



Job Specification

Position Title: ADMINISTRATIVE ASSISTANT
Job Code: OPSEU - Office Administration 08, 08OAD
Job ID: 36908

Purpose of Position:

To provide a broad array of administrative, secretarial and clerical support services for the manager and employees within the regional and area office. To provide back-up and support service to other offices within the region, as required.

Duties/Responsibilities:

1. Provides word processing services to prepare correspondence including memos, reports, forms, spreadsheets, briefing/house notes, minister`s letters and presentations.
2. Gathers and compiles data and information by searching files, records and computer systems, contacting internal/external stakeholders to provide and request information. Performs data entry and data analysis to prepare summaries and reports.
3. Performs clerical and administrative tasks including gathering and submitting various documents for approval including invoices and timesheets, coding and reconciling various financial statements; ordering office supplies; maintaining inventories and coordinating electronic calendars, boardroom/video/teleconference and travel arrangements. Arranges events, organizing logistics such as invitations/ notices and the distribution of materials.
4. Establishes and maintains electronic and hard copy filing systems in accordance with ministry file retention schedules and recorded information management systems.
5. Receives, processes and forwards various documents (such as timesheets, work reports, invoices and expense statements), checking for accuracy, proper authorization and follows up on due dates and missing information.
6. Receives and sends mail. Generates and responds to non-complex correspondence. Coordinates and maintains a correspondence tracking system for the program area by following guidelines, logging information and forwarding correspondence to appropriate staff for action. Maintains a tracking and bring - forward system. Follows up to ensure service quality standards are met.
7. Greets visitors, answers and forwards telephone calls and provides routine program information. Refers more complex issues to appropriate individual.
8. Ensures office equipment is maintained in good working order, initiating repair and maintenance as required.

Knowledge:

Job requires knowledge of OPS administrative/office procedures and guidelines, including service quality standards and correspondence tracking information systems to handle general correspondence, Minister`s letters and briefing notes. Knowledge of recorded information management guidelines is required to establish and maintain filing systems. Job requires general knowledge of program areas to respond to general inquiries, redirect inquiries, gather and prepare information for reports. Knowledge of computer operations and various MS office software applications (Word, Excel, PowerPoint, Outlook and occasional use of specialty MTO software) to produce a wide array of correspondence, spreadsheets and reports. Knowledge of enterprise-wide attendance and financial systems (WIN, IFIS) to process and review information. Knowledge of arithmetic to verify and process financial statements and reconcile expenditure and other financial reports. Knowledge of information gathering and analysis techniques to gather and analyze information. Knowledge of office equipment to photocopy and transmit material and perform routine maintenance such as replacing toner and printer cartridges.

Staffing and Licensing Requirements:

none

Skills:

Job requires planning and organizing skills to coordinate meetings and events, determine priority issues when performing a variety of tasks with conflicting deadlines, based on knowledge or through discussions with others. Job requires identifying and resolving discrepancies related to financial statements, attendance and reports by referring to established administrative procedures and guidelines. Job requires analytical skills to analyze reports, and determine most appropriate manner in which to resolve issues. Job requires effective written and oral communication skills to greet visitors, prepare

correspondence, organize meetings, special events and travel and respond to general program inquiries. Job requires skill in coordinating work with others to ensure priorities are met during peak workloads or during cooperative initiatives. Job requires skill in assessing the confidentiality of information to avoid improper release/disclosure. Job requires customer service skills to assist a range of internal and external customers. Job requires the ability to work independently or in a team environment, completing tasks in a timely and efficient manner. Job requires keyboarding skills 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 financial statements and other reports. Job requires decision making in determining the best format and layout of charts, graphs, correspondence and presentation materials, utilizing a variety of software applications and assessment of their capabilities, determining what information is relevant when gathering and organizing material into format and in determining the priority. Job requires decision making in determining what information is confidential and when it should/should not be divulged when forwarding action items on the manager`s behalf. Decision making is required when responding to inquiries; scheduling appointments and meetings and re-scheduling based on changes in priorities and availability of participants. The work is reviewed for content and accuracy. Matters which are not in compliance with established procedures, guidelines or delegated authority are referred to the manager