	
I have been given the opportunity to read and comment on the content of this work description. J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.	
Name of Employee – Nom de l'employé	_____ Signature Date
Supervisor's Statement – Déclaration du surveillant	
This work description accurately describes the work assigned to this position. Cette description de travail décrit adéquatement le travail assigné à ce poste.	
Name of Supervisor – Nom du surveillant	_____ Signature of Supervisor – Signature du surveillant Date
Authorization – Autorisation	

Name of Manager – Nom du gestionnaire	<div style="border-top: 1px solid black; border-bottom: 1px solid black; width: 100%;"></div> <div style="display: flex; justify-content: space-between; border-top: 1px solid black; border-bottom: 1px solid black; width: 100%;"> Manager's Signature – Signature du gestionnaire Date </div>
---------------------------------------	--

Skill

Knowledge of cashiering and basic accounting methods, bookkeeping and administrative techniques and revenue protection practices to ensure proper collection and remittance of revenue.

Knowledge of procedures to use the credit card verification system to ensure all transactions will be approved.

Knowledge of data entry, manipulation and retrieval techniques; knowledge of a variety of automated systems and software such as databases and electronic mail.

Knowledge of filing and office procedures to facilitate information storage and retrieval and to compile data and prepare forms.

Knowledge of grammar, spelling, punctuation and appropriate format to prepare routine correspondence and reports.

Knowledge of techniques for using office equipment such as personal computers, on-line terminals, photocopiers, facsimile machines, modems and computer printer.

Knowledge of analyzing money to ensure it is not counterfeit.

Knowledge of mandate, roles, responsibilities and processes of commercial operations and program delivery is required to understand the work and to conduct operations; work involves the accepting, processing and tracing of import documents which requires a working knowledge of the local commercial organizations to facilitate the release and ultimate clearance of goods.

Knowledge of commercial procedures to complete documents relating to the collection of revenue and facilitate the release of goods, the inward and outward reporting of vessels, registering small boats and cargo reporting.

Knowledge of methods used to assign the vessel outward report numbers to advice notices and distribute copies as required in D4 regulations.

Knowledge of the bonded warehouse automated system in the monitoring of in and ex warehouse transactions.

Knowledge of the information unit to set up appointments for clients to have their settlers effects documentation processed.

Knowledge of ordering supplies and equipment for the operation, the request forms used and methods used to ensure the office is not without essentials to perform the day to day work.

Knowledge in the issuing of licenses for small vessels and the control of all paperwork on registration for the region.

Knowledge of re-manifesting procedures as set out in the D3 transportation manual to inform the transportation community of the regulations, practices and procedures.

Knowledge of methods used in the process of inward and outward reporting of vessels e.g.(A6&A6A) and other forms.

Knowledge of E29Bs to process and maintain control of paperwork and overdue accounts.

Knowledge of procedures for the acceptance of bonds for uncertified chequing privileges to ensure the bonds meet D1 regulations.

Knowledge of methods used to identify infractions or penalties for non-compliance through tracing procedures.

Knowledge of methods used to analyze B3 detailed coding statements (DCS), rejects and critical errors to identify causes and avoid delays in accounting for duties and taxes.

Knowledge of methods used to evaluate the validity of cargo acquittals and determine whether further action should be taken.

Knowledge of CBSA security guidelines required in the handling and maintenance of confidential information.

Knowledge of all the entry statuses in CCS/ACROSS to complete the entry process for documents returned from records so that further action can take place by staff.

Knowledge of methods and techniques used to maintain and control suspense files of Ships Chandeliers' entries and notify the supervisor of overdue transactions.

Knowledge of methods used to control files for C6 (special permission to move goods to importers premises) and for K25 procedures for ' requests for copies of entries' according to guidelines.

Knowledge of departmental cash regulations, policies, and procedures for the purpose of collecting revenue.

Knowledge of the accounting document flow within the office to ensure the timely release of goods.

Various departmental computer programs, for example the FIRM subsystem for reports not automatically produced to monitor overdue entries and protect revenue collections.

