



## Job Specification

**Position Title:** ADMINISTRATIVE ASSISTANT  
**Job Code:** OPSEU - Office Administration 08, 08OAD  
**Job ID:** 34224

### **Purpose of Position:**

To provide administrative, secretarial, clerical and reception support services for the manager/head and staff of the office. To provide back-up services to other offices/sections within the region, as required.

### **Duties/Responsibilities:**

1. Provides word processing services involving typing, formatting, editing and finalizing a variety of materials (e.g. correspondence, reports, briefing/House notes, minister`s letters, memos, presentations, meeting minutes) from handwritten drafts and proofreading for spelling, accuracy and punctuation. Creates forms and organizes and manipulates data for the most effective presentation, using a variety of software applications and suggesting alternative formatting to originator.
2. Greets visitors and answers telephone calls and directs to most appropriate staff/office in compliance with service quality standards. Responds to routine inquiries and refers complex issues to appropriate staff/supervisor.
3. Receives, opens, sorts and distributes incoming mail in compliance with established guidelines. Prepares outgoing packages for mail or courier.
4. Establishes and maintains electronic and hard copy filing systems for a wide variety of office materials in accordance with ministry file retention schedules. Arranges for off-site storage and retrieval of files as required.
5. Follows C.T.I.S guidelines by co-ordinating and maintaining a correspondence tracking system for the office/section by following predetermined guidelines to log information and forward correspondence to appropriate staff for action. Maintains bring forward system. Follows up to ensure that service quality standards are met.
6. Co-ordinates and maintains supervisor`s electronic appointment calendars, boardroom bookings, travel and accommodation arrangements, meetings, conferences and luncheons. Sets-up arrangements for teleconferences for staff and other section meetings, preparing agenda, taking minutes, transcribing and distributing to attendees.
7. Monitors and orders office supplies and services in accordance with procurement guidelines.
8. Performs various clerical and administrative tasks including: updating manual/directive file revisions and , phone and other lists; maintaining document libraries; arranging for document reproduction collating; packages for distribution; gathering and submitting for approval various documents (e.g. expense accounts, time sheets, equipment cost reports); reconciling invoices (such as air flights, cell phone, charges, office supplies); entering data to various computer systems; gathering and compiling information for staff by searching files, records and computer systems (e.g. intranet), contacting internal/external sources to provide and to request information; preparing summaries and reports.
9. Receives, records and forwards various monthly staff and other reports (e.g. time sheets, work reports, expense statements), checking for accuracy and proper authorization and following-up on due dates. Utilizes WIN and other computer systems to gather information and data for section reports and assignments and to track staff attendance and to provide attendance information.
10. Ensures office equipment (e.g. fax machines, photocopiers, cameras, cell phones) is maintained and in working order. Initiates repair or maintenance as required.
11. Provides training and general guidance and support on office routines to temporary employees, summer students and new employees and provides back-up to other offices as

**Knowledge:**

Job requires knowledge of ministry administrative/office procedures and guidelines, including knowledge of Service Quality Standards, to route general correspondence, Minister`s letters and briefing notes, sort/distribute mail, process and verify invoices, review office processes, establish and maintain filing systems, order and maintain office supplies, update asset and inventory control and ensure quality standards are achieved. Job requires knowledge of the program area and general knowledge of other areas to respond to general inquiries orally and in writing, re-direct inquiries to staff/area and gather/prepare information for reports. Job requires knowledge of arithmetic and office processes to calculate employee attendance and reconcile expenditures relating to expense claims, purchase card statements, purchase orders and invoices. Job requires knowledge of computer operations and various MS Office software applications (e.g. Word, Excel, Access, PowerPoint, Outlook), correspondence tracking systems, WIN and various web-based programs to produce letters, reports, briefing notes, charts, tables, graphics, spreadsheets and presentation materials and utilizing a variety of features. Job requires knowledge of office equipment (e.g. photocopiers, fax machines, printers, scanners) to photocopy and transmit material, dispatch mail and perform routine maintenance (e.g. replace toner, printer cartridges).

**Skills:**

Job requires reasoning and organizing skills to determine what matters should be given priority when performing a variety of different tasks with conflicting deadlines and to prioritize work based on knowledge of subject matter or by discussing with manager and staff. Job requires identifying and resolving discrepancies related to invoices, purchasing card statements and expense claims by referring to administrative procedures or guidelines. Job requires analytical skills to determine the most effective way to present material when typing correspondence, briefing notes, presentations, reports, charts and tables and to resolve problems by trying different layout formats or software applications. Job requires oral communication skills, tact and diplomacy to answer telephones/greet visitors, respond to general program inquiries or transfer calls to appropriate staff, to deal with staff of hotels, airlines and travel agencies when making travel and accommodation arrangements or when setting up/co-coordinating meetings. Job requires written communication skills to compose routine letters, such as acknowledgments, from brief verbal or written instructions and to proofread material to ensure accuracy in grammar, spelling, sentence structure and punctuation when typing letters, briefing notes, presentations, reports, etc. Job requires skill in co-ordinating own work with other branch administrative staff to ensure priorities are met during peak workload periods. Job requires organizing skills to deal with staff of hotels, meeting facilities and airlines to co-ordinate arrangements and log and distribute mail in accordance with service quality standards. Job requires assessing confidentiality of information to avoid improper release/disclosure. Job requires the ability to work independently or in a team, completing tasks in a timely and efficient manner. Keyboarding to ministry standards.

**Freedom of Action:**

Job requires working under general supervision and in accordance with established administrative procedures and methods. Job has access to administrative procedures and guidelines to make decisions relating to the format and routing of correspondence and briefing notes and to resolve discrepancies relating to expense accounts, invoices, purchase card statements, etc. Job requires decision making in: determining the best layout or presentation format when preparing letters, reports and charts utilizing a wide variety of software applications and assessment of their capabilities; determining what information is relevant when gathering and organizing material into formats (e.g. charts, graphs); determining priority and forwarding action items to staff/other areas on the manager`s behalf; determining what information is confidential and whether or not it should be divulged when responding to inquiries; scheduling appointments and meetings for the manager and re-scheduling based on changes in priorities and availability of participants. The work is reviewed by the manager/staff for content and accuracy. Matters not covered by established procedures or guidelines are referred to the manager. e.g. when expense claim or purchasing card limits are exceeded.