

**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. Provides administrative services by coordinating, preparing, initiating, tracking and responding to requests.
2. Monitors emerging issues affecting the day-to-day operations of the organization; determines priority and relevance of documents, information and communications and identifies problems or concerns for the attention of management.
3. Analyzes, liaises and coordinates administrative requirements in consultation with corporate functional specialists; reviews and processes travel, accommodation, equipment and conference facility needs.
4. Assists in the distribution of information and provides support and guidance related to routine administrative procedures (e.g., human resources planning, procurement, training, budgets, etc.).
5. Develops, maintains, updates and validates information in a variety of databases and/or systems (e.g., HR systems, budget systems, websites, etc.); produces related reports.
6. Conducts preliminary analysis and data compilation to initiate drafting of correspondence and reports; responds to routine enquiries and directs other communication to the appropriate responsibility area.
7. Participates on ad-hoc committees to enhance administrative services and database and/or systems.

**Skill – Habilitéés**

**Intellectual Skills – Habilitéés intellectuelles**  
**Knowledge – Connaissances**

The work requires knowledge of:

- Organization's mandate, regulations and policies, as well as administrative procedures in order to support the organization through the delivery of services.
- Relevant acts, including, but not limited to the Financial Administration Act (FAA), Access to Information and Privacy (ATIP) Act, Public Service Employment Act, Employment Equity Act, Official Languages Act, Canada Labour Code, provincial employment standards, as well as Treasury Board Secretariat directives and policies, other program-specific legislation to ensure that administrative activities comply with legislative guidelines, as well as to respond to requests and provide advice and guidance.
- Organization's structure in order to identify key contacts and functional specialists. This is used when seeking guidance and/or information for documentation and reports, as well as to participate in committees.
- Organization's priorities in order to provide accurate and timely reports, and to keep track of follow-ups and bring forward as well as to proactively identify issues of concern and undertake consultations with specialists or management to resolve issues affecting day-to-day operations.
- Information management practices and techniques in order to develop, as well as maintain information in databases and systems and to conduct data gathering for the drafting of documentation and reports.
- Office software, databases and systems used within the department, as well as related methods and techniques to input and retrieve data, and to produce and disseminate reports.
- Administrative procedures, tools and systems used within the organization in order to provide support and guidance to colleagues and clients regarding their usage.
- Departmental methods and procedures, such as financial and human resources procedures and processes, in order to deliver services and complete requests. This knowledge is also used to provide support and guidance to clients and colleagues on such procedures, as well as to ensure that they comply with related legislation and policy.

Judgement and time management skills are required to balance and complete daily tasks and requests, as there are multiple demands and deadlines dictated by the demands of the organization.

Organization skills are required to co-ordinate, initiate and track requests, as well as to follow-up on the delivery of projects and services, which includes monitoring bring forward dates and informing colleagues of timelines and deadlines.

Analytical skills and initiative are required to monitor emerging issues, as well as to analyze operational requirements for the organization's projects and priorities. Analysis is also used in reviewing requests (e.g., requests for HR, equipment, travel and conference facility needs) and other information, as well as to identify and manage incomplete requests.

Research, coordination and analytical skills are required to review and assess information when compiling data for reports. These skills are also used to identify and/or foresee problem areas and operational requirements from an administrative standpoint. An example of this would be identifying the need for new reports to measure and track project plans. The incumbent would also be responsible for developing such reports.

The work requires knowledge of legislation, policies and operational procedures associated with the organization and its program(s), and of the regulations and procedures pertaining to administrative services, as well as an understanding of the requirements of the major central agencies of the Federal Government. This knowledge and experience is normally acquired through completion of secondary school education and four years of administrative experience.

The work requires knowledge of trends and developments (e.g., new and/or updated equipment, techniques) related to administrative services and/or the assigned program(s). This is gained through the continuing study of texts and other documentation and publications.

The incumbent deals with routine and non-routine situations and has the latitude to find solutions to issues on their own, through analysis of specific aspects of such issues and research. Larger scale and/or complex issues may require consultation with functional specialists and/or are referred to the manager, along with recommendations for their resolution.

Decision-making skills are required as the incumbent is responsible for verifying requests and has the authority to return those deemed incomplete. These skills are also required when prioritizing items and/or issues affecting the organization and its projects. An error or failure to inform management of any such issues can cause delays, errors and/or the efficiency in the completion of projects and/or services provided by the organization.

Most decisions and recommendations are made by reference to established practices, but may require changes to such practices. An example of this would be finding a work-around to complete certain tasks, in the event where established trouble-shooting is not working.

Discretion is used to deal with certain administrative tasks and issues, such as personal information regarding employees (HR-related tasks) and sensitive financial information.

**Communications Skills – Habilitéés de communications**

Verbal and writing communications skills are required to assist in the distribution of information and to respond to routine enquiries. These skills are also used to provide guidance related to administrative procedures, as well as to provide insight when participating on ad-hoc committees. These skills are used to exchange information with contacts inside and outside the organization, such as colleagues, service providers and corporate functional specialists.

Persuasion skills are required as frequent contact is made with service providers, suppliers, technical staff, corporate functional specialists and other employees in order to obtain assistance and agreement on administrative matters and/or issues of mutual concern. An example could be persuading employees from outside departments and/or organizations to share their models, input and/or stance on specific matters. Another example of this can be persuading technical staff to formally and/or informally provide their expertise and advice regarding certain issues.

Instructional skills are used when providing support, advice and guidance to clients and colleagues regarding routine administrative procedures.

Writing skills are required to produce reports, initiate drafting of correspondence and respond to routine enquiries.

**Physical Skills – Habiletés physiques**

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

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

Hand/eye coordination is required to manipulate data on a screen using a pointing device when inputting information in databases/systems, producing reports and initiating the drafting of 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 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**

The work requires sensory efforts such as sustained attention and reading to review, coordinate and track requests, as well as to monitor emerging issues effecting the organization's operations. These efforts are also used to maintain and update information in databases and/or systems and to conduct preliminary analysis of data.

Accuracy and precision is required to avoid any errors in data entry, as well as to maintain and verify information found in databases and systems (e.g., budgeting systems, HR systems).

Listening and concentration are required when receiving enquiries and information from management, functional specialists, colleagues, clients and service providers.

**Responsibility – Responsibilités**

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

Responsible for identifying and monitoring human resources needs, 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 identifying and monitoring operational finance needs, 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 identifying and monitoring operational material needs, 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.