

Organization Context – Contexte organisationnel

Applies to: Positions in the Executive Assistant Services work stream, that provide administrative services directly to a Director General (EX-02, EX-03 or LC-03) or above.

Only one *Executive Assistant* or hybrid *Administrative and Executive Assistant* type position may be created within a Level 3 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 General or above.

* *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. Assesses and prioritizes the nature and urgency of multiple coinciding requests; proposes solutions, reschedules and manages time conflicts in order to control the calendar of the Director General.
2. Manages incoming and outgoing correspondence, calls and visitors for the Director General; drafts and reviews correspondence, and liaises with and responds to enquiries from senior officials in other sections on behalf of the Director General.
3. Serves as a principal point of contact and informs and provides guidance to the Director General regarding appointments, key issues and priorities; monitors emerging issues and ensures follow-up actions are completed.
4. Maintains bring forward and tracking systems to monitor deadlines of expected deliverables; ensures team members are aware of all timelines and priorities.
5. Coordinates and organizes special projects and reporting requirements; requests documents and briefings from staff, and ensures accuracy, adequacy and relevance to prepare the Director General prior to meetings.
6. Attends meetings with the Director General to discuss required actions and shift priorities (deadlines, meetings, etc.) accordingly.

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.
- Director General's priorities and responsibilities in order to efficiently assist them and manage their calendar. The knowledge is crucial for assessing the urgency of multiple requests and managing time conflicts for the executive. This knowledge is also required to inform, advise and prepare the executive for required courses of action, or meetings.
- Organization's mandate, relevant acts, regulations, policies and structure to have a comprehensive understanding of the working environment. This understanding is required to relay information, interpret documentation, reply to correspondence, and maintain bring forward and tracking systems. It is also required when representing the organization at committees and working groups.
- Connection between organizations and key contacts, to manage the information flow between management and the executive, to monitor deadlines of expected deliverables and to coordinate and organize special projects.
- Planning and organizational techniques to assess and prioritize multiple and often conflicting requests and meetings, in order to control the executive's calendar.
- Information management policies and techniques to draft documents, to reply to correspondence on the executive's behalf and to maintain bring forward and tracking systems. This knowledge is also used when relaying information between management and the executive, as well as when forwarding correspondence, documents and reports.
- Office software, databases and systems used within the department in order to request, forward and draft documentation, as well as to maintain bring forward and tracking systems to monitor deadlines.
- Project management techniques in order to coordinate and organize special projects.

Analytical skills are required to monitor deadlines for deliverables, and to analyze and interpret correspondence, documents and reports. These skills are also required to ensure the accuracy, adequacy and relevance of documents for the executive prior to meetings.

Analytical and judgement skills are used to assess and identify the urgency of multiple coinciding requests. This is used to reschedule meetings and control the executive's calendar. These skills are also used to reach agreements in committees and working groups.

Discretion is required to handle information and documentation related to a sensitive topic.

Initiative is used to inform team members of deliverables' timelines and priorities, to propose solutions for scheduling conflicts to the executive, and to bring issues forward in committees and working groups. This knowledge is also used when coordinating special projects, to ensure all requirements are met.

Communications Skills – Habiletés de communications

Verbal and writing skills are required to make and communicate scheduling changes to the executive, as well as to provide information when preparing the executive prior to meetings. These skills are required when relaying information between the management team and the executive, and when ensuring team members are aware of all project timelines and priorities. They are also used when requesting documentation from staff for the preparation of the Director General prior to meetings.

Writing skills are used to draft and edit documents, and to reply to correspondence on behalf of the Director General.

Instructional communications skills are required to advise, inform and prepare the executive prior to meetings and for required courses of action.

Persuasion skills are used to obtain cooperation and information from other employees and/or managers for special projects, and/or to prepare the Director General prior to meetings.

Interpersonal and relationship management skills are required to maintain positive long-term relationships on behalf of the executive.

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 and editing documentation, as well as to maintain data in bring forward and tracking systems.

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, documents and reports, and when monitoring deadlines of deliverables through the use of bring forward and tracking systems.

Reading skills are required when analyzing and interpreting correspondence, documents and reports as well as when ensuring the accuracy, adequacy and relevance of documents for the executive's meetings.

Sustained attention is used when planning and controlling the the Director General's calendar. It is also used when coordinating and organizing special projects and reporting requirements.

Listening skills are required in order to fully understand enquiries, directives and tasks. Listening skills are also used when relaying information between the management team and the executive, and when communicating timelines and priorities to team members. This allows the incumbent to identify potential conflicts. These skills are also required when participating in committees and working groups.

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 maintaining bring forward and tracking systems 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 maintaining bring forward and tracking systems 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

Responsible for maintaining bring forward and tracking systems 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 team members and management when collaborating.