



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: ADMINISTRATIVE ASSISTANT
Job Code: OPSEU - Office Administration 08, 08OAD
Job ID: 20016

Purpose of Position:

To provide confidential secretarial, administrative and clerical support to the Deputy Director. To serve as an administrative resource to the Thunder Bay operational support staff, and the Toronto based staff in the office of the Deputy Director.

Duties/Responsibilities:

This position responds to inquiries, providing information and liaising with staff in the DD and DRGs office, the ADMs office, other branches, other government organizations and stakeholders. The position also prepares general responses to Ministers, DRGs, and Deputies correspondence and phone calls on matters related to the ORG (using VISION to research enquiries).

Job requires:

Performs confidential secretarial duties for Deputy Director by:

- Composing and preparing responses to escalated Ministers, Deputy Ministers, DRGs correspondence requiring investigations with ORG staff in various locations to determine appropriate response as well as making VISION queries. Reporting on weekly, monthly, annual correspondence volume.
- Creating and maintaining various tracking systems/mechanisms to track the whereabouts of Minister/DM/DRG level correspondence and other material to determine status and whether deadlines are met, including liaising with members of the Branch (Toronto and Thunder Bay), Management Team and staff, Correspondence Coordinators in the ADMO and DMO and Communications branch; complaints, issues and exception cases.
- Establishing and maintaining Deputy Directors confidential filing and bring forward systems including paper-based and electronic files; retrieving information for the Deputy Director and senior analysts and issues coordinator and keeping the Deputy Director informed of routine and urgent matters requiring action. Keeping informed of the DDs whereabouts at all times for prompt contact in case of emergencies by maintaining the DDs schedule, making appointments and resolving scheduling conflicts, making arrangements for travel, accommodation, meetings, conference calls, luncheons, special events and planning and organizing meetings etc.

Provides Administrative and Clerical Support to Deputy Director, Thunder Bay Operational Support staff and Toronto Based Office by:

- Organizing the transfer of the Deputy Directors paper-based and electronic files for archiving, retrieval or disposal in consultation with Branch and ministry records management staff and in accordance with all Branch and ministry records management policies and procedures.
- Responding to calls received by the Deputy Directors office with tact, courtesy, diplomacy and sensitivity to confidential information (provided by the client and as revealed by queries in VISION) including handling difficult/irate customers; responding to routine inquiries, re-directing as appropriate and following-up on issues with members of the Branch management team and staff, based on own knowledge of branch functions and legislation administered by the branch; greeting visitors.
- Reviewing for accuracy, coding and submitting invoices and travel expense claims for approval; liaising with Expenditure Accounting regarding invoice processing.

- Making appointments, travel arrangements and scheduling for senior staff in Operational Support.
- Providing back up for the DRGs secretary as needed and other Head Office administrative staff if needed.

Performing other duties as required.

Knowledge:

Job requires knowledge of Branch priorities, regulations, legislation, administrative policies and procedures and knowledge of ministry policies, procedures, guidelines, other program areas and divisions, special projects and corporate initiatives to perform various administrative/secretarial functions such as responding and appropriately referring calls, dealing with branch issues, maintaining DD confidential and branch files etc. Knowledge of OPS office administration standards, guidelines and procedures to process invoices and expense claims, establish and maintain filing systems. Job requires knowledge of internet and fully programmable word processing software programs such as Word, Window, electronic mail, Excel etc to produce letters, memorandum, reports, spreadsheets and respond to emails. Job requires knowledge of manual and computerized tracking systems for the tracking of senior level correspondence and other materials. Job requires knowledge of basic math (including multiplication, percentages, variances, addition and subtraction) to prepare/reconcile expense claims and invoices to ensure amounts are accurate, limits are not exceeded. Knowledge of proper sentence structure, formatting for correspondence, briefing notes, issues sheets. Job requires knowledge of standard office equipment such as telephone systems, printers, photocopies, facsimile machines, cellular telephones and pagers to photocopy, transcribe, answer calls, transmit correspondence etc. Job requires the ability to work independently to meet tight deadlines with accuracy.

Skills:

Job requires writing skills to compose, prepare and structure correspondence to respond to time sensitive and confidential issues such as letters, memoranda, reports, presentations and briefing notes.

Job requires analytical skills to determine work priorities to select the most suitable procedures/methods within established guidelines (e.g. establishes and/or maintains manual and electronic filing systems and bring forward files containing letters, memorandum etc.

Computer and keyboarding skills (e.g. formatting, spell check, copy, past, table, graphics) are used in the preparation of correspondence, tables, reports, slide presentations, tracking systems, spreadsheets, email etc. using software packages; skill in using the branches customized technology (e.g. VISION) is needed to research answers to customer enquiries on the phone and related to Ministers correspondence

Problem-solving and information-gathering skills, initiative and flexibility to action priority work assignments and meet tight deadlines, analyze requests for information to ensure appropriate and accurate information and responses are communicated; determine what issues and queries require referral to senior branch staff; ensure accuracy of typed documents; determine effective presentation styles when working on reports or correspondence, proof-reading materials for the review of both the Deputy Director and the Issues Coordinator.

Written and oral communication skills, to communicate with branch staff, the branch management team, other ministry staff, partners, stakeholders and the public on routine and complex matters and respond to Ministers, Deputy Ministers, DRGs correspondence and respond to calls received by the Deputy Directors office; to clearly brief the Deputy Director on scheduled appointments, calendar changes, matters of importance/urgency and bring forward items. To review and assess telephone calls, correspondence and e-mail messages and to respond as required on behalf of the Deputy Director. To provide factual information on program areas to internal/external contacts including Branch management, over the telephone and in person and to respond to queries re: issues, expenditures/expenses etc. Written communication skills are required to compose and prepare correspondence/memoranda for Deputy Director and staff and to proofread all typed material for spelling, grammar and syntax.

Organizational skills in gathering and compiling information from internal and external sources including labour relations information, financial and administrative information; travel accommodation by making appropriate reservations with travel agencies, hotel airlines; arranging meetings, conferences and educational functions by reserving rooms, catering services and ensuring availability of audiovisual equipment within the schedules of a number of participants; maintaining schedule for Deputy Director.

Interpersonal and client service focus skills are required using tact, discretion, courtesy, and diplomacy in responding to inquiries from OPS staff and public and liaising with branch/OPS senior management and staff.

Freedom of Action:

Work is performed in accordance with ministry and government policies, delegations of authority, guidelines, objectives and program mandate. Job requires performing all tasks with minimum of supervision, initiative and flexibility to meet the requirements of secure customer-service and production-oriented workplace. General work such as correspondence preparation and responding to routine and complex telephone calls (i.e. status enquiries that involve registration difficulties) is largely unsupervised. Job requires making travel arrangements within schedule and price requirements; arranging physical and logistical requirements for meetings/conferences. Matters for which there is not established policy, guideline or precedent are referred to the Deputy Director. (such as urgent queries, questions on terminology). Job requires identifying and resolving discrepancies (i.e. DD calendar, schedules, expenses etc.). Judgement is required in determining issues and queries that require referral to appropriate Branch Manager or staff. Work is reviewed by Issues Coordinator and Deputy Director or other senior staff member for accuracy. Judgement in identifying/determining matters of importance/urgency, which matters should be referred and to whom they should be referred. Serious errors would have some impact on own Branch (e.g. failure to properly handle calls from the public with discretion and tact and provide incorrect information to the public) could normally be traced and corrected.