



**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:** 16486

### **Purpose of Position:**

To provide administrative, clerical and financial support to the Manager of the Trade, Investment and Strategic Sectors unit.

### **Duties/Responsibilities:**

Position provide administrative, clerical and financial support to the Trade, Investment and Strategic Sectors (TISS) unit Manager and staff who are located in geographically dispersed locations (e.g. Sault Ste. Marie, Thunder Bay, Sudbury, North Bay) by:

1. Providing administrative and clerical support functions by operating a variety of computer software packages (word processing, spreadsheets, databases, presentation) to produce a variety of documents, reports, forms, presentations, graphs, charts and statistical information; maintaining the Trade, Investment and Strategic Sectors unit filing system (paper, electronic, library); distributing incoming correspondence ensuring background information is attached; processing outgoing correspondence (mail, courier); and organizing and maintaining meeting schedules for all unit staff.
2. Providing travel, meeting and conference arrangements (e.g. senior executive committees, meetings with trade, investment and strategic sectors partners and stakeholders) by organizing and maintaining weekly and meeting schedules including booking travel and accommodations; coordinating physical and logistical requirements (e.g. booking rooms, arranging for catering services, coordination and set up of audio/visual and teleconferencing equipment); copying and distributing relevant meeting material; and completing financial processing and reconciliation of travel and financial reports.
3. Performing various financial, purchasing and revenue tasks by receiving, receipting and reconciling accounts; preparing and reviewing monthly and quarterly reports on spreadsheets (e.g. travel accounts, government purchasing card reports, financial summaries), submitting budget summaries notifying supervisor of variances in planned expenditures; dealing with accounts payable (invoice verification and reconciliation); providing Integrated Financial Information System (IFIS) input (e.g. keying acquisition data, receiving purchase orders and expenditure accounting (e.g. tracking and verifying expenditures on behalf of section); assisting with the requisition of office supplies, goods and services (ordering, receiving and processing invoices); and providing assistance to individuals in preparing and processing of travel/expense claims.
4. Providing administrative control by ensuring files and records (e.g. inventory, maintenance and lease agreements, purchase requisitions, invoices) are kept up-to-date and well organized. Organising and maintaining electronic or manual filing systems, updating and retrieving information from files as requested; gathering and compiling information for TISS unit staff by searching through files and records; contacting internal/external sources to request information; and closing files in accordance with established procedures.
5. Providing reception support services by answering incoming calls and/or receiving visitors for the TISS unit staff by taking messages, answering general inquiries, re-directing calls or visitors to appropriate staff within the ministry or other ministries; using discretion to determine urgency of calls/visits; and receiving parcels or incoming deliveries.
6. Providing customer service by providing routine and general guidance and information to internal/external clients relative to units services and redirecting enquiries to unit staff as appropriate. Liasing with senior branch/division and ministry staff to provide/obtain background information on

requests/decisions; researching branch data sources; and compiling findings in suitable format for review.

7. Providing administrative support by preparing, sorting and distributing incoming and outgoing mail (e.g. opening, date stamping, logging/distributing and maintaining bring-forward system); photocopying, faxing, collating and distributing various materials and preparing mail-outs to unit staff, government, non-government organizations, advocacy groups, industry and other sector stakeholders; maintaining and ensuring servicing of office equipment (e.g. photocopier, facsimile, printers); reconciling and updating asset records; and purchasing meeting/event supplies.

### **Knowledge:**

Job Requires:

- Knowledge of ministry policies, office procedures and practices as well as government/ministry administrative manuals, directives and guidelines (e.g. delegation of authority, IFIS procedures, government purchasing procedures, record keeping) to monitor expenditures, arrange for the disposal of used equipment, prepare purchasing documentation, assist in preparing and monitoring budget, make travel, event and meeting arrangements, and process staff travel claims.
- Knowledge of computer operation and related software packages (e.g. word processing, spreadsheets, databases, presentation, web pages and electronic mail) to perform administrative and clerical support functions (e.g. preparing correspondence, reports, financial statistics, charts, presentation slides, updating website, sending and receiving electronic mail).
- Knowledge of program areas role, functions and activities as well as program areas information sources sufficient to answer inquiries both orally and in writing from external clients, program and ministry staff or to determine where or whom inquiries should be directed
- Knowledge of multi-line telephone operation and reception procedures as well as knowledge of OPS Quality Service Standards as they pertain to telephone and reception protocols to provide efficient customer service (i.e. routing of calls, forwarding messages, relaying whereabouts of staff).
- Knowledge of arithmetic to check invoices of goods and services received and travel claims submitted by TISS unit staff prior to obtaining Managers approval signature.
- Knowledge of office equipment such as printers, photocopiers, facsimiles, to operate equipment efficiently and ensure adequate maintenance e.g. transmit information, copy material, perform routine maintenance (replace ink & toner cartridges, clear paper jams) or determine if service providers should be contacted for equipment repairs.
- Knowledge of corporate electronic and manual filing policies, practices and procedures to create and maintain filing systems e.g. creating new files, carrying out regular filing of correspondence, reports, documents and forms and determining, scheduling and coordinating when/where records are to be purged, stored and archived.
- Knowledge of Branch mail protocols to ensure receipt, delivery and distribution of incoming mail as well as preparation of outgoing mail including knowledge of delivery and costing methods e.g. courier services, Canada Post requirements, intergovernmental mail systems.
- Knowledge of division, ministry and programs/services/organizational structure sufficient to respond to routine questions or to direct callers and walk-in clients on economic development programs and services (NOHFC, Summer Jobs, Business Self-Help Offices).

### **Skills:**

Job requires:

- Analytical skills to determine urgency of matters/inquiries/processes by giving priority based on knowledge of subject matter; organize own time to meet conflicting demands; identify and resolve discrepancies in invoices, expenses, coding errors; determine the most effective way to produce correspondence, reports, charts, and tables by selecting different layout formats or software packages, and review/prepare financial reports to monitor budget and prepare estimates.
- Judgement, reasoning skills and political acuity to determine nature/urgency of inquiries and how to respond (e.g. which information to provide by referring to policies and procedures or by forwarding more complex inquiries to appropriate staff), determine appropriate location for material to be filed for easy retrieval by all staff; determine sensitivity of material/information being requested; and ensure the integrity and confidentiality of information is maintained (e.g. ensuring sensitive information is kept in a secure location).
- Problem solving skills to resolve issues relating to acquisitions, asset management and budget (e.g. invoices and expense claims) by discussing with service providers, programs or financial services staff and by referring to administrative procedures and guidelines to provide recommendations and/or corrective action.
- Planning and coordinating skills to organize own workload and ensure priorities are met based on own knowledge of issues and/or discussion with Manager or professional staff on Trade, Investment and Strategic Sectors team, make arrangements for travel, meetings and conferences; and keep track of staff schedules.
- Arithmetic skills to verify and reconcile expenditures, invoices, and prepare/verify travel/expense claims.
- Communication skills to deal effectively with clients by telephone and in person; convey appropriate messages and information in a clear and concise manner utilising correct terminology; receive and redirect telephone calls; take messages (both oral and written); receive and send written messages to

staff electronically; prepare routine cover letters and prepare correspondence using prescribed formats ensuring accuracy of spelling and grammar.

- Tact and interpersonal skills to respond to requests for information from clients, the public, stakeholders and ministry staff and discuss/resolve administrative issues with appropriate ministry corporate staff (Controllership, Human Resources, Business Planning) such as completing forms (time sheets, expense accounts) and obtaining clarification on procedural requirements.

**Freedom of Action:**

Job Requires:

- Working within well documented and established ministry and government policies and procedures associated with financial reporting, budget and estimate processes, asset control and inventory, correspondence, purchasing, filing systems, retention schedules, and delegation of authority.
- Performing tasks with minimal direct supervision with the freedom to set priorities among own clerical/administration activities to meet deadlines. Job requires determining whether inquiries can be handled personally or referred to another staff member.
- Work is periodically reviewed by manager for accuracy and completeness.
- Referring to manager situations which are not covered by established procedures such as non-routine or urgent queries/contentious issues, questions on difficult assignments, and conflicting deadlines.