

### Organization Context – Contexte organisationnel

**Applies to:** Positions in the Executive Assistant Services work stream, that provide administrative services directly to an Assistant Deputy Minister (EX-04, EX-05 or LC-04) or Assistant Deputy Attorney General (LC-04) or above.

Only one *Executive Assistant* or hybrid *Administrative and Executive Assistant* type position may be created within a Level 2 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 Assistant Deputy Minister or Assistant Deputy Attorney 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, urgency, risk and political impact of multiple coinciding and often conflicting requests, to proactively manage the schedule of the Assistant Deputy Minister or Assistant Deputy Attorney General.
2. Manages incoming and outgoing correspondence, calls and visitors for the Assistant Deputy Minister or Assistant Deputy Attorney General; drafts and reviews correspondence, and liaises with and responds to enquiries from senior officials in other sections on behalf of the Assistant Deputy Minister or Assistant Deputy Attorney General.
3. Serves as a principal point of contact and maintains effective relationships with the organization's senior officials and their offices, as well as those of outside departments.
4. Identifies possible problems, researches solutions and reports on the impact the solutions may have on the organization.
5. Advises and instructs managers on behalf of the Assistant Deputy Minister or Assistant Deputy Attorney General, to ensure the views, decisions, directions and requirements regarding operational issues are clearly understood and carried out.
6. Attends meetings with the Assistant Deputy Minister or Assistant Deputy Attorney 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.
- Assistant Deputy Minister/Assistant Deputy Attorney General's priorities and responsibilities in order to efficiently assist them, to proactively manage their calendar and to represent them in committees and working groups. The knowledge is crucial for assessing the urgency of multiple requests and managing time conflicts for the executive. This knowledge is also used to manage the flow of correspondence, documents, calls and visitors for the executive.
- Assistant Deputy Minister/Assistant Deputy Attorney General's views, decisions, directions and requirements in order to instruct managers of points affecting their operations.
- Organization's mandate, relevant acts, regulations, policies and structure to have a comprehensive understanding of the working environment. This understanding is required to identify possible problems and to research solutions and their impacts on the organization. It is also required when representing the organization at committees and working groups.
- Connections between organizations, and key contacts, in order to identify the managers to be advised and instructed on behalf of the executive, as well as to research solutions and report the possible effects on the organization. This knowledge is also used to maintain relationships with senior officials and their offices.
- Planning and organizational techniques to assess and prioritize multiple coinciding and often conflicting requests and meetings, in order to proactively manage the executive's calendar.
- Information management policies and techniques to manage the flow of correspondence and documents within the office.
- Office software, databases and systems used within the department in order to manage the flow of correspondence, as well as to write correspondence on behalf of the executive.

Analytical skills are required to assess the political impact of requests, and to identify possible problems, research solutions and report on the impact they may have.

Analytical and judgement skills are needed to assess and prioritize the nature, urgency, risk and political impact of multiple coinciding requests. This is used to proactively manage 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 sensitive topics.

Initiative is needed to identify possible problems for the organization, to propose solutions for scheduling conflicts to the executive, and to bring forward issues in committees and working groups.

There is a need to maintain in-depth knowledge of executive assistant services, tools, trends and developments related to both administrative services and the organization's program(s) and objectives. This is done through the study of emerging texts, as well as through research and consultation with specialists, subject-matter experts and colleagues.

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

Verbal and writing skills are required to make, and communicate scheduling changes to the executive, as well as to advise and instruct managers on the views, decisions, directions and requirements of the executive. These skills are also used when serving as a principal point of contact for the executive.

Writing skills are used to draft correspondence on behalf of the Assistant Deputy Minister or Assistant Deputy Attorney General.

Explanatory communications skills are required to advise and instruct managers of views, decisions, directions and requirements, on behalf of the Assistant Deputy Minister or Assistant Deputy Attorney General.

Persuasion, negotiation and consultation skills are required to ensure actions are carried out following the executive's decisions and directions, to reach agreements in committees and working groups, as well as to reschedule appointments and meetings.

Influencing skills are required when representing the organization in committees and working groups, in order to address issues and reach agreements (e.g., agreeing on new deadlines, persuading staff to adopt a particular course of action, seeking support and agreement from management regarding changes to program services, etc.) on behalf of the executive.

Interpersonal and relationship management skills are required to maintain effective long-term relationships with senior officials inside and outside the department.

As the executive assistant the work requires communication with officials and management of central agencies and other departments of the Government of Canada, as well as with 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, such as when drafting and editing 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 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 researching solutions to problems and reporting the effects they may have, as well as when managing the flow of correspondence and documents within the office.

Sustained attention is required when planning and controlling the Assistant Deputy Minister or Assistant Deputy Attorney General's calendar.

Listening skills are required in order to fully understand enquiries, directives and tasks, such as when serving as a principal point of contact with senior officials. They are also required when advising and instructing managers on behalf of the executive, and when participating in committees and working groups.

Concentration is also 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 identifying possible problems related to human resources, researching solutions and reporting on their potential impacts.

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

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

Responsible for identifying possible problems related to financial resources, researching solutions and reporting on their potential impacts.

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

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

Responsible for identifying possible problems related to technical resources, researching solutions and reporting on their potential impacts.

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 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.