



CLASSIFICATION STANDARD

RADIO OPERATIONS

TECHNICAL CATEGORY

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Issued by:
Classification, Human
Resources Information
Systems and Pay Division
Personnel Policy Branch January
1993
Effective date: April 1992

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POSITION CLASSIFICATION AND EVALUATION PLANINTRODUCTION

This standard describes the rating plan to be used in evaluating positions allocated to the Radio Operations Group. It consists of an introduction, definitions of the technical category and the occupational group, a glossary of terms, a point-rating plan and bench-mark position descriptions.

Point rating is an analytical, quantitative method of determining the relative value of jobs. It is particularly suited to heterogeneous occupational groups in which jobs consist of varied combinations of tasks. Essentially, point rating plans define characteristics or factors common to the jobs being evaluated. They define degrees of each factor and allocate point values to each degree. The total value determined for each job is the sum of the point values assigned by the raters.

All methods of job evaluation require the exercise of judgement and the orderly collection and analysis of information in order that consistent judgements can be made. The point rating method facilitates rational discussion and the resolution of differences in determining the relative value of jobs.

Factors

The combined factors may not describe all aspects of jobs. They deal only with those characteristics that can be defined and distinguished and that are useful in determining the relative value of jobs.

Five factors are used in this plan, two of which have more than one dimension and have been defined in terms of two related elements.

Point Values

The maximum point value assigned to each factor reflects its relative importance. Degrees of the factors and elements have been defined and appropriate point values assigned.

Rating Plan

The following factors, elements, weights and point values are used:

Factors	Element	Percentage of Total Points	Point Values	
			Minimum	Maximum
Knowledge	--	40	40	400
Decision Making	- Scope	25	25	250
	- Impact			
Operational Responsibility	- Complexity	10	10	100
	- Concentration	5	10	50
Responsibility for Contacts	--	10	10	100
Supervision	--	10	10	100

Bench-mark Positions

Bench-mark position descriptions are used to exemplify degrees of each factor or element. Each description consists of a brief summary and specifications describing each of the factors and elements as it appears in the position. The bench-mark positions have been evaluated, and the degree and point values assigned to each factor or element are shown in the specifications.

The rating scales identify the bench-mark position descriptions that exemplify each degree. These descriptions are an integral part of the point rating plan and are used to ensure consistency in applying the rating scales.

Use of the Position Classification and Evaluation Plan

There are six steps in the application of this position classification and evaluation plan:

1. Allocation of the position to the category and the group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions.
2. The position description is studied to ensure understanding of the position as a whole and of each factor. The relation of the position being rated to positions above and below it in the organization is also studied.
3. Tentative degrees of each factor in the job are determined by comparison with degree definitions in the rating scales. Uniform application of degree definitions requires frequent reference to the descriptions of factors and the notes to raters.

4. The description of the factor in each of the bench-mark positions exemplifying the degree tentatively established is compared with the description of the factor in the position being rated. Comparisons are also made with descriptions of the factor in bench-mark positions exemplifying the degrees above and below the one tentatively established.
5. The point values for all factors are added to determine the tentative total point rating.
6. The position being rated is compared as a whole to positions to which similar total point values have been assigned, as a check on the validity of the total rating.

Determination of Levels

The ultimate objective of job evaluation is to determine the value of positions in each occupational group so that employees in the positions may be paid at rates consistent with the relationship indicated. Positions that fall within a designated range of point values will be regarded as of equal *difficulty* and value and will be allocated to the same level.

Level and Level Boundaries

R0-1	- 177
R0-2	178 - 297
R0-3	298 - 417
R0-4	418 - 537
R0-5	538 - 657
R0-6	658 - 777
R0-7	778 -

CATEGORY DEFINITION

Occupational categories were repealed by the Public Service Reform Act (PSRA), effective April 1, 1993. Therefore, the occupational category definitions have been deleted from the classification standards.

GROUP DEFINITION

For occupational group allocation, it is recommended that you use the [Occupational Group Definition Maps](#), which provide the 1999 group definition and their corresponding inclusion and exclusion statements. The maps explicitly link the relevant parts of the overall 1999 occupational group definition to each classification standard.

GLOSSARY OF TERMS
FLIGHT SERVICE STATION OPERATIONS

This glossary is provided for the benefit of the rater and is not intended to be a detailed listing of all the tasks associated with Flight Service Station Operations. For more details, refer to the FSS Job Analysis TP 3176.

MOTE: Terms shown with an asterisk (*) form part of the basic service provided by Flight Service Stations (FSS) on a basic complement of local frequencies.

1. Airport Advisory Service

Providing runway, wind, altimeter and aircraft/vehicle traffic advisory information to arriving and departing aircraft at local and remote airports.

2. * Air Traffic Control Support

Providing communications support to air traffic control units by providing guidance and advice to pilots and controllers related to conditions that are pertinent to flight safety, and by relaying clearances, instructions, authorizations and progress, and arrival and departure reports.

3. * Control, Monitoring and Operation of communications Equipment and Navigational Aids (NAVAIDS)

Selecting local and remote communications equipment, specialized broadcast equipment and radio and non-radio navigational aids by using a specialized communications control console. Conducting verification checks and providing coordination to ensure system integrity. Generating and processing operational and administrative traffic using computer terminals and communications systems and ensuring system serviceability.

4. * Emergency Communications Service

Responding to an aviation related emergency by evaluating the emergency situation, providing the appropriate direction, guidance and/or assistance and coordinating emergency response activities. Providing information in accordance with prescribed procedures and/or initiatives.

5. En route Flight Information Service

Providing advisory information and/or assistance to aircraft in-flight using local and remote communications equipment.

6. * Flight Safety Service

Conducting the general dissemination of flight safety information through the issuance and broadcast of Notices to Airmen (NOTAM), soliciting, processing and broadcasting aviation weather reports such as Pilot Reports (PIREP) and In-Flight Weather Warnings (SIGMET and AIRMET) and other information to assist pilots in the pre-flight, "en route", arrival or departure stages of the flight.

7. International HF Air-Ground Network Communications (ICAO)

Providing an HF air-ground communications link with International air-carriers and other aircraft on transatlantic and polar routes, aviation safety services, relaying commercial traffic and recording, and maintaining statistical information to effect cost recovery in accordance with International Civil Aviation Organization and Transport Canada procedures.

8. * Pre-Flight Assistance

Maintaining pre-flight displays, determining pilot requirements, providing ready access to flight safety information through the use of maps, publications, computers, etc., and assisting pilots with flight planning.

9. * Supplementary Duties

Conducting operational training, collecting data and completing operational and/or administrative reports for other federal departments and agencies (i.e. climatological reports, pollution and forest fire reporting, the Domestic Paid Air Ground Message Service, etc.).

10. Surface Weather Observations

Conducting a surface weather observation program including the observing, recording, dissemination and quality control of observation and climatological data in accordance with Atmospheric Environment Service standards and procedures.

11. Vehicle Control Service

Controlling the movement of vehicles operating on the maneuvering area of designated local and/or remote airports.

12. Very High Frequency Direction Finding (VHF/DF) Service/RADAR

Provide directional and/or orientation assistance to pilots and in emergency situations controlling aircraft during a cloud break or no compass homing procedure. Specialists are required to qualify semi-annually to ensure continued proficiency.