Knowledge of the inward and outward reporting of vessels, Marine EDI and the Marine Automated Vessel Information System (MAVIS) to monitor the movement of vessels and content in and out of the port.

Knowledge of the methods, techniques and practices used in the processing of cargo control and release documents; and in the processing of accounting documentation for the release of goods.

Knowledge of the methods, techniques and practices for processing outstanding cargo inventory e.g. completing cargo tracer action documents, in order to initiate penalty action.

Knowledge of the methods, techniques and practices in the operation of (ACROSS) and (CCS); access systems for regular reports to perform on-line computer adjustments and enquiries as outlined in the (ACROSS) and (CCS) user manuals and directives; and seek status on release documentation.

Knowledge of methods and techniques to investigate and action the overdue release report and determine whether or not a penalty is warranted for late presentation of confirming entries.

Knowledge of the customs regional organization and contacts across Canada in order to distribute processed documents and obtain information related to cargo problems; knowledge of the programs and services offered by the division and Agency to respond to enquiries.

Knowledge of the mandate, roles and responsibilities and of the operations of CBSA to provide program and operational information to colleagues; and of its organization and contacts to obtain information related to Ship's Clearance, RIU, ACROSS, CCS, Cargo and Entry Processing and release, etc., to advise and appropriately direct clients of the general public, importing/exporting community and transportation industry to other areas.

Knowledge of requirements of other federal departments or agencies relating to the import or export of goods and to direct client inquiries.

Knowledge of the importing/exporting community and transportation industry to initiate enquiries on revenue, entry, vessel reporting, vessel licensing and cargo documents.

Knowledge of pertinent sections of the Canada Shipping Act; and knowledge of various statutes and regulations of other Government Departments to enforce their regulations. These departments are Statistics Canada, Transport Canada, External Affairs, Fisheries and the Wheat Board.

Knowledge is required of sections of legislation that pertain to customs release documentation, movement of inbound and exported shipments, movement of vessels inward and outward, vessel licensing and the collection of tax and non-tax revenue.(e.g. Customs Act, Excise Act, Financial Administration Act , D-memoranda and the Canada Shipping Act.)

Verbal skills are required to communicate with co-workers from the satellite stations to obtain information on any acquittals received for outstanding cargo work lists and from the staff on required supplies or equipment; with I.T. Services on any computer malfunctions, with new staff to provide them with spare I.D.'s to access ACROSS so enable them to perform their duties.

Verbal skills are also required to communicate with marine agents on Electronic Data Interchange (E.D.I.) issues, to discuss entry keying issues with the contract vendor and to explain to settlers what documentation is required to clearance of personal effects; with Headquarters or the bank on issues related to revenue collection; with the Warehouse Audit Team to initiate E44 (unclaimed goods) procedures after tracing outstanding cargo.

Verbal skills are required to discuss procedures on the release of cash type entries with the primary officers and the Customs Mail Center; and are also required to obtain information from the staff on required supplies or equipment and to relay that information to the L.R. Coordinator, when items may be costly, for decision or approval.

Written and verbal skills are required to provide advice and information on entry and cargo processing and acquittal to Importers, Brokers, Transportation Companies, Warehouse Operators, Supervisors and Employees.

Written form letters are required to prepare correspondence in response to internal and external clients for entry and cargo processing information and bond requirements.

Written form letters and verbal skills are required to provide information to the public and the police on the registration of small vessels; and to clarify any reoccurring internal or external problems to parties concerning operational changes & to disseminate information on inconsistencies discovered from working cargo reports.

Listening and reading skills are required to respond to external enquiries via telephone, in-person and by e-mail to obtain pertinent information.

Reading skills are required to comprehend various regulations, policies, and standard operating procedures.

Dexterity and coordination skills are required to operate a computer keyboard and an adding machine for the ACROSS and CCS systems. A moderate degree of speed and precision is required to meet

tight deadlines and to ensure accurate reporting into the departmental ACROSS and CCS system while processing a high volume of transactions.

