

## AS-01 Administrative and Executive Assistant

[NOC 13110 - Administrative Assistants](#)

Decision 21712 - JUSAdminExecServV3

### Organizational Context – Contexte organisationnel

**Applies to:** Positions in the Administrative and Executive Services work stream, that deliver the administrative activities within the organization, as well as the executive assistant services to management.

**Generally reports to – Se rapporte généralement à :** Manager level position.

Only one hybrid *Administrative and Executive Assistant* type position may be created within a Level 5 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 developing 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; planning and delivery of executive administrative services to management.

*\*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.
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 organization's templates.
5. Enters and retrieves data from databases and/or systems, and generates reports; researches, retrieves and consolidates information used for reports, correspondence, briefs and presentations.
6. Coordinates and plans the manager's calendar by identifying the urgency and priority of requests and meetings.
7. Plans and coordinates logistics related to meetings, conferences and workshops including booking conference rooms, procurement of audiovisual equipment and/or required documents, arranging travel, etc.

### 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.
- Manager's priorities and responsibilities in order to efficiently assist them, plan their calendar and pinpoint information to be brought to their attention.
- Planning and organizational techniques to manage multiple priorities and plan the manager's calendar.
- Information management practices and techniques in order to triage and track correspondence, as well as to retrieve, extract and present data from databases and systems.
- Research methods and key sources of information in order to perform research needed to retrieve and consolidate information used for reports, correspondence, briefs and presentations.
- Office software, databases and systems used within the department. This knowledge is used to input and retrieve data, as well as to generate reports.

The work requires analytical and judgement skills to identify the urgency and priority of requests and meetings, which is used to coordinate and plan the manager's calendar.

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

#### Communications Skills – Habiletés de communications

Verbal and writing communications skills are required to assist in the distribution of information, to coordinate the logistics for the preparation of meetings and events, as well as to make and communicate scheduling changes to the manager. Writing skills are necessary to draft routine reports and correspondence.

These skills are used to exchange information with contacts inside and outside the organization, such as colleagues, service providers and corporate functional specialists.

Instructional skills are required to provide and explain information and guidance on routine administrative procedures.

#### 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 and/or 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 and draft correspondences. The frequent use of finger and wrist muscles is also required to keyboard and work with a mouse when performing these tasks.

Physical effort is also required to remain seated or standing during meetings.

Physical effort is 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 for meetings, conferences and workshops.

#### Sensory Effort – Effort sensoriel

Sensory efforts such as sustained attention and reading are required when reviewing and verifying documentation and/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.

Sustained attention is also required when coordinating and planning the manager's calendar.

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 and/or 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 and/or 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 and/or 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 management. 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 and/or the manager as it pertains to the provision of administrative services and/or manager administrative services.