



Job Specification

Position Title: PCC Administrative Assistant
Job Code: OPPA Civilians - PCC Administrative Assistant, C0040
Job ID: 36438

Purpose of Position:

To provide secretarial, clerical and administrative services for the Provincial Communications Centre (PCC) of the OPP ensuring the efficient daily operation of the office, while operating within standard operating policies, procedures, and practices.

Duties/Responsibilities:

1. Completes Human Resource Critical Staffing Form and WEAR – Employee Action Request, tracking diary date for secondments, contract renewals and merit increases, and maintains data on year-to-date service for OPP employees to complete PRI payments. Compiles and files COM 7 reports.
2. Performs attendance reporting and overtime processing for PCC including gathering attendance forms, and overtime reports, secures final approval and signatures for reports, enters into WIN (attendance program), and provides printed monthly reports for each employee. Completes payroll documents and prepares statistical/usage reports. Enters pay data into Corpay (Go-net) system. Inputs, retrieves and maintains information from DAR system and correlates to WIN/CORPAY/IFIS/PARK LANE. Liaises with Human Resources, Shared Services and other ministry staff on a regular basis.
3. Types and prepares a variety of correspondence, memoranda, reports, charts, presentations, speeches and meeting minutes, and proof-reads to ensure accuracy of grammar, spelling, and punctuation. Opens, sorts, logs, date stamps and disseminates incoming mail and attaches relevant files and background information. Schedules appointments, books meeting rooms, makes arrangements for travel, accommodations for PCC staff.
4. Maintains hard copy and electronic files and documents related to the PCC, assigns file numbers according to Ministry Records Maintenance Manual, attaches all pertinent documents and background information, and purges files once a year. Maintains PCC personnel files, ensures they are secure and information is kept confidential.
5. Answer telephones and greets visitors in a friendly and courteous manner and in accordance to Ministry standards, and answers inquiries related to the PCC. Transfers calls to appropriate personnel and takes messages. Responds to email inquiries and sends out information pertaining to the PCC.
6. Obtains quotes and specifications on items and prepare summary comparing options. Orders and receives commodities; date stamps, tracks and routes all incoming invoices and expense claims ensuring accurate costs and services are reflected and recording on IFIS for payment. Prepares journals and forwards to OSS for processing into IFIS and participates in the budget process. Orders office supplies and equipment.
7. Compiles budget forecast for upcoming year. Reconciles expenditures (ODOE and salary) on a monthly basis and updates forecast on a continuous basis with actual expenditures. Verifies purchases and reconciles purchasing card statements. Reconciles purchasing card reports for all PCC cardholders and secures appropriate signatures according to financial procedures. Prepares processes and reconciles year end attendance and financial reports.
8. Performs other duties, as assigned.

Staffing and Licensing Requirements:

Typing at 40 wpm.

Ability to pass an OPP background security investigation.

Knowledge:

Knowledge of OPP office administration policies, procedures, practices and Police Orders to provide support to PCC by completing all administrative and clerical duties: correspondence, presentations, reports, making purchases, processing expenses.

Knowledge of Bureau policies, procedures and activities to provide verbal and written information to general inquiries staff and public.

Knowledge of Ministry Records Maintenance Manual and retention schedules for effective records management. Knowledge of arithmetic to reconcile overtime and invoices.

Knowledge and skill in the use of personal computer operation and software such as Microsoft`s graphics, database, and word processing programs to produce correspondence, reports, memoranda, presentations with graphics, and maintain records as well as OPP specific computer programs WIN, CORPAY and IFIS (access through Discoverer Viewer).

Knowledge of budget policies, procedures, guidelines and directives to ensure financial records are accurate and to reflect accounts paid and received. Mathematical skills to perform simple calculations and check for accuracy of expenses; payroll calculations and review budgets.

Knowledge of the operation of office equipment such as telephones, photocopier and facsimile to photocopy material and transmit correspondence.

INTERPERSONAL AND COMMUNICATION SKILLS:

Position requires oral communication skills and customer service skills to answer telephones, and to greet visitors both internal & external to the OPP; to respond to general inquiries from the public about the program area, to transfer calls to appropriate staff, to deal with hotel and travel agency staff when making travel and accommodation arrangements, and to set up/co-ordinate meetings.

Position requires listening skills when taking instructions from supervisor, and transcribing meeting minutes from audiotape.

PROBLEM SOLVING/COMPLEXITY:

Position determines when insufficient or unclear information is provided and further investigation is required to obtain needed facts or data before proceeding with task (i.e. payroll/attendance calculation, expense claims, budget forecast).

Position identifies and resolves discrepancies relating to attendance credits, invoices and expense claims by referring to administrative procedures or guidelines.

Position requires analytical skills to determine the most effective way to present material when typing correspondence, reports, charts and tables and to resolve problems by trying different layout formats or software packages.

Judgement:

Position requires working under general supervision and in accordance with established procedures and methods.

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Position requires reasoning 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 principals.

Position has access to administrative procedures and guidelines to make decisions relating to the format and routing of Bureau letters and briefing notes, and to resolve discrepancies relating to expenditures.

Position requires determining what information is confidential and whether or not it should be divulged when responding to inquiries.

Position exercises freedom in scheduling appointments/meetings for supervisor;

Position requires referring to supervisor matters not covered by established procedures or guidelines, for example, when available attendance credits or expense claim limits are exceeded.

RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:

There is no formal responsibility for the work of other employees.

PHYSICAL AND SENSORY DEMANDS:

Physical Demands

While not necessarily confined, this position requires sitting at a computer terminal for long periods of time while operating a keyboard and mouse to type and proofread memos and correspondence or to enter data.

Occasionally required to lift and move file boxes.

Sensory Demands

Visual strain associated with viewing a video terminal for long periods of time while preparing documents and keying information as well as proofreading documents for accuracy, requiring attention to detail.

Auditory attentiveness is required while responding to telephone and walk-in inquiries, transcribing and making meeting and travel arrangements.

Attendance and financial documents are time sensitive requiring strict adherence to prescribed deadlines. Work interruptions are occasional while switching between typing and data entry to photocopying and handling telephone and walk-in enquiries.

WORKING CONDITIONS:

This position operates in a standard office environment