Hand and eye coordination skills are required when transferring information from hand written notes to electronic media. A moderate degree of speed and precision is required to meet tight deadlines and to ensure accurate reporting into the department ACROSS and CCS system while processing a high volume of transactions.

Effort

Intellectual effort is required when taking and giving information to ensure confidential and sensitive information is protected, while dealing with upset clients, and when enquiries should be referred to a supervisor.

Determines what information is missing on Marine E.D.I. rejects and takes appropriate corrective action to identify reasons while clients are waiting to further process or distribute information to their own clients.

Intellectual effort is required to track the correct shipping agent when no shipping agent or carrier code is indicated on the paper work to ensure no delays in the processing of reports.

Intellectual effort is required to identify and extract information from responses to tracers and disseminate it to appropriate staff if enforcement action is warranted.

The work involves intellectual effort to set priorities of work assigned to ensure urgent and important tasks are accomplished expeditiously for clients waiting at the counter or warehouses awaiting customs approval to release goods to a connecting carrier.

Identifies weaknesses in procedures, makes recommendations to the supervisor to improve the efficiency of the office.

Intellectual effort in completing cash and bank documents with accuracy and resolving problems such as reconciling cash with source documents on hand and meet deadlines for courier pick-up.

Researches B3s and computer printouts and provides findings, after a bonded warehouse audit, which will help to determine any enforcement action to be taken which must take place in a timely manner.

Tracks through outstanding work lists, the final disposition of shipments and determines if carrier infractions are warranted or if the collection of revenue must take place.

Evaluates the validity of cargo acquittals to close off lines in the computer or take further action against the carrier or warehouse operator.

Analyzes B3, detail coding statements, rejects and critical errors to identify causes as to departmental or client error and take appropriate action so that revenue is collected within 5 business days to avoid unnecessary fines against the client.

Determines accuracy of B3 warehouse entry types and takes the appropriate corrective action while customers wait or the warehouse operator awaits stamped approved copies prior to letting the shipment go from the premises.

Intellectual effort is required to discover anomalies in piece counts with in and ex warehouse entries when large volumes of transactions are involved and determine if it is a client or departmental error and what course of action must take place.

Intellectual effort is required when investigating waiver applications for canceling fines and making

recommendations to the management team within adjustment deadlines.

Reviews rules and regulations and provides the information to the Shipping, Fishing and Lumber Community and general public.

Operating an office vehicle while travelling between building and district office each morning to pick up and deliver interoffice mail requires sustained attention for extended periods to depart and arrive safely.

Repetitive, monotonous data input and constant working of computer work lists requires discipline to remain alert and focused.

Visual sustained attention is required when receiving revenue, preparing revenue documents and reviewing documents to ensure the accuracy of the information.

Filing requires standing, bending and stretching to put away files; and keyboarding requires sitting.

Physical effort is required to carry equipment, supplies and files; and to box and move files.

Physical effort is required to drive a vehicle between buildings and district office to pick up and deliver interoffice mail.

Responsibility

Researches and advises Finance as to whether accounts receivable have been processed through this office, or if any partial payments received so they can start the receivables process in a timely manner.

Exchanges information with and investigates anomalies for all Marine Agents on the electronic data interchange (E.D.I.) which will assist in tracking vessel reporting.

Provides information to Foreign Diplomats on Customs regulations regarding duty and tax free liquor or tobacco for personal use or specific functions; liaises with the Diplomatic Liaison Officer in Headquarters, regarding requests from diplomats, as to which consulate(s) qualifies for Liquor or tobacco duty and tax free for special events; this information determines whether Customs will approve the consulate's request.

Provides information to Importers and Bonded Warehouse Operators on posting bonds with the department to perform various activities such as acceptance of uncertified chequing privileges for account security numbers, & operating a bonded warehouse facility.

Discusses with the warehouse audit team findings/resolutions, after reviewing entries/reports, to piece count discrepancies so the audit team can make a decision and start enforcement action if required.

