

## AS-03 Administrative and Executive Sr Officer

[NOC 13110 - Administrative Assistants](#)

Decision 21710 - JUSAdminExecServV1

### 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 General level position.*

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 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 advice, guidance and explanations on various policies, procedures and systems related to administrative services to staff and management; delivers administrative services by coordinating service request submissions and follow-ups.
2. Implements and maintains databases, bring forward and tracking systems to monitor deadlines of expected deliverables; ensures team members are aware of all timelines and priorities.
3. Identifies and monitors operational needs in terms of human, financial or material resources, and recommends options; assists in the planning, development, preparation, consolidation and submission of documents related to administrative services.
4. Coordinates and organizes special projects and reporting requirements; requests documents and briefings from staff, and ensures accuracy, adequacy and relevance to prepare the manager prior to meetings.
5. Receives, analyzes, interprets, forwards and files correspondence, documents and reports; drafts and edits documents and replies to correspondence on behalf of the manager.
6. 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 manager.
7. Relays information between the management team and the manager to inform, advise and prepare for required courses of action.

### Skill – Habiletés

#### Intellectual Skills – Habiletés intellectuelles

#### Knowledge – Connaissances

The work requires knowledge of:

- Organization's mandate, regulations, policies and structure, as well as administrative procedures to deliver services and identify sources of information. This is also required to provide guidance and interpretation related to administrative services.
- Relevant acts, such as, but not limited to the Financial Administration Act (FAA), Access to Information and Privacy Act (ATIP), 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 in order to provide related advice, guidance and explanations. This knowledge is also used to ensure that administrative activities and provided recommendations comply with legislative guidelines.
- Manager'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 manager. This knowledge is also required to inform, advise and prepare the manager for required courses of action, or meetings.
- Connection between organizations and key contacts, to manage the information flow between management and the manager, 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 manager's calendar.
- Information management practices and techniques in order to implement and maintain information in databases and systems, as well as to prepare documentation. This knowledge is also used when relaying information between management and the manager.
- Office software, databases and systems used within the department to input and retrieve data, to produce reports and inform team members of time lines and priorities.
- Project management techniques in order to coordinate and organize special projects.

The work requires expert knowledge in administrative services, as well as of the the organization's program operations and priorities. This is used to identify and monitor operational needs in terms of resources (e.g., financial resources required for the upcoming quarterly priorities and objectives), as well as to develop and maintain systems and documentation that will efficiently support the organization's objectives.

The work requires the study of reports, texts and other publications concerning administrative services and tools in order to remain up to date with related trends and developments. An example of this would be to stay aware of developments and updates in information storage and retrieval systems that could be beneficial to the efficiency of services offered by the organization.

Expert knowledge of program objectives and priorities is also required in order to keep the manager up to date on their progress and informed of any current and/or foreseeable issues that could impact operations, as well as to assess the degree of impact they may have. This knowledge is similarly used to inform and ensure all team members are aware of deadlines and priorities.

A combination of expert knowledge of the organization's objectives and priorities, operations, processes and practices, as well as in-depth knowledge of program-related policies and legislation, is needed in order to oversee, find and explore solutions to complex issues and to provide interpretation of complex cases. This knowledge is also required in coordinating special projects, as well as to identify resource needs and relay information between appropriate parties.

The work also requires analytical and coordination skills to monitor deadlines for deliverables, to organize service requests and follow-ups, to prepare and consolidate documentation, and to identify and monitor operational needs.

Critical thinking, judgement and initiative are also used to identify and monitor operational needs of the organization, and in turn recommend options.

There is a need to research and keep up to date with trends and issues regarding administrative services, as well as trends and issues affecting the organization's daily operations in order to provide advice and guidance to colleagues and management. This is also necessary, as the incumbent has the latitude to develop solutions for situations where existing procedures may not be adequate. In these cases, the incumbent refers to policy documents, legislation, corporate functional specialists and/or management.

Decision-making and problem-solving requires judgement, initiative and discretion. Established courses of action are readily available, but problem-solving may require the incumbent to modify such established methods to better fit the issues at hand. In cases where solutions would not be within the intent of established methods, direction can be sought from management and/or corporate functional specialists.

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 manager's calendar.

Initiative is used to inform team members of deliverables' timelines and priorities, and to propose solutions for scheduling conflicts to the manager. This knowledge is also used when coordinating special projects, to ensure all requirements are met.

**Communications Skills – Habiletés de communications**

The work requires strong communication skills to consult with subject matter experts and corporate functional specialists on complex and/or sensitive issues and files. Verbal and writing communications skills are required to provide advice, guidance and explanations on policies and procedures, to recommend options regarding operational needs, to liaise with staff and management to ensure that team members are aware of all timelines and priorities, as well as to relay other information between the management team and the manager.

Verbal and writing skills are used to make and communicate scheduling changes to the manager, and to provide information when preparing the manager prior to meetings. These skills are also used to provide guidance to the manager on complex and/or sensitive files.

Writing skills are required to develop and prepare documentation related to administrative services, as well as to draft and edit documents and replies to correspondence on behalf of the manager.

Instructional skills are used when providing advice, guidance and explanations on administrative policies, procedures and systems, as well as to inform and prepare the manager 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 manager prior to meetings.

Consultation skills are also required when referring to corporate functional specialists and key contacts in central agencies for information and/or advice.

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 sensorial**

Sustained attention and reading are required to explain policies, procedures and systems related to administrative services, to review requests, documents and correspondence, as well as to maintain information in databases and/or systems. These efforts are used when monitoring operational needs, deadlines and deliverables through the use of bring forward and tracking systems.

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

Listening and concentration are required when receiving enquiries or information.

**Responsibility – Responsabilités**

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

Responsible for maintaining bring forward and tracking systems related to human resources, as well as 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 maintaining bring forward and tracking systems related to financial resources, as well as 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 maintaining bring forward and tracking systems related to technical resources, as well as 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 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 as and/or the manager as it pertains to the provision of administrative services and/or manager administrative services.

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