

**Organizational Context – Contexte organisationnel**

**Applies to:** Positions in the Administrative Services work stream, that deliver the administrative activities within the organization.

*This position liaises and coordinates with corporate functional specialists (e.g. Human Resources, Procurement, Finance, ATIP, IM, IT, Library, etc.) who provide services to staff. The functional specialist is responsible for the development and implementation of a department-wide framework in its area of expertise according to central agency acts, regulations and policies, whereas this position is responsible for understanding, interpreting and integrating business needs, liaising with corporate services providers, and contributing to the development of internal mechanisms and processes. This enables the organization to meet its business objectives while respecting established overall frameworks.*

**Client Service Results – Résultats axés sur le service à la clientèle**

Provision of advice and implementation of administrative services\* within the organization.

*\*Administrative services include but are not limited to such activities as finance, human resources, materiel management, contracting/procurement, accommodation, assets control/inventory, information management, travel, hospitality, ATIP, etc.*

**Key Activities – Activités principales**

1. Processes routine administrative requests.
2. Receives, triages and tracks incoming correspondence on administrative matters, responds to routine enquiries, and flags non-routine requests to the supervisor.
3. Assists in the distribution of information and provides guidance related to routine administrative procedures.
4. Verifies incoming documentation and requests for completeness and compliance with departmental guidelines and procedures; and drafts routine reports and correspondence in accordance with the work unit/section's template(s).
5. Enters and retrieves data from databases and/or systems, and generates reports.
6. Coordinates logistics for meetings, events and activities.

**Skill – Habiletés**

**Intellectual Skills – Habiletés intellectuelles**  
**Knowledge – Connaissances**

The work requires knowledge of:

- Organization's mandate, relevant acts, regulations, policies and structure, as well as administrative procedures to deliver services, respond to routine enquiries, identify sources of information and assist in the distribution of information. This knowledge is also applied when coordinating logistics for meetings and conferences, to ensure arranging of venues, hospitality and travel are done in compliance with standing offers and relevant policies and regulations.
- Information management practices and techniques in order to triage and track correspondence, retrieve, extract and present data from databases and systems.
- Office software, databases and systems used within the department. This knowledge is used to input and retrieve data, and generate reports.

The work also requires analytical skills to differentiate and flag non-routine requests, as well as to evaluate the completeness of incoming requests.

The work requires verifying, comparing and cross-referencing information and data in various forms (e.g., verifying completeness of received requests, validating data in systems, etc.), as well as some research to coordinate and complete requests. Tasks vary throughout the day, but are straightforward and issues are resolved by analysis and by the application of established policies, procedures, processes and reference materials. Non-routine issues beyond the scope of established troubleshooting are referred to the appropriate person and/or body.

**Communications Skills – Habiletés de communications**

Verbal and writing communications skills are required to assist in the distribution of information, to respond to straightforward and routine enquiries, as well as for the coordination of logistics for the preparation of meetings and events. These skills are used to exchange information with contacts inside and outside the organization, such as colleagues, service providers and corporate functional specialists.

Writing skills are necessary to draft routine reports and correspondence.

**Physical Skills – Habiletés physiques**  
**Physical and/or Sensory Skills – Habiletés physiques et/ou sensorielles**

Coordination skills are required to operate telephones, office equipment, computers and peripherals to draft documentation and obtain information from various sources.

Coordination is required to manipulate data on a screen using a pointing device when inputting information in databases/systems, producing reports and drafting correspondence.

**Effort – Efforts**

**Physical Effort – Effort physique**

Physical effort is required to remain seated at a desk for extended periods of time, while focusing eyes on a computer screen to complete requests, respond to enquiries, draft correspondences and manipulate data in databases and/or systems.

Physical effort is also required to obtain physical documents from places such as drawers, shelves and cabinets and move them to other offices. There is an occasional requirement to move audio-visual and office equipment such as projectors and computers.

**Sensory Effort – Effort sensoriel**

Sensory efforts such as sustained attention and reading are required when reviewing and verifying documentation or requests for completeness and compliance with guidelines and procedures. These skills are also used when inputting and retrieving data, as well as when assisting in the distribution of information.

Listening and concentration are required when receiving enquiries, directives and information.

**Responsibility – Responsabilités**

**Management of Human Resources / Gestion des ressources humaines**

Responsible for entering and retrieving human resources data from systems/databases, as well as generating related reports, in support of the manager's role.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

**Management of Financial Resources / Gestion des ressources financières**

Responsible for entering and retrieving financial resources data from systems/databases, as well as generating related reports, in support of the manager's role.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

**Management of Technical Resources / Gestion des ressources techniques**

Responsible for entering and retrieving technical resources data from systems/databases, as well as generating related reports, in support of the manager's role.

Responsible for the custody of hard copy and electronic files for own use and that of the organization's staff, and adhering to the appropriate storage and disposal policies and procedures.

Responsible for the use of office equipment and custody of office supplies. Responsible for arranging obtainment, repair or removal of office equipment.

All work is done in accordance with Treasury Board Secretariat and departmental policies and procedures.

**Working Conditions – Conditions de travail**

***Physical Work Conditions / Conditions physiques de travail***

The work is performed in an open office environment where there is a lack of privacy, and exposure to noise from office equipment and conversations, and interruptions from callers, visitors and colleagues.

The work may require the incumbent to work from home, in a hotelling space, or hybrid (combination of in-office and remote-work schedule) either of which are very different from full time predictability of the office and exposure to colleagues and office noise.

***Psychological Work Conditions / Conditions psychologiques de travail***

There is a need to remain composed under pressure of multiple demands, tight time frames and multiple priorities. Activities have to be reassessed and reorganized routinely. There is little control over the pace of work as it is dictated by the demands of the organization. There is a need to adapt to changes in direction and decisions taken by senior staff. High-pressure conditions occur intermittently.

In remote and hotelling work, there is a requirement to manage one's time, long silences and lack of colleagues with whom to discuss ideas. The technology used in these environments allows for constant and direct interruptions from clients with no need to book appointments or spaces to meet. In this instance, there is a lack of control over one's schedule as well as whom has immediate access to it.

There is exposure to complaints and criticism from frustrated clients as it pertains to the provision of administrative services.

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