Processes K84 payments on form K21 for other Customs Offices to notify them promptly to update accounts and thus avoid unnecessary interest charges to Brokers/Importers.

Exchanges information with Transporters and Warehouse Operators, to obtain additional information on the final disposition of shipments and determine necessary corrective action such as penalties, requesting duties and taxes or closing the inventory in ACROSS.

Assists Importers/Brokers and Warehouse Operators by providing information on the release process of goods, the status of their entries and payments required so the client(s) can arrange for the pick-up and delivery of the shipment(s) in a timely manner.

Advises applicants of the procedures and regulations with regards to small vessel licensing or the selling of a boat so they can provide the proper documentation required by Transport Canada.

Answers questions from the R.C.M.P., city police, Coast Guard, Court Bailiffs, on the registration of small vessels for parties under investigation for theft or a lost boat or mooring charges not paid.

Transfers licenses into the executors name, upon receipt of copy of death certificate/will, this is used by lawyers to settle affairs of the deceased.

Mails processed B13 export documents and advice notices to Statistics Canada; this information is used by them for trade information on the importing/exporting of goods.

Sends copies of MAVIS inward/outward reports to Egg Marketing Board used by them to complete K36As and obtain drawback claims on behalf of their clients.

Compiles and mails out permits to Canadian Wheat Board; these permits are used by them to control the tonnage of wheat products going out of Canada.

Provides information to exporters on the proper completion of B13As so they can complete the information according to Statistics Canada requirements.

Verifies for other customs offices the registration of clients that may have lost documentation or do not possess a valid license; this information is a confirmation of details provided by the client, to ensure that Customs is issuing a license to the correct party.

Provides the Provincial Government with information in order for them to collect provincial sales tax on private transactions (sale of vessels between two clients).

Processes (ACROSS) reports to maintain operational compliance and up to date information for the use of staff to obtain and provide accurate information to the importing public or take the necessary action for the collection of revenue.

Assists auditors by preparing documentation for review and answering questions on procedural issues for cash collections and control so they can finalize their reports and provide results to the Auditor General's Office and CBSA.

Updates acquittals and on-line system adjustments, this will keep current the information retrieved by the staff so that enquiries made by clients are answered with accurate information.

Provides information to the Marine Agents and the transportation community on ships clearance and the inward and outward reporting of vessels, this information will assist them in completing inward and outward reports for Customs and Statistics Canada purposes.

Travels between buildings and district office in a vehicle each morning to pick up and deliver information for the use of others in the form of interoffice mail; and, controls the log books to the office's vehicles and records information mileage and maintenance for a monthly statistical report to Finance.

Participates as a member of the work team to explain or demonstrate work functions or processes to help new staff, staff on rotation, and students to adapt to the work environment; and, to improve and maintain morale within the work area.

Receives payment of taxes, customs duties, penalties, fines, interest and other payments, premiums or fees, for the federal, provincial and territorial governments in accordance with well-defined procedures.

Daily completion of K10 to account for deposits, makes adjustments for short remits, overages, NSF cheque, traces and follows-up on NSF cheques and Visa and Master card charge backs in accordance with well-defined procedures.

Processes daily notices and monthly K84 accounting statements this includes distribution, payment, updating (CCS) and reconciliation to accounting summary reports.

Controls and maintains the T15 deposit account and issuance of refund cheques, reconciles the T15 ledger to the bank statements.

Records, balances, accounts for and completes documents required for the remittance of revenue collected and maintains a ledger for revenue intake to accumulate the yearly total in accordance with well-defined procedures.

Verifies credit card statements to the hard copies/source tapes on file.

Reconciles the detailed adjustment statement (DAS) report to the deposits received for full and partial payments.

Compares K10 statements received from Headquarters to the K10 working documents on file. Manages and secures the cheques received by mail by recording them into the T45 control ledger.

Controls the distribution of petty cash according to authorized receipts on file.

Daily routine maintenance and upkeep of office equipment (e.g. loading paper, photocopier, facsimile, changing toner cartridge, changing paper in printer, handling minor malfunctions) and reports machine breakdown to the supervisor.

