

### Organization Context – Contexte organisationnel

**Applies to:** Positions in the Executive Assistant Services work stream, that provide administrative services directly to a Director/Sr Director (EX-01, EX-02 or LC-02) or above.

Only one *Executive Assistant* or hybrid *Administrative and Executive Assistant* type position may be created within a Level 4 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

Planning and delivery of executive administrative services\* to the Director/Sr Director.

\* *Executive administrative services are provided directly to an individual(s) performing an executive role, and 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. Coordinates and plans the Director/Sr Director's calendar by identifying the urgency and priority of requests and meetings.
2. Manages incoming and outgoing correspondence, calls and visitors for the Director/Sr Director; drafts and reviews correspondence, and liaises with and responds to enquiries from senior officials in other sections on behalf of the Director/Sr Director.
3. Informs and provides guidance to the Director/Sr Director regarding appointments, key issues and priorities; monitors emerging issues and ensures follow-up actions are completed.
4. 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.
5. Communicates with employees and managers to assess issues that require further information and/or follow ups in order to propose solutions or obtain approval.
6. Researches and consolidates information to draft reports, correspondence, briefs and presentations for the Director/Sr Director's approval.

### Skill – Habiletés

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

The work requires knowledge of:

- Administrative processes, procedures and tools in order to carry out daily administrative tasks, and to submit documents for the Director/Sr Director's approval.
- Director/Sr Director's priorities and responsibilities in order to efficiently assist them, plan their calendar and pinpoint information to be brought to their attention.
- Organization's mandate, relevant acts, regulations, policies and structure to understand the working environment. This is also required to identify key contacts and sources needed when responding to enquiries, ensuring follow ups are completed and drafting documentation.
- Connection between organizations to better manage correspondence, respond to enquiries, identify staff to discuss issues at hand with, and to identify issues for the executive.
- Corporate planning and reporting processes to monitor emerging issues and ensure follow ups are completed.
- Planning and organizational techniques to manage multiple priorities and plan the Director/Sr Director's calendar.
- Information management policies and techniques, in order to research information when drafting reports, correspondence, briefs and presentations for the Director/Sr Director's approval.
- Office software, databases and systems used within the department in order to draft reports, correspondence, briefs and presentations, as well as to monitor emerging issues. This knowledge is also used to manage incoming and outgoing correspondence for the Director/Sr Director.

The work requires analytical skills to monitor and assess emerging issues and ensure follow up actions are completed. This is also used to research and consolidate information.

Analytical and judgement skills are used to identify the urgency and priority of requests and meetings. This is used to coordinate and plan the executive's calendar as well.

Discretion and judgement skills are required to respond to enquiries, or conduct research, related to sensitive topics.

The work requires initiative to inform, and provide guidance related to appointments and key issues to the Director/Sr Director. These skills are also used to screen and manage calls and visitors for the Director/Sr Director.

Initiative is used to ensure follow up actions are completed, as well as to communicate with colleagues when assessing issues in order to propose solutions.

#### **Communications Skills – Habiletés de communications**

Verbal and writing skills are required to make and communicate scheduling changes to the Director/Sr Director, as well as to provide information and guidance related to key issues and priorities. These skills are also used when responding to enquiries from other sections' senior officials, as well as when communicating with employees and managers to obtain information used to propose solutions.

Writing skills are used to draft and review correspondence, reports, briefs and presentations.

Persuasion skills are used to obtain cooperation and information from other employees and/or managers, in order to propose solutions or obtain approval regarding issues being assessed.

Interpersonal and relationship skills are required in order to discuss and clarify administrative issues with employees and managers.

As the executive assistant, the work requires communication with central agencies and other departments of the Government of Canada, as well as private organizations, on behalf of the executive.

#### **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 drafting correspondence, reports and presentations, as well as when conducting research and consolidating information for such documentation.

### 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 correspondence and researching information in order to draft documentation and presentations.

Sustained attention is used when coordinating and planning the Director/Sr Director's calendar. It is also used when gathering information to be provided to the executive regarding appointments, key issues and priorities.

Listening and concentration are required when receiving enquiries, directives and/or information from both colleagues and the executive.

**Responsibility – Responsibilités**

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

Responsible for monitoring emerging issues, tracking and updating information and conducting research to draft documentation, related to human resources.

All work is done in support of the executive's role, and in accordance with Treasury Board Secretariat and department policies and procedures.

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

Responsible for monitoring emerging issues, tracking and updating information and conducting research to draft documentation, related to financial resources.

All work is done in support of the executive's role, and in accordance with Treasury Board Secretariat and department policies and procedures.

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

documentation, related to technical resources.

Responsible for the custody of hard copy and electronic files for own use and that of the executive, 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 support of the executive's role, and in accordance with Treasury Board Secretariat and department policies and procedures.

**Working Conditions –  
Conditions de travail**

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

The work is performed in an office environment where there is 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 conflicting demands, tight time frames and multiple priorities of own work, as well as that of the executive. Activities have to be reassessed and reorganized routinely. There is little control over the pace of work as it is dictated by the priorities of the executive. There is a need to adapt to changes in direction and decisions taken by the executive. 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 criticism from the executive as it pertains to the provision of executive administrative services, and from colleagues and managers when working together to assess issues.