

Organizational Context – Contexte organisationnel

Applies to: Positions in the Administrative Support Services work stream, that assist the administrative activities within the organization.

Client Service Results – Résultats axés sur le service à la clientèle

Provision of administrative support services* within the organization.

**Administrative support 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. Sorts incoming, inter-office and outgoing mail, parcels and bulk shipments.
2. Opens, organizes and closes files (electronic and hard copy); ensures the secure storage of files.
3. Assists in the distribution of documentation.
4. Photocopies, collates, binds and staples documents; shreds classified documents.
5. Maintains filing systems.

Skill – Habiletés

Intellectual Skills – Habiletés intellectuelles

Knowledge – Connaissances

The work requires knowledge of:

- Organization's structure, responsibilities and key contacts in order to sort incoming mail, to identify staff with access to stored files and to distribute documentation.
- Shipping procedures to send out mail, parcels and bulk shipments
- Office software, databases and systems used within the department to prepare shipments, organize files and assist in the distribution of documents.
- Methods and procedures used for identifying and organizing electronic and hard copy files to ensure quick access to information.
- Records management procedures for the secure handling, maintenance, storage and retrieval of files and documentation is required to ensure efficient file organization.
- Operation techniques for office equipment such as binding machine, fax machine, photocopier, paper shredder and telephone for carrying out general office functions.
- Analytical skills to review, sort and identify to whom mail and parcels should be distributed.

Errors are likely to be caught, as most work is verified by senior colleagues and/or management. However, errors, such as in the sorting of mail, as well as in the storage and shredding of files can cause loss of time and may require the