Operates, maintains, and cares for a personal computer for the performance of own duties.

Maintains hard copy files and diskettes for use by self, management and other employees.

Has temporary custody of cash, cheques and credit card slips.

Maintains various reference lists such as uncertified cheque list, NSF list and lists of securities posted to avoid the acceptance of potential fraudulent cheques.

Performs basic alterations to the entry time stamp machine.

Maintains control of original and duplicate cash drawer and petty cash box keys.

Has custody of the duty paid stamps and true certified stamps.

Operates and cares for an office vehicle while travelling buildings and district office each morning to pick up and deliver interoffice mail.

Advises the supervisor of required equipment or supplies, and reports machine breakdown to maintain the day-to-day operations.

Controls non duty paid shipments at bonded warehouses by monitoring and reporting on warehouse inventories within existing guidelines, procedures and practices, for infractions of regulations by warehouse operators and ensuring sufficient security is posted to cover duties owing.

Verifies accuracy and compliance with D1 guidelines the acceptance of bonds for uncertified chequing privileges and account security of clients and rejects bonds for non compliance with D1 regulations.

Issues small vessel licenses to clients upon verifying applications for completion, accuracy and compliance of existing guidelines, procedures and practices and rejects applications according to the Small Vessels Regulations under Transport Canada.

Investigates and actions the overdue release report to determine whether or not a penalty is warranted for late presentation of confirming entries, and notifies the Management team so a decision can be made to grant or decline the waiver.

Identification of goods subject to export control on request by Marine Operations, or the non report of vessels and its contents inward in a timely manner and notifies Marine Ops./Warehouse Audits so they can assess and take enforcement action in accordance with D3-5-1.

Ensures compliance by clients with D17 guidelines and rejects B3 warehouse entry types accordingly.

Investigates discrepancies between source documents and revenue intake and takes corrective action; contacts the client or prepares over/short reports.

Other responsibilities:

Senior Long Room Clerks identify and issue AMPS penalties. This involves following up on overdue entries on both the FIRM Report and Overdue Release reports and issuing AMPS. We also issue AMPS penalties for Ships Clearance and Cargo infractions.

We demonstrate Ships Clearance job functions and practices to Border Services Officers from other work locations.

We demonstrate Long Room functions to High School students and Student Border Services Officers. We train both the student Border Services Officers and regular Border Services Officers in the clerical functions down at the dockside office at Cruise ships.

(Items 2 and 3 go beyond the mention of “demonstrating” a job function to aid in adapting to the workplace (as mentioned in CAS No. 20002123) and in actuality this is training.)

We assist clients with their Bonded Carrier application (D120, E370).

We provide information to Freight forwarders and Bonded Carriers on Cargo Control Documentation requirements and completion. We advise clients of their responsibilities as per Departmental Memorandum.

Senior Long Room Clerks must undergo training to facilitate implementation of the CAS system. This involves ordering forms from Winnipeg in the CAS system, envelopes, and archive boxes from Victoria via fax.

We also assist the Data Operator in the keying of cargo documents into the ACROSS system.

We audit the 90 day file (cargo control documents) and ensure that all cargo documents have been acquitted. Outstanding files forwarded for tracing action.

We process refund claims.

We transmit K10s and consolidate deposits for UT, Cruise ships, Immigration.

We perform cash transactions according to the procedures set down in the Financial Management Manual.

We work at the two CBSA satellite offices (CRSA Logistics, Simard Warehouse) as part of our

job rotation. We process cargo control documentation at these locations and provide clients (freight forwarders, bonded carriers) with advice and guidance on CBSA documentation, regulations, and business practices. We work independently at these locations as they are staffed throughout the year by one employee. We also provide support at the CBSA office at Canada Place Cruise Ship terminal seasonally. This involves the cashier function and processing CBSA documentation. We provide administrative support for Border Services Officers at this location.

Working Conditions

Continuous daily exposure to office and equipment noise (e.g. computer, printers, photocopiers) while working in an open office environment and glare from video screens.

