

## **Action**

She now provides management with data on their clientele, a feature that was not possible under the former registry system. She also prepares the monthly operational reports, a function formerly performed by a Canada-based officer.

## **Results**

Positive:

- a) Because of her knowledge of the Immigration process she has been performing a new valuable service to the Program and she has been able to regain her status as a most valuable employee.
- b) The time of a Canada-based officer has been freed up to focus on increased immigrant selection processing.

## **Scenario 18**

The Program Manager in the use of technology for his own communications eliminated a significant portion of the duties of his secretary with the consequence of having a competent employee being grossly under utilized.

## **Decision**

While the Secretary retained the important aspects of co-ordination and research of her former position, she was asked to assume certain duties of the supervisor of the typing pool (with the introduction of technology – this position has disappeared). There was the need, however, for a mentor, especially for new staff members in respect to the office routines and in particular the new chains of communication in the office. In addition there was a requirement for ensuring equity in the allocation of support staff functions in the office...

## **Results**

Positive:

The Secretary position has been greatly enhanced and one PY (i.e. typing pool supervisor) has been freed for other purposes.