

AS-02 Administrative and Executive Officer

NOC 13110 - Administrative Assistants

Decision 21711 - JUSAdminExecServV2

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 : Director level position.

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 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. Provides administrative services by coordinating, preparing, initiating and tracking requests.
2. Maintains and updates information in databases and/or systems; conducts preliminary analysis and data compilation to initiate drafting of correspondence and reports.
3. Liaises and coordinates administrative requirements in consultation with corporate functional specialists; reviews and processes travel, accommodation, equipment and conference facility needs.
4. Participates on ad-hoc committees to enhance administrative services and database and/or systems.
5. Manages incoming and outgoing correspondence, calls and visitors; liaises with, and responds to enquiries from senior officials in other sections on behalf of the manager.
6. Coordinates and plans the managers calendar by identifying the urgency and priority of requests and meetings.
7. Informs and provides guidance to the manager regarding appointments, key issues and priorities for the day; monitors emerging issues and ensures follow-up actions are completed.

Skill – Habilités**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 in order to deliver services, identify contacts and participate in committees.
- 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.
- Connection between organizations to better manage correspondence, respond to enquiries and to identify issues for the manager.
- Corporate planning and reporting processes to monitor emerging issues.
- Information management practices and techniques in order to maintain information in databases and systems and to conduct data-gathering for drafting of documentation.
- Office software, databases and systems used within the department to input and retrieve data, and to produce reports. as well as to monitor emerging issues. This knowledge is also used to manage incoming and outgoing correspondence for the manager.

The work requires a good 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. The work requires experience in analyzing work methods and procedures, and in finding and implementing improvements to them. This knowledge and experience is normally acquired through completion of secondary school education and six years of administrative experience in the application of regulations and in the analysis, improvement and application of administrative work processes.

The work requires comprehensive knowledge of the organization's and/or program's services, deliverables, processes, procedures and related principles in order to coordinate, complete, track and monitor requests. This knowledge is critical as it also serves as a basis for identifying issues affecting the organization, as well as to identify their level of urgency.

As the first point of contact for the manager, a comprehensive knowledge of the organization's services, deliverables, processes and procedures is required when receiving information on a variety of topics, including sensitive and/or complex issues. It is important that the incumbent have a good understanding and background knowledge of information received in order to disseminate information and/or to report back to the manager.

The work requires analytical skills to monitor and assess emerging issues and ensure follow up actions are completed.

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

The incumbent deals with routine and non-routine situations where decision-making skills, analysis, judgement and initiative are required to provide and execute solutions to the problems encountered. Most decisions and recommendations for problem-solving are made by referring to established procedures and practices, however, non-routine problems may require adjustments to established methods. An example of this would be finding a workaround to complete a certain task, in the event where established trouble-shooting is not working. The same is needed when participating in committees to brainstorm ideas for the improvement of services, as well as when inefficiencies have been identified.

Problem-solving requires analytical skills to assess and consider specific aspects of issues in order to select and apply customized solutions.

Research skills are required in order to initiate reports and other documentation, as well as to build on established problem-solving procedures by searching a variety of sources and/or consulting with corporate functional specialists and central agencies.

The work also requires analytical and coordination skills to review information when compiling data for reports and to organize the provision of administrative services.

Judgement and initiative are used to inform, and provide guidance related to appointments and key issues to the manager. These skills are also used to screen and manage calls and visitors for the manager.

Initiative is used to ensure follow up actions are completed.

Communications Skills – Habiletés de communications

Verbal and writing communications skills are required to make and communicate scheduling changes to the manager, to respond to routine enquiries and to provide insight when participating on ad-hoc committees. These skills are used to exchange information with contacts such as colleagues, service providers, corporate functional specialists and key contacts from central agencies.

Consultation skills are also required when referring to corporate functional specialists and key contacts in central agencies for information and/or advice. Verbal, writing and explanatory communications skills are required when providing the manager with information and guidance related to key issues and

priorities.

Writing skills are required to initiate drafting of correspondence and reports, and to respond to enquiries on behalf of the manager.

In providing executive administrative services, the work requires communication with central agencies and other departments of the Government of Canada, as well as private organizations, on behalf of the manager.

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, draft correspondences and manipulate data in databases and/or systems. 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 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 review correspondence, documents and reports. These efforts are also used to maintain and update information in databases and/or systems and to conduct preliminary analysis of data.

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

Listening and concentration are required when receiving enquiries and information.

Responsibility – Responsabilités

Management of Human Resources / Gestion des ressources humaines

Responsible for monitoring emerging issues, and updating and maintaining human resources information in systems and/or databases, as well as producing 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 monitoring emerging issues, and updating and maintaining financial resources information in systems and/or databases, as well as producing 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 monitoring emerging issues, and updating and maintaining technical resources information in systems and/or databases, as well as producing 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.