



Job Specification

Position Title: ADMINISTRATIVE ASSISTANT
Job Code: OPSEU - Office Administration 08, 08OAD
Job ID: 34842

Purpose of Position:

To provide clerical, administrative and financial support to the Team Manager and Team staff in the Regional Economic Development Branch.

Duties/Responsibilities:

To provide customer service to internal and external clients.

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 area team filing system (paper, electronic, library); distributing incoming correspondence ensuring background information is attached; processing outgoing correspondence (mail, courier), organizing and maintaining meeting schedules for all unit staff.

2. Performing various financial 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 appropriate 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); identifying variances and coding errors and taking corrective action, preparing and keying journal entries; preparing distribution sets for travel accounts and assisting with the requisition of office supplies, goods and services (ordering, receiving and processing invoices).

3. Providing clerical human resources services by preparing/processing employee forms (WEAR forms, requests for leave of absences, attendance, training and development needs, temporary agreements), ensuring that the documents meet government standards; referring more complex matters to appropriate corporate HR services staff.

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.

5. 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.

6. Providing administrative support to area team members by organizing and maintaining staff schedules, making travel, meeting and conference arrangements, preparing incoming and outgoing mail, maintain office equipment (e.g. photocopier, facsimile, printers, ensuring supplies are adequate and servicing is conducted).

7. Providing group leadership to temporary, seasonal and summer students (e.g. providing direction on administrative processes, assigning and scheduling work, monitoring and ensuring deadlines are met). This job description reflects the key duties and responsibilities of the job. Managers have the right to assign additional duties.

The incumbent, shall, while in the workplace, conduct themselves in compliance with the Occupational Health and Safety Act.

Knowledge:

-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 and knowledge of Human Resources practices sufficient to prepare personnel documents (WEAR forms,

timesheets, secondment agreements) and to answer general questions pertaining to employee entitlements.

-Knowledge of computer operation and related software packages (word processing, spreadsheets, databases, presentation, web pages, and electronic mail) to perform clerical support functions (preparing correspondence, reports, financial statistics, charts, presentation slides, updating website, sending and receiving electronic mail).

-Knowledge of basic accounting skills to assist with budget preparation and monitoring. 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).

-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 to regarding area of sectoral expertise (e.g. agriculture, forestry, mining, business/industry, etc.).

-Knowledge of office equipment such as printers, photocopiers, facsimiles to operate equipment efficiently and ensure routine maintenance (e.g. replace ink and toner cartridges, clear paper jams) and arranging for service provider to perform equipment repairs as necessary.

-Knowledge of corporate electronic and manual filing policies, practices and procedures to create and maintain filing systems and to ensure the proper retention of records.

-Knowledge of worker responsibilities as outlined in the Occupational Health and Safety Act.

Staffing and Licensing Requirements:

n/a

Skills:

-Analytical skills to determine urgency of matters/inquiries/processes by giving priority based on knowledge of subject matter; organizing 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, to review/prepare financial reports to monitor budget and prepare estimates.

-Planning and coordinating skills to organize own workload and ensure priorities are met, make arrangements for travel/meetings, and keep track of unit staff schedule.

-Tact and diplomacy when discussing sensitive/contentious and confidential matters (e.g. leave of absence, training needs, employee records) with supervisor or corporate office specialists to ensure current interpretation/application of rules and regulations.

-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 supervisor or corporate office staff, to determine appropriate location for material to be filed for easy retrieval by all staff; to determine the sensitivity of material/information being requested and to ensure the integrity and confidentiality of information (ensuring sensitive information is stored in a secure location).

-Problem solving skills to resolve issues related to acquisitions (e.g. vendor not meeting delivery timeframes), asset management (e.g. reconciliation of inventory) and budget (e.g. discrepancies with corporate budget summaries) by probing for more information to determine reason for issue/complaint and referring more complex issues to supervisor and providing recommendations as applicable.

-Arithmetic skills to verify and reconcile expenditures, invoices, and prepare/verify travel/expense claims.

-Oral and written communication skills to obtain/provide information, prepare routine correspondence and reports.

-Interpersonal skills to deal with all level of staff, to provide explanation to staff and management on financial reporting requirements, to discuss and resolve administrative problems with appropriate ministry corporate staff (Accounting Services, Human Resources, Business Services) on matters such as timesheets and expense accounts, and to obtain clarification on procedural requirements (e.g. purchasing goods and services) as well as to make recommendations for improvement to work related processes. Group leadership skills to direct seasonal/summer staff (assigning and scheduling work, ensuring deadlines are met, monitoring and checking quality of completed work, advising supervisor of problems).

-Typing skills to ministry standards (50 words per minute).

Freedom of Action:

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, 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, conflicting deadlines.