Deals with multiple and conflicting demands for service and advice while required to adhere to strict imposed deadlines; and, deals with interruptions from external clients at the counter or on the phone and internally from employees and supervisor.

There is a requirement to remain calm, composed and professional while providing information on contentious issues such as overdue payments, penalties or unpopular procedures to the importing community and clients.

There is an occasional requirement to represent the organizational interests or views which may be in conflict with one's own personal views or beliefs.

Keyboarding while sitting for hours can cause back pain and eye strain; simultaneous use of keyboard and telephone for short periods several times each day can cause neck pain; repeated use of finger and wrist muscles is required for keyboarding or data entry which may cause muscular pain and fatigue; eyestrain from poorly scripted documentation, glare from video screens and working with numbers.

Short periods of lifting and carrying boxes of supplies and equipment two or three times a week increases the risk of strained muscles and back pains.

Multiple priorities, tight deadlines and conflicting agenda and high stress levels from dealing with customer line-ups at the cash counter could lead to exhaustion and burnout.

The need to represent the organization interests and views which may be conflicting with own personal views and provide contentious information daily to clients who do not accept the explanations lead to stress and fatigue.

Handling money can result in exposure to germs.

Splitting, stapling and stamping of advice notices could result in a repetitive stress injury.

Infrequent exposure to dangerous driving conditions delivering the interoffice mail each weekday morning in office's vehicle.

It is perhaps interesting to note that few of the jobs throughout Metro can be described as CR jobs as most have elements of enforcement and administration attached to them. Senior Long Room Clerks exercise more judgment in their duties (AMPS penalties, cargo tracing) than a job that might be deemed to be strictly Clerical Regulatory such as the record or mail room. We also have the same exposure to the public that we share with Border Service Officers. This exposure was deemed to warrant arming in the workplace and we believe that this enhances risk in the day to day performance of our job. We are expected to work on our own at CBSA satellite offices (CRSA Logistics, Simard Warehouse).

Arming of personnel within CBSA has created a more dangerous work environment. The wearing of vests by front line Border Services Officers (RIU, Marine etc.) would seem to validate a real or perceived threat and this would have wider implications for the clerical personnel.

Additional Information

The work described may be done on a rotational basis in certain locations.

We welcome the opportunity to provide more input into our future work description. We would like it to be the most accurate work description possible. As a group we have reviewed our most current job description to determine what specifically we can identify as additional duties and change. We would also like to point out the similarities between our job duties and that of the FB-01 Enforcement Case Officer position.

Client Service Results

Detection, investigation and issuing of fines to individuals and businesses who do not comply with the CBSAs reporting of goods requirements. This entails the production of hardcopies evidence, opening of files cases for contraventions, creating a three part Notice of Penalty Assessment reports and the disposition of the Assessments to clients and to the CBSA Adjudication Division.

Key Activities

Identifies potential violations/violators of the procedural requirements under the Cargo Export Movements; initiates, plans, develops, implements research by retrieving pertinent information from in office files, CBSA centralized system and conducts clients interviews.

Analyzes, assesses and interprets information and data gathered from various diverse sources and uses judgment and expertise to identify, verify and substantiate information including the preparation and issuing of the Notice of Penalty Assessments, Inward General Declaration for fishing boats, Inward and Outward Vessel report numbers through MAVIS and the approval and issuing of Consulate Liquor and Tobacco orders.

Provide advice, guidance and direction regarding the Inward and Outward Movement of cargo to individual clients / corporations in person, by fax or by telephone.

Analyze and assess ongoing reporting trends based on emerging information and data; identifies and conceptualizes various potential scenarios based on the circumstances /issues

Provide input and feedback as an operational officer to supervisors/ managers/ border officers and other project teams with the analysis and evaluation of the CBSA enforcement programs.

Develops and maintains collaborative relationships and responds to enquiries from Canadian and international public and private sectors, representatives, and all relevant partners aforementioned, as an officer and representative of the CBSA.

DRAFT