13. * VFR Flight Plan Processing and Alerting Service

Processing domestic and transborder VFR flight plans and flight notifications, maintaining a suspense file, determining when an overdue situation has occurred and assisting with search and rescue action in the event of non arrival at destination.

14. Weather Briefing Service

Providing an interpretative (AWBS) or non-interpretative (AWS)* weather briefing service by using weather radar, satellite imagery, prescribed weather graphic products and data, monitoring and identifying changes in significant weather, assessing the impact on aviation safety and disseminating the information through structured briefings to service users.

GLOSSARY OF TERMS
COAST GUARD RADIO STATION OPERATIONS

This glossary is provided for the benefit of the rater and is not intended to be a detailed listing of all the tasks associated with Coast Guard Radio Station Operations. For more details, refer to the CGRO Task Inventory TP 8057.

NOTE: Terms shown with an asterisk (*) form part of the basic service provided by Coast Guard Radio Stations (CGRS) on a basic complement of frequencies (see #3, page 20).

1. Automated Narrow-Band Direct-Printing Service (NAVTEX)
This is a narrow-band direct-printing telegraphy service to ships at sea. Ships fitted with dedicated receivers are able to receive maritime safety information and urgent messages in a printed form. Certain essential classes of safety information such as navigational and meteorological warnings and search and rescue information are non-rejectable to ensure that ships using NAVTEX always receive the most vital information. NAVTEX is an important element of the Global Maritime Distress and Safety System (GMDSS).
2. * CCG Fleet Communications
The monitoring and control of dedicated Canadian Coast Guard fleet ship-shore frequencies for the reception and dissemination of government business traffic related to operational and administrative matters. Also included is the handling of CCG Search & Rescue (SAR) traffic when these ships are involved in SAR incidents.
3. Channel 16 - Special Guard
This service is provided in accordance with various acts and regulations (ITU, Canada Shipping Act, Great Lakes Agreement and VHF practices and procedures). Ships that transit the Vessel Traffic Services (VTS) mandatory zone are required to carry two VHF radios, one tuned to a frequency for bridge to bridge communications and the other tuned to the VTS frequency. As a result, the ship is unable to maintain a continuous watch on the International Distress and Calling frequency (channel 16). This watch is assumed by the CGRS for all individual ships in the zone. This requires a specific alertness on the part of the radio operator to detect calls to those ships on channel 16. It also requires close co-ordination with VTS in order to obtain the attention of the VTS regulated ships affected.
4. * Collection & Distribution of Atmospheric Environment Service (AES) Information
The collection and dissemination of weather related information such as: marine weather and sea state forecasts, ice forecasts, ships' weather and ice reports, lighthouse marine and aviation weather observations.
5. * Communications Related to Regulatory Matters
The provision of a communications link with various government departments and agencies with respect to communications related to the requirements of various government acts and regulations such as the Canada Shipping Act and Regulations, Fisheries Act and Regulations, Radio communication Act and the Criminal Code of Canada.
6. * Control, Monitoring and Operation of Communications Equipment and Navigational Radio Aids
A specialized communications control console is used to select local and remote communications equipment, signaling devices, specialized broadcast equipment and navigational aids. Conducting verification checks and providing co-ordination to ensure system integrity. Generating and processing operational and administrative traffic using computer terminals and communications systems and ensuring system serviceability.
7. * Distress-Urgency Communications
Continuous guard & control of international distress & calling frequencies and monitoring & control of working frequencies for the detection of distress & urgency calls and the provision of advice and assistance as required. The coordination of related information with other maritime mobile units and land based units such as Search and Rescue, Vessel Traffic Services (VTS) and other agencies. The broadcast of distress and urgency related traffic.
8. High Frequency Morse Radiotelegraphy (HF CW)
Operating positions may be dedicated to different frequencies between 4 and 22 MHz. Special transmitting and receiving equipment is used to provide service to ocean going shipping over several thousand miles of radio coverage. Proficiency in International Morse code on frequencies subject to noise, fading and interference is essential. An HF CW broadcast service may also be provided. Unlike MF CW, this service may use special variable tuned scanning receivers, scanning techniques and rotating transmitter antennae systems. Special skills are therefore required.

9. INTRAC 2000 Lighthouse Monitoring System

Continuously monitor and control the status of unstaffed remote light stations. A specialized computer based system is used to monitor and report on the status of navigational aids such as lights, fog horns, radar beacons, etc. The service also provides for the monitoring and control of remote intrusion and fire alarm systems associated with the light stations.

10. * Maritime Mobile Safety Communications

Continuous guard and control of international safety and calling frequencies for the reception, dissemination and broadcast of navigational and meteorological safety information, such as, marine weather and sea state forecasts, ice forecasts, ice routing information and notices to shipping.

11. Medium Frequency/High Frequency Radiotelephone (MF/HF R/T)

This service is provided in accordance with the International Maritime Organization Safety of Life at Sea Convention (SOLAS) and the International Telecommunication Union Radio Regulations, to provide radiotelephone coverage of Canadian waters beyond the VHF radiotelephone coverage area (40 NM.) The frequency bands used (2-22 MHz) are subject to various amounts of noise, fading and interference. The station services provided are similar to those provided in the VHF band. The radio coverage area of responsibility is increased from 40 NM to several thousand miles. An MF/HF R/T broadcast function is included as part of this service.

12. Medium Frequency Morse Radiotelegraphy (MF CW)

This service is provided in accordance with the International Maritime Organization Safety of Life at Sea Convention (SOLAS) and the International Telecommunication Union Radio Regulations. Morse code is the medium used to provide communications over a radio coverage area of several hundred miles. In addition to the knowledge and skill associated with Morse code, a certain knowledge and skill is required in the manipulation of fixed receiver controls and radio reception through noise, fading and ^{required} interference. An MF CW broadcast function is included as part of this service.

13. * operation and Control of Fixed Communications

The operation and control of government owned or leased circuits such as telex, electronic mail, AES circuits, facsimile, Search & Rescue lines, and public telephones. These circuits are used in the reception and relay of station correspondence. Also included is the operation of a computerized Message Data System (MDS).

14. * Public Correspondence

The reception and transmission of messages and telephone calls by interconnecting ships at sea with the Land-based telecommunications system. It also involves the computation, timing and relay of various message/telephone charges to users as required and maintaining related records to effect cost recovery.

15. * Radio Regulations Enforcement

The monitoring and control of assigned station frequencies with respect to the enforcing of international radio regulations. This could result in on-air enforcement as well as the formal filing and distribution of frequency infringement reports. Also included is the training and issuance of restricted radio licenses to users of the service.

16. Radio telex Service (TOR)

The sending and receiving of hardcopy messages via the CGR station to ships at sea using HF radio teletype. A broadcast service and a public correspondence service are provided. Specialized computerized equipment is used.

17. * Sail/Availability Plan Processing and Alerting Service

The processing of "Sail Plans/Availability Plans" primarily for pleasure craft, fishing vessels and Canadian Marine Rescue Association (CMRA) vessels, and by alerting/assisting Search and Rescue in the event of non-arrival at destination.

18. Shore-to-Ship Weather & Ice Facsimile Service

The transmission of weather and ice charts to ships using specialized computerized facsimile equipment.

19. * Supplementary Duties

The performance of administrative functions related to the various services provided by the station, such as the completion of daily, weekly and monthly internal and external reports. Also included is on-the-job training of others and the updating of various charts and publications and other related duties.

20. Surface Weather Observations

A weather observation program which is conducted by the CGRS in accordance with Atmospheric Environment Service standards and procedures.

21. Very High Frequency Direction Finding (VHF/DF)

VHF/DF is used to provide assistance to ships that report difficulty by the plotting of position, bearing, distance and heading on navigational charts and the provision of this information to affected ships and Search and Rescue.

KNOWLEDGE FACTOR

This factor is used to measure the operational and non-operational knowledge and experience required to perform the duties of the position.

Definitions Operational Knowledge

Refers to the knowledge required of the basic and additional services and the experience required to perform, supervise and/or manage the duties of operationally qualified FSS or CGRS staff. It also refers to the knowledge of FSS or CGRS operations and associated work areas required for the development, implementation and evaluation of FSS or CGRS programs as well as the conduct of operational training.

Non-Operational Knowledge

Refers to the depth and breadth of knowledge and experience required in such areas as legislation, policies, standards procedures, operational requirements, program evaluation, pedagogy, human resource management, managerial and administrative practices.

Notes to Raters

1. The operational knowledge of the basic and additional services is normally acquired through graduation from the FSS or CGRS Basic Training Program and successful completion of the FSS or CGRS Qualification Training Program and other selected training programs. The non-operational knowledge relating to supervision and management is normally acquired through continuing study format training courses, on-the-job training and experience in more complex and/or responsible positions.
2. Ratings of positions at degrees one to five are based on a measure of the total operational knowledge of the basic or a combination of the basic and additional services provided as well as a measure of non-operational knowledge. Adding or subtracting additional services may change the point-rating assigned under this factor.
3. In applying this factor, tentative degrees in the position being rated are determined by comparison with the degree definitions in the knowledge grid. The degree tentatively selected is to be confirmed by comparison of the duties of the position with the duties and specifications of the bench-mark position(s) exemplifying the degree.
4. The basic and additional operational services for the individual disciplines are as follows:
 - A. Basic Services - FSS
 - ATC Support;
 - Aviation Weather Information Service (AWLS);
 - Control, Monitoring and Operation of Communications Equipment and Navigational Aids;
 - Emergent Communications;
 - Enroute Flight Information Service (EFIS);
 - Flight Safety Service; Pre-Flight Assistance;
 - Supplementary Duties; and VF R Flight Plan Processing and Alerting.
 - B. Basic Services - CGRS
 - Canadian Coast Guard Fleet Communications;
 - Collection and Distribution of AES Information;
 - Communications Related to Regulatory Matters;
 - Control, Monitoring and Operation of Communications Equipment and Navigational Radio Aids; Distress - Urgency Communications;
 - Maritime Mobile Safety Communications;
 - Operation and Control of Fixed Communications;
 - Public Correspondence;
 - Radio Regulations Enforcement;
 - Sail/Availability Plan Processing & Alerting Service; and
 - Supplementary Duties.
 - C. Additional Services - FSS
 - Airport Advisory/Vehicle Control Service (AAS/VCS);
 - Aviation Weather Briefing Service (AWBS);
 - International HF Air-Ground Network Communications (ICAO);
 - Surface Weather Observations (OBS); and
 - Very High Frequency Direction Finding (VHF/DF)/RADAR*.
 - D. Additional Services - CGRS
 - Automated Narrow-Band Direct-Printing Service (NAVTEX); Channel 16
 - Special Guard; High Frequency Morse Radiotelegraphy (HF CW); INTRAC 2000 Lighthouse Monitoring System;

* RADAR is only applicable to the ROCC North Bay

Medium Frequency/High Frequency Radiotelephone (MF/HF R/T);
Medium Frequency Morse Radiotelegraphy (M CW); Radio telex
(TOR);
Shore-to-Ship Weather and Ice Facsimile (ICE FAX); Surface
Weather Observations (WX. OBS); and Very High Frequency
Direction Finding (VHF/DF).

5. ALL of the above FSS and CGRS services are defined in the Glossary of Terms. The FSS and the CGRS Job Analysis documents contain a more detailed breakdown of each of the services.

K N O W L E D G E

DEGREE	DESCRIPTION	POINTS	B. M. P. D.
1	Knowledge required to perform all or a majority of the FSS or CGRS basic services.	40	
2	A) The requirement of degree 1 for FSS and up to two additional FSS services other than AWBS; or B) The requirements of degree 1 for CGRS and up to three additional CGRS services.	94	(1) Flight Service Specialist, Gander FSS
3	A) The requirements of degree 1 for FSS and three or more additional FSS services or AWBS only; or B) The requirements of degree 1 for CGRS and four or more additional CGRS services; or C) Knowledge required to perform the functions of Supervisor positions under degree 1 or 2; or D) Knowledge required to perform the functions of Manager of positions under degree 1.	145	(2) Flight Service Specialist, Kenora FSS (3) Coast Guard Radio Operator, Halifax CGRS
4	A) Knowledge required to perform the functions of Supervisor positions under degree 3 A) or B); or B) Knowledge required to perform the functions of Manager of positions under degree 2; or 3A with AWSS only C) Knowledge required to perform the functions of Regional Instructor.	196	(5) Shift Supervisor, Halifax CGRS (6) Station Operations Supervisor, Kenora FSS
5	A) Knowledge required to perform the functions of Manager of positions under degree 3 A) B) or C). B) Knowledge required to perform the functions of a TCTI Instructor.	247	(7) Telecom. Operations Manager, Halifax CGRS (8) FSS Manager, Kenora FSS (4) FSS Instructor, TCTI
6	A) Knowledge required to conduct national and/or regional programs associated with FSS or CGRS operations; or B) Knowledge required to perform the functions of Supervisor positions under degree 5 B).	298	(9) Regional FSS Training and Human Resources Specialist
7	Knowledge required to develop and promote national and/or regional programs associated with FSS or CGRS operations.	349	(10) Communications Standards Officer, CCG-H. Q.
8	Knowledge required to design, implement and control national and/or regional programs associated with FSS or CGRS operations.	400	(11) Reg. Supt., Telecom. Operations, CCG (12) Supt., Policy, Standards and Procedures, FSS-H. Q.

DECISION MAKING FACTOR

This factor is used to measure the difficulty of the work in terms of the scope for decision making and the impact of decisions.

Definitions

Scope for Decision Making

Refers to the freedom to take particular courses of action within the framework of regulations, directives and established procedures; the availability of direction and the degree of authority delegated by superiors.

Impact of Decisions Taken

Measures the effect of decisions on programs or program delivery. It also measures the effect of decisions on service users, the public, other government or private agencies and on the nature and extent of resources committed.

Notes to Raters

The degree definitions for both the scope and impact elements are broad and designed to encompass a range of positions. Therefore, it is possible to assign the same degree to supervisory and subordinate positions under one of the elements where considered warranted. All operational working level positions will be assigned degree 1A.

DECISION MAKING

SCOPE

A
The work is performed according to specific instructions and guidelines, by applying established standards and procedures. Some degree of decision making is required.

9
The work is performed according to general instructions and guidelines, by modifying or changing established standards and procedures. A moderate degree of decision making is required.

C
The work is performed according to general instructions by developing, evaluating, and coordinating systems and programs, and recommending changes. A considerable degree of decision making is required.

D
The work is performed according to broadly defined objectives and/or program policies. A significant degree of decision making is required.

IMPACT

1.	Decisions affect own work and individual users and have restricted application.	25	57	89	
		Flight Service Specialist, Kenora FSS (2)			
2.	Decisions affect the work of the unit or group or otherwise have wider application. Proposals or recommendations have an impact on established operating guidelines and procedures.	56	88	122	
		Shift Supervisor, Halifax CGRS (5)	Telecom. Operations Manager, Halifax CGRS (7) FSS Manager, Kenora FSS (8)		
3.	Decisions have an impact on standards & procedures or have widespread application. Proposals or recommendations have an impact on implementation of standards, procedures and have some impact on operational requirements and resources.	87	121	153	186
			Regional FSS Training and Human Resources Specialist (9)		
4.	Decisions have an impact on standards & procedures or have widespread application. Proposals or recommendations have an impact on development of national policies, standards or procedures and have a moderate impact on programs' operational requirements and resources.		152	185	218

5. Decisions have an impact on programs, operational policy, design or major aspects of national initiatives and departmental entities and have a significant impact on programs' operational requirements and resources.

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communications
Standards Officer,
CG-H.Q. (10)

217

Supt., Policy, Standards
and Procedures,
FSS-H.Q. (12)

250

OPERATIONAL RESPONSIBILITY FACTOR

This factor is used to measure the difficulty of the work in terms of the variety of services provided and the complexity of the operational or facility profile.

Definitions"COMPLEXITY"

Refers mainly to the requirement for employees in operational and training related positions to deliver designated services to the aviation/marine community and other agencies using various means to communicate the related information.

The Complexity sub-factor comprises the following two elements:

- a) Diversity of Services - the requirement to simultaneously provide the basic services or a combination of basic and additional services as listed in the Notes to Raters under the Knowledge Factor.
- b) Facility Profile - the requirement to provide or extend the delivery of selected services beyond the local station.

"CONCENTRATION"

This element is used to measure concentration and co-ordination requiring the application of alertness and judgement under various workload conditions in responding to requests for services in an operational environment.

NOTE:

1. Reference documents to verify statistics are:
 - a) workload measurement products from FSS Operations Division and TP 3625;
 - and
 - b) CGRS Annual Statistics from Marine Communications Division.
 These reference-documents form part of the rating plan.
2. Changes in the complexity and/or concentration ratings will normally need to be sustained over a consecutive two-year period before consideration is given to change the evaluation of this element. However, where a situational change occurs that indicates a long-term workload impact, it will be considered on its own merit.
3. Concentration for FSS positions must be evaluated with the plan described on pages 22-23. Concentration for CGRS positions must be evaluated with the plan described on pages 24-25.
4. Because annual statistics or workload measurement figures are not available for instructor positions operating in simulation, the degree of Concentration assigned to instructor positions will be considered equivalent to that of an average FSS or CGRS station. See bench-mark 4.

NOTES TO RATERS:

1. A change in additional services provided locally or through a remote facility may affect the ratings assigned under this factor.
2. ALL positions which do not have a continuing requirement to work in an operational capacity will be assigned minimum points under both the Complexity and Concentration sub-factors.

3. For the purpose of using the Complexity grid for CGRS positions, a remote site is a site in addition to that required to provide the station services on a standard set of frequencies in each frequency band.

Example:

A station configuration consisting of:

1 VHF local site
 1 VHF remote site
 1 MF CW remote site 2
 MF RT remote sites

results in a total of two remote sites (one VHF remote and one MF RT remote). One VHF local, one MF CW and one MF RT are required as part of the basic requirement.

4. For the purpose of using the Complexity grid for FSS positions, remote facilities are defined as follows:

a) Remote Communications Outlet (RCO)

A facility comprised of a transmitter and receiver connected by means of terrestrial, satellite or a combination thereof to a controlling ground facility to extend its communications range for the purpose of providing Enroute Flight Information Service (EFIS).

b) Remote Flight Service Station (RFSS)

An RCO facility, located at an airport, that in addition to EFIS provides a Remote Airport Advisory Service (RAAS) to arriving and departing aircraft and a Remote Vehicle Control Service (RVCS) to vehicles on the airport maneuvering area from a controlling flight service station.

c) Community Airport Radio Station (CARS)

A facility at selected isolated airports, staffed by observers/communicators, that provide aviation support services through a designated flight service station.

OPERATIONAL RESPONSIBILITY FACTOR
COMPLEXITY

FACILITY PROFILE

	A	B	C	D	E
DIVERSITY OF SERVICES	No requirement to work in an operational capacity.	FSS with up to 4 RCOs or 6 CARS or 1 part-time RFSS OR CGRS with no remote sites	FSS with 5-6 RCOs or 7 or more CARS or 2 or more part-time RFSS or 1 or more ICAO positions or an AWBS area of responsibility OR CGRS with up to 3 remote sites	FSS with 7 or more RCOs or 1 full-time RFSS or 25,000 or more annual Airport Advisory Services. OR CGRS with 4 or 5 remote sites	FSS with 2 or more full-time RFSS OR CGRS with 6 or more remote sites
1- No requirement to work in an operational capacity.	10 Regional Supt., Telecommunication Operations, CCG (11) Reg. FSS Training & Human Resources Specialist (9)				
2- ALL or majority of FSS or CGRS basic services.		33	44	55	67
3- All or majority of FSS or CGRS basic services plus up to two additional services other than AWBS.		43	54 Flight Service Specialist, Gander IFSS (1)	66	78
4- ALL or majority of FSS or CGRS basic services plus any three additional services or AWBS only.		53	65	77	89 Flight Service Specialist, Kenora FSS (2)
5- ALL or majority of FSS or CGRS basic services plus four or more additional services.		64	76 Coast Guard Radio Operator, Halifax CGRS (3)	88	100

CONCENTRATION

FLIGHT SERVICE STATION OPERATIONS (FSS)

CONCENTRATION

The concentration associated with FSS is derived from a combination of workload and the number of additional services.

The workload element is determined by a process using the following steps:

1. Obtain the total services provided during a continuous eight-hour shift for a seven-day period (computer generated).
2. Obtain the average workload for the eight-hour shift by applying the weighting assigned to each service in accordance with the FSS Staffing Standard (computer generated).
3. Obtain the hourly workload by dividing the average workload by the number of operating positions used during the eight-hour shift.

$$\text{e.g.} \quad 74 \text{ minutes} \div 2 \text{ positions} = 37 \text{ minutes/hour}$$

4. Determine the workload point value from the following table.

Degree	Additional Services	Workload (Min/Hour)					B
		1	2	3	4	5	
	0		1.10	11.19	20.29	30.39	40+
A	0	10	14	18	23	28	33
B	1	15	19	24	29	34	38
C	2	20	25	30	35	39	43
O	3	26	31	36	40	44	47
E	4+	32	37	41	45	48	50

CONCENTRATION

COAST GUARD RADIO STATION OPERATIONS (CGRS)

CONCENTRATION

The concentration associated with a CGRS is derived from a combination of the additional services provided and the average number of marine occurrences handled by the station over the last two-year period.

A marine occurrence, for statistical purposes, is a generic expression that includes shipping accidents, accidents aboard ship and marine incidents reported to a CGRS.

A shipping accident is an occurrence which includes accidents such as collisions, groundings, sinking, stranding, fires, explosions and also includes persons being caught or struck by cargo/machinery, falling overboard and falling on deck or off the quay.

An accident aboard ship is an occurrence resulting in death, injury or sickness which is not the result of a shipping accident.

A marine incident is an occurrence related to breakage or malfunction of any rigging, structure or machinery. It also includes serious situations such as near-collision, near-groundings and cargo shift.

Degree	Additional Services	Marina Occurrences					
		1	2	3	4	6	B
	0	1.100	101.300	301.500	501-700	701+	
	0	10	14	18	23	28	33
B	1	15	19	24	29	34	38
C	2	20	25	30	36	39	43
D	3	26	31	38	40	44	47
E	4+	32	37	41	45	48	50

RESPONSIBILITY FOR CONTACTS FACTOR

This factor is used to measure the nature of contacts that occur as an integral part of the work and the requirements imposed by these contacts to work and communicate with others.

NOTES TO RATERS

Only the contacts which are an integral part of the work and which result from the duties assigned or sanctioned by management are to be considered. Contacts between subordinates and superiors are not to be considered.

All non-supervisory operational positions will be assigned degree A.

RESPONSIBILITY FOR CONTACTS

DEGREE/POINTS	DESCRIPTION	BENCH-14ARK
A/10	To provide and obtain information on the services provided requiring cooperation and limited explanation.	Flight Service Specialist, Kenora FSS (2) Coast Guard Radio Operator, Halifax CGRS (3)
6/28	To provide and obtain information and resolve complaints requiring elaboration of the service provided and understanding of user requirements.	Shift Supervisor, Halifax CGRS (5) Station Operations Supervisor, Kenora FSS (6)
C/46	Meets requirements of degree B and represents the Branch at the site Level.	FSS Manager, Kenora FSS (8)
D/64	Represents the Branch in obtaining agreement of others with authority to discuss changes in existing services.	Regional FSS Training and Human Resources Specialist (9)
E/82	Represents the Branch in resolving operational and/or administrative problems and in arranging for new or changes in services.	Communications Standards officer, CCG-H.Q. (10)
F/100	Represents the Branch in formal negotiations. Resolves operational and/or administrative problems.	Reg. Superintendent, Telecom. Operations, CCG (11)

SUPERVISION

This factor is used to measure the responsibility of the position for the work and guidance of the staff as indicated by the nature of the supervisory responsibility.

Definitions

"Nature of supervisory responsibility" refers to the extent to which supervisory positions have such responsibilities as controlling the quantity and quality of work, assigning work, allocating staff, evaluating staff performance, staff training and discipline.

"Staff" refers to the individuals for whom the position exercises line supervisory responsibility directly or through subordinate supervisors.

Notes to Raters

1. In all positions there is some requirement for showing others how to perform tasks or duties; therefore, no position will be assigned less than degree A under this factor.
2. Supervision, such as that performed during absences of the supervisor on annual or sick leave, is not to be rated.
3. For the purpose of this factor, "staff" includes the following:
 - employees in the department or agency for whom the position has continuing responsibility; and
 - part-time, seasonal or seconded staff supervised by the position.
4. Points may be awarded as appropriate under Knowledge and/or Decision Making, but not under supervision for monitoring and administering the progress or activities of consultants and/or persons under contract.
5. The responsibility for students on format courses is rated under degree B of this factor.

SUPERVISION

NATURE OF SUPERVISORY RESPONSIBILITY	DEGREE/ POINTS	BENCH-MARKS
No requirement to supervise but may be required to provide on-the-job instruction to other staff.	A/10	Regional FSS Training and Human Resources Specialist (9)
Assigns work and evaluates staff performance, or instructs students in work methods, procedures, and techniques.	B/34	Shift Supervisor Halifax CGRS (5) Station Operations Supervisor, Kenora FSS (6)
organizes and controls the work of staff and is the first level of the grievance procedure.	C/56	FSS Manager, Kenora FSS(8)
organizes and controls work through subordinate supervisors.	D/78	Telecom. Operations Manager, Halifax CGRS (7)
Through subordinate supervisors, organizes and controls the work of a regional or headquarters organization.	E/100	Regional Supt., Telecom. Operations, CCG (11) Supt., Policy Standards and Procedures, FSS-H.Q. (12)

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BENCH-MARK POSITION INDEX

BM#	POSITION TITLE	KNOWLEDGE	DECISION MAKING	OPS. RESP.		CONTACTS	SUPER- VISION	TOTAL POINTS	LEVEL
				COMPLE- XITY	CONCEN- TRATION				
1	Flight Service Specialist, Gander FSS	2A/94	1A/25	3C/54	5B/34	A/10	A/10	227	R0-2
2	Flight Service Specialist, Kenora FSS	3A/145	1A/25	4E/89	60/47	A/10	A/10	327	R0-3
3	Coast Guard Radio Operator, Halifax CGRS	36/145	1A/25	5C/76	3E/41	A/10	A/10	307	R0-3
4	FSS Instructor, TCTI	5B/247	2A/56	3C/54	4C/35	B/28	8/34	454	R0-4
5	Shift Supervisor, Halifax CGRS	4A/196	2A/56	5C/76	3E/41	B/28	B/34	431	R0-4
6	Station Operations Supervisor, Kenora FSS	4A/196	2A/56	4E/89	60/47	B/28	8/34	450	R0-4
7	Telecom. Operations Manager, Halifax CGRS	5A/247	2B/88	5C/76	3E/41	C/46	D/78	576	R0-5
8	FSS Manager, Kenora FSS	5A/247	2B/88	4E/89	60/47	C/46	C/56	573	R0-5
9	Regional FSS Training and Human Resources Specialist	6A/298	3C/153	1A/10	1A/10	D/64	A/10	545	R0-5
10	Communication in list of bench-marks (prey. page) "Communications" Standards Officer, CCG-H.Q.	7/349	5C/217	1A/10	1A/10	E/82	A/10	678	R0-6
11	Regional Superintendent, Telecom. Operations, CCG	8/400	50/250	1A/10	1A/10	F/100	E/100	870	R0-7
12	Superintendent, Policy, Standards & Procedures, FSS-H.Q.	8/400	50/250	1A/10	1A/10	F/100	E/100	870	R0-7

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 1

Level: 2

Descriptive Title: Flight Service Specialist, Gander IFSS

Point-Rating: 227

Reports to: Shift Supervisor

DUTIES:

On a rotating shift basis, assists in the safe and expeditious flow of air traffic by serving as the communications Link between the pilot, airline company representatives and others in the provision of a majority of the basic services and the additional service of International Air-Ground Network Communications. The Flight Service Specialist responds to the need for these flight safety services through the local and remote facilities.

SPECIFICATIONS:Degree/
Points

Knowledge

2A/94

The work requires a knowledge of the standards and procedures of the basic and one additional service provided by the station. The work also requires a knowledge associated with the administrative responsibilities of on-the-job instructor for the Qualification Training Program and to conduct Supplementary Duties.

Decision Making

1A/25

The work is generally performed in accordance with specific instructions and guidelines. Judgement and initiative are required in responding to non-routine situations and determining the urgency of situations and the priority of responses. Decisions affect the dissemination of flight safety information to users of the service such as pilots and air traffic controllers.

Operational Responsibility

3C/54

Complexity

The work requires the operational skill to manage simultaneous requests and to determine the priority of duties associated with the delivery of the basic and one additional service in support of the safe and efficient operation of aircraft through a configuration of nine ICAO air-ground positions.

Concentration

58/34

Concentration and coordination are required to provide an average workload of 32 minutes per hour with one additional service.

Responsibility for Contacts

A/10

Contacts are mainly with service users and the general public for the purpose of disseminating and acquiring information and providing a general explanation of operational programs.

Supervision

A/10

There is no continuing requirement for supervision except for monitoring the performance of a trainee as an on-the-job instructor during checkout under the Qualification Training Program.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 2	
Descriptive Title: Flight Service Specialist, Kenora FSS	Level: 3
Reports to: Station Operations Supervisor	Point-Rating: 327

DUTIES:

On a rotating shift basis, assists in the safe and expeditious flow of air traffic by serving as the communications link between the pilot, airline company representatives and others in the provision of all of the basic services and the additional services of Airport Advisory/Vehicle Control, Surface Weather Observations and Very High Frequency Direction Finding. The Flight Service Specialist responds to the need for these flight safety services through the local and remote facilities.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

3A/145

The work requires a knowledge of the standards and procedures of the basic and three additional services provided by the station. The work also requires a knowledge associated with the administrative responsibilities of on-the-job instructor for the Qualification Training Program and to conduct Supplementary Duties.

Decision Making

1A/25

The work is generally performed in accordance with specific instructions and guidelines. Judgement and initiative are required in responding to non-routine situations and determining the urgency of situations and the priority of responses when direct supervision is not available. Decisions affect the dissemination of flight safety information to users of the service such as pilots and air traffic controllers.

Operational Responsibility

Complexity

4E/89

The work requires the operational skill to manage simultaneous requests and to determine the priority of duties associated with the delivery of the basic and three additional services through the local and two Remote Flight Service Station facilities.

Concentration

6D/47

Concentration and coordination are required to provide an average workload of 49 minutes per hour with three additional services.

Responsibility for Contacts

A/10

Contacts are mainly with service users and the general public for the purpose of disseminating and acquiring information and providing a general explanation of operational programs.

Supervision

A/10

There is no continuing requirement for supervision except for monitoring the performance of a trainee as an on-the-job instructor during checkout under the Qualification Training Program.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 3

Level: 3

Descriptive Title: Coast Guard Radio Operator, Halifax CGRS

Point-Rating: 307

Reports to: Shift Supervisor, Halifax CGRS

DUTIES:

on a rotating shift basis, assists in the safe and expeditious flow of marine traffic by serving as the communications link between the mariner, the vessel company and others in the provision of all the basic services and the additional services of Medium Frequency/High Frequency Radiotelephone, Medium Frequency Morse Radiotelegraphy, High Frequency Morse Radiotelegraphy, Radiotelex and INTRAC 2000 Lighthouse Monitoring System. The Coast Guard Radio Operator responds to the need for these marine services through the local and remote facilities.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

38/145

The work requires a knowledge of the standards and procedures of the basic and five additional services provided by the station. The work also requires a knowledge associated with the administrative responsibilities of on-the-job instructor for the Qualification Training Program and to conduct Supplementary Duties.

Decision Making

1A/25

The work is generally performed in accordance with specific instructions and guidelines. Judgement and initiative are required in responding to non-routine situations and determining the urgency of situations and the priority of responses. Decisions affect the dissemination of marine safety information to users of the service, such as vessel operators and Search and Rescue.

Operational Responsibility

Complexity

5C/76

The work requires the operational skill to manage simultaneous requests and to determine the priority of duties associated with the delivery of the basic and five additional services through the Local and two remote facilities.

Concentration

3E/41

Concentration and coordination are required to provide five additional services, with an average of 200 marine occurrences.

Responsibility for Contacts

A/10

Contacts are mainly with service users and the general public for the purpose of disseminating and acquiring information and providing a general explanation of operational programs.

Supervision

A/10

There is no continuing requirement for supervision except for monitoring the performance of a trainee as an on-the-job instructor during checkout under the Qualification Training Program.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 4

Level: 4

Descriptive Title: FSS Instructor, TCTI

Point-Rating: 454

Reports to: FSS Instructor Supervisor

DUTIES:

Develops training material and instructs theoretical and practical training courses to meet national operational training requirements, conducts course content and student performance evaluations, provides student counseling and performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

5B/247

The work requires a knowledge of national and international standards, procedures and operating practices pertaining to national FSS operations as well as pedagogical techniques and the operation of computers.

The work requires a knowledge of administrative procedures and practices relative to recruitment, orientation, training, counseling, and discipline as well as preparing reports and documentation. The work also requires a knowledge of related areas such as air traffic control, meteorological operations and aeronautical regulations and information.

Decision Making

2A/56

The work is performed in accordance with specific instructions and guidelines. Initiative and judgement are required in determining course material and training aids as well as assessing student performance. Recommendations may have an impact on established operating guidelines and procedures. Decisions may affect the extent and quality of training provided and ultimately the quality of service provided to users.

Operational Responsibility

Complexity

3C/54

When acting in a simulation environment, the work is considered equivalent to providing the basic services plus two additional services in an operational capacity and equates to a configuration profile of five RCOs.

Concentration

4C/35

When operating in simulation, the work requires concentration and coordination equivalent to providing an average workload of 25 minutes per hour with two additional services.

Responsibility for Contacts

B/2B

Contacts are required with colleagues and associates within TCTI such as Technical Services, Atmospheric Environment Service and Administration to discuss and resolve student academic and administrative difficulties and resolve student complaints. Special projects may be assigned which require discussion with Headquarters and Regional Office personnel to seek interpretation of national standards and procedures.

Supervision

8/34

The work requires the instruction of students in work methods, operating procedures and techniques.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 5

Level: 4

Descriptive Title: Shift Supervisor, Halifax CGRS

Point-Rating: 431

Reports to: Telecommunications Operations Manager

DUTIES:

Plans, organizes and controls, on a rotating shift basis, the delivery of all the basic services and the additional services of Medium Frequency/High Frequency Radiotelephone, Medium Frequency Morse Radiotelegraphy, High Frequency Morse Radiotelegraphy, Radio telex and INTRAC 2000 Lighthouse Monitoring System. Supervises a staff of radio operators during a designated shift period, performs administrative tasks associated with the services provided by the station, conducts liaison with service users and investigates complaints. Performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

4A/196

The work requires a knowledge of standards, procedures and practices related to the basic and five additional services provided by the station. The work also requires a knowledge of station administrative requirements, supervisory and pedagogical techniques and of related work areas such as meteorological services, marine information and Vessel Traffic Services, Search & Rescue, CCG Fleet operations and commercial shipping operations.

Decision Making

2A/56

The major portion of the duties is performed according to prescribed procedures although some duties or situations require interpreting instructions. Initiative and judgement are required in providing oral and written direction to staff. Decisions affect the work of other employees and have some impact on service users. Proposals have an impact on established operating procedures or practices.

Operational Responsibility

Complexity

5C/76

The work requires the operational skill to manage simultaneous requests and to determine the priority of duties associated with the delivery of the basic and five additional services through the local and two remote facilities.

Concentration

3E/41

Concentration and coordination are required to provide five additional services, with an average of 200 marine occurrences.

Responsibility for Contacts

8/28

Contacts associated with this position are made directly with mariners, their representatives and agents, other supervisory staff of CGR stations, VTS Centres, Search and Rescue, weather offices and with members of the general public. These contacts are normally provided orally for the purpose of giving and obtaining information, investigating complaints and advising on services available.

Supervision

B/34

The work requires the supervision of a staff of radio operators on a rotating shift basis, assigning and checking work, instructing in work methods, ensuring that established procedures and practices are followed, investigating operational complaints, maintaining discipline, recommending disciplinary action and evaluating employee performance.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 6

Level: 4

Descriptive Title: Station Operations Supervisor, Kenora FSS

Point-Rating: 450

Reports to: Flight Service Station Manager

DUTIES:

Plans, organizes and controls the delivery of all the basic services and the additional services of Airport Advisory/Vehicle Control, Surface Weather Observations and Very High Frequency Direction Finding. Supervises a staff of flight service specialists, performs administrative tasks associated with the services provided by the station, liaises with service users and investigates complaints. Performs other duties.

SPECIFICATIONS:

	DEGREE/ POINTS
<p>Knowledge</p> <p>The work requires a knowledge of standards, procedures and practices related to the basic and three additional services provided by the station. The work also requires a knowledge of station administrative requirements, supervisory and pedagogical techniques and of related work areas such as air traffic control, meteorological services, Search and Rescue, and commercial air-carrier operations.</p>	4A/196
<p>Decision Making</p> <p>The major portion of the duties is performed according to prescribed procedures although some duties or situations require interpreting instructions. Initiative and judgement are required in providing oral and written direction to staff. Decisions affect the work of other employees and may have some impact on service users. Proposals may have an impact on established operating procedures or practices.</p>	2A/56
<p>Operational Responsibility</p> <p>Complexity</p> <p>The work requires the operational skill to manage simultaneous requests and to determine the priority of duties associated with the delivery of the basic and three additional services through the local and two Remote Flight Service Station facilities.</p>	4E/89
<p>Concentration</p> <p>Concentration and coordination are required to provide an average workload of 49 minutes per hour with three additional services.</p>	6D/47
<p>Responsibility for Contacts</p> <p>Contacts associated with this position are made directly with service users, their representatives and agents, other supervisory staff of flight service stations, air traffic control units, Search and Rescue, weather offices, Landline Company representatives and with members of the general public. These contacts are normally provided orally for the purpose of giving and obtaining information, investigating complaints and advising on services available.</p>	B/28
<p>Supervision</p> <p>The work requires the supervision of a staff of flight service specialists working on a rotating shift basis, assigning and checking work, instructing in work methods, ensuring that established procedures and practices are followed, investigating operational complaints, maintaining discipline, recommending action and evaluating employee performance.</p>	B/34

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 7

Level: 5

Descriptive Title: Telecom. Operations Manager, Halifax CGRS

Point-Rating: 576

Reports to: Regional Superintendent, Telecommunications operations

DUTIES:

Plans, organizes, directs and controls the delivery of all the basic services and the additional services of Medium Frequency/High Frequency Radiotelephone, Medium Frequency Morse Radiotelegraphy, High Frequency Morse Radiotelegraphy, Radiotelex and INTRAC 2000 Lighthouse Monitoring System. Directs and supervises through subordinate supervisors a staff of radio operators. As a responsibility centre manager, controls the financial and human resources of the station and serves as the first step in the grievance procedure. Manages the administration of the station, conducts liaison and educational activities with service users and investigates complaints. Performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

5A/247

The work requires a knowledge of standards, procedures and practices related to the basic and five additional services provided by the station. The work also requires a knowledge of station administrative requirements, managerial, supervisory and pedagogical techniques and practices of the Region and national policies and directives especially as related to safety, finance and personnel matters. The work also requires a knowledge of related work areas such as meteorological services, marine information and Vessel Traffic Services, Search and Rescue, CCG Fleet operations and commercial shipping operations.

Decision Making

26/88

The major portion of the duties is performed according to general guidelines. A moderate degree of initiative and judgement is required in interpreting instructions and modifying operating practices to satisfy local requirements as well as dealing with the media and the general public. Decisions affect the efficiency and productivity of the unit. Recommendations and proposals may influence operational and/or management practices within the Region.

Operational Responsibility

Complexity

5C/76

The work requires the co-ordination and control of the basic and five additional services and two remote sites.

Concentration

3E/41

Concentration and coordination are required to provide five additional services, with an average of 200 marine occurrences.

Responsibility for Contacts

C/46

As the Branch representative on-site, contacts are made directly with mariners, their representatives and agents, other supervisory and management staff of CGR stations, managers of VTS Centres, Search and Rescue, weather offices and with members of the general public. These contacts are normally provided orally or in writing for the purpose of giving and obtaining information, investigating and resolving complaints, advising on services and discussing proposals for change.

Radio operations

7-2

Degree/
Points

Supervision

D/78

The work requires the supervision of a staff of radio operators *through* subordinate supervisors working on a rotating shift basis, controlling the station operational program, resolving operational complaints, maintaining discipline, recommending disciplinary action and formally evaluating employee performance.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 8

Level: 5

Descriptive Title: Flight Service Station Manager, Kenora FSS

Point-Rating: 573

Reports to: Sector Manager

DUTIES:

Plans, organizes, directs and controls the delivery of all the basic services and the additional services of Airport Advisory/Vehicle Control, Surface Weather Observations and Very High Frequency Direction Finding. Directs and supervises through a station operations supervisor, a staff of flight service specialists and trainees. As a responsibility centre manager, controls the financial and human resources of the station and serves as the first step in the grievance procedure. Manages the administration of the station, conducts liaison and educational activities with service users and investigates complaints. Performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

5A/247

The work requires a knowledge of standards, procedures and practices related to the basic and three additional services provided by the station. The work also requires a knowledge of station administrative requirements, managerial, supervisory and pedagogical techniques and practices of the Region and national policies and directives especially as related to safety, finance and personnel matters. The work also requires a knowledge of related work areas such as air traffic control, meteorological services, Search and Rescue and commercial air-carrier operations.

Decision Making

28/88

The major portion of the duties is performed according to general guidelines. A moderate degree of initiative and judgement is required in interpreting instructions and modifying operating practices to satisfy local requirements as well as dealing with the media and the general public. Decisions affect the efficiency and productivity of the unit. Recommendations and proposals may influence operational and/or management practices within the Region.

Operational Responsibility

Complexity

4E/89

The work requires the co-ordination and control of the basic and three additional services and two Remote Flight Service Stations.

Concentration

6D/47

Concentration and coordination are required to provide an average workload of 49 minutes per hour with three additional services.

Responsibility for Contacts

C/46

As the Branch representative on-site, contacts are made directly with service users, management of other stations and agencies and departments on-site, representatives of the municipality, the media and the general public. These contacts are normally provided orally or in writing for the purpose of giving and obtaining information, investigating and resolving complaints, advising on services and discussing proposals for change. Serves as the first level of the grievance procedure.

Radio operations

8-2

Points Degree/

Supervision

C/56

The work requires the supervision of a staff of flight service specialists working on a rotating shift basis, through a subordinate supervisor, controlling the station operational program, resolving operational complaints, maintaining discipline, recommending disciplinary action and formally evaluating employee performance. Serves as the first level of the grievance procedure.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 9

Level: 5

Descriptive Title: Regional FSS Training and Human Resources Specialist

Point-Rating: 545

Reports to: Superintendent., Training and Human Resources

DUTIES:

Plans and develops the regional FSS training programs. Coordinates the regional element of the national FSS operational training program at TCTI. Participates in the recruitment program for FSS ab initio trainees. Administers the FSS ab initio training selection program. Organizes, implements and analyses the career development program for FSS staff. Formulates performance standards for the regional operational, technical and developmental training programs. Performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

6A/298

The work requires a knowledge of the standards and procedures related to FSS operations. The work requires a good knowledge of the systems approach to training techniques. The work also requires a good knowledge of human resource planning and developmental programs. A knowledge of Branch organization, policies, objectives and administrative procedures is necessary to provide advice and interpretation to field supervisory personnel.

Decision Making

3C/153

The work is performed according to general instructions and guidelines. A considerable degree of initiative and judgement is required in evaluating new methods, processes and procedures to respond to identified training requirements. Decisions are made in identifying and resolving problems relating to operational, technical and developmental training and in providing pedagogical advice to regional instructional staff and on-the-job instructors at stations.

Operational Responsibility

Complexity

1A/10

There is no requirement to work in an operational capacity.

Concentration

1A/10

There is no requirement to work in an operational capacity.

Responsibility for Contacts

D/64

As Branch representative, regular contacts are maintained with other branches, regional offices, Headquarters and TCTI training and human resource management personnel, government and private sector agencies dealing with employment and training to ensure that regional training programs and resource management planning processes are aligned with current and future management planning.

Supervision

A/10

There is NO continuing requirement for supervision except for occasional monitoring of the performance of persons on career development assignments or special projects.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 10

Level: 6

Descriptive Title: Communications Standards Officer, CCG - H.Q.

Point-Rating: 678

Reports to: Superintendent, Operational Standards, Systems and Information

DUTIES:

Develops new policies, national standards and programs to meet the requirements of the Maritime community with respect to CGRS services. Implements standard systems for the Operation of Radio Aids to Navigation and Communications facilities. Organizes a program to review, develop and implement rates and revenue. Develops processes for the recording and analysis of statistical data. Assesses the adequacy of CGRS procedures through an evaluation program. Develops and monitors a national training program for radio operators. Prepares long range programs, strategic plans and assists in the development of annual budget estimates and performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

7/349

The work requires a knowledge of international and domestic regulations associated with Coast Guard Radio Station operations. A knowledge of telecommunications is required in planning and preparing operational specifications and satisfactory design and in implementing a wide variety of systems and facilities on a national basis.

The work also requires knowledge and experience related to the methods and practices necessary for the development and publication of national policies and standards and procedures related to operational programs, systems and facilities. The work also requires knowledge of related areas such as Vessel Traffic Services, Search and Rescue, meteorological and shipping operations.

Decision Making

5C/217

The work is performed according to general instructions. A considerable degree of initiative and judgement is required in identifying technical and operational problems and in evaluating new or revised policies and standards on a national basis. Initiative and judgement are also required in dealing with representatives of other branches, departments and agencies and domestic and international marine associations. Decisions and recommendations may affect the annual operating budget and the effectiveness of services provided by the total system. Development of new or revised operational standards have a significant impact on national programs.

Operational Responsibility

Complexity

1A/10

There is no requirement to work in an operational capacity.

Concentration

1A/10

There is no requirement to work in an operational capacity.

Responsibility for Contacts

E/82

Contacts are with senior officials of major shipping companies and marine associations for the purpose of resolving operational or administrative problems in the area of Coast Guard Radio Station services. Contacts are also maintained with senior officials of U.S. agencies such as the Federal Communications Commission and the United States Coast Guard to discuss matters of mutual interest.

Radio Operations

10-2

Degree/
Points

Supervision

A/10

There is no continuing requirement for supervision except for occasionally monitoring the performance of persons on career development assignments or special projects.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 11

Level: 7

Descriptive Title: Regional Superintendent, Telecommunications Operations, CCG

Point-Rating: 870

Reports to: Regional Manager, Coast Guard Telecommunications and Electronics

DUTIES:

Directs and controls, through subordinate supervisors, the regional domestic and international radio operations program including marine safety, public correspondence and the electronic monitoring of aids to navigation. Directs the activities of the regional Leased and special services. Directs and controls the human and financial resources of the division and performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

8/400

The work requires a knowledge of policies, standards, procedures and techniques associated with domestic and international marine radio operations.

The work also requires knowledge and experience to manage the material, human and financial resources of the division. The work requires knowledge of the Coast Guard organization at both Headquarters and Region as well as the preparation and presentation of technical and administrative reports and the supervision of subordinate staff.

Decision Making

5D/250

The work is performed within the framework of policies and guidelines. Significant initiative and judgement is required in the control of substantial human and financial resources, the administration of several collective agreements, and in the development of policies, standards and procedures for regional programs. Decisions have an impact on program delivery, and on the management of the human and financial resources. Recommendations may have an impact on the development of national programs.

Operational Responsibility

Complexity

1A/10

There is no requirement to work in an operational capacity.

Concentration

1A/10

There is no requirement to work in an operational capacity.

Responsibility for Contacts

F/100

Contacts are mainly with officials of other branches, departments, governments and agencies to discuss operational requirements, negotiate agreements and implement new or modified services. Contacts with users are also required for the purpose of promoting services and resolving problems.

Supervision

E/100

The work requires the supervision of a divisional staff and a number of field responsibility centre managers by coordinating the activities of the various programs and allocating resources.

BENCH-MARK POSITION DESCRIPTION

Bench-Mark Number: 12

Level: 7

Descriptive Title: Superintendent, Policy, Standards and Procedures, FSS - H.Q.

Point-Rating: 870

Reports to: Chief, Flight Service Station Operations

DUTIES:

Plans, directs, organizes and controls the operational policies, standards and procedures associated with the national and international flight service station operations programs. Directs and controls the human and financial resources of the division. Provides technical information to the Canadian representative at International Civil Aviation Organization (ICAO) national and international meetings and performs other duties.

SPECIFICATIONS:DEGREE/
POINTS

Knowledge

8/400

The work requires a knowledge of the domestic policies, standards, procedures and techniques associated with the FSS operational programs. The work also requires a knowledge of the ICAO regulations, agreements and operating processes as it relates to Canadian aviation transportation.

The work also requires a knowledge of and experience with the organizational process and methods of managing the development of policies, standards and procedures governing domestic and international programs. A knowledge is also required of related areas such as air traffic control, air navigation system requirements, Atmospheric Environment Service and air-carrier operations. Experience is required to manage the material, human and financial resources of the division.

Decision Making

5D/250

The work is performed in accordance with generally stated objectives and guidelines. A significant degree of judgement and initiative are required in the development of policies, standards and procedures and when participating as a member of the Canadian delegation at national and international meetings. Decisions and recommendations affect the development and delivery of national and international operational programs.

Operational Responsibility

Complexity

1A/10

There is no requirement to work in an operational capacity.

Concentration

1A/10

There is no requirement to work in an operational capacity.

Responsibility for Contacts

F/100

Contacts are with officials of air-carrier companies and associations to resolve problems and discuss methods of improving system efficiency. Represents the Branch as a member of a Canadian delegation on working groups and panels at national and international meetings and negotiations.

Supervision

E/100

The work requires the continuous supervision of a divisional staff by assigning work through subordinate supervisors, determining training requirements and assessing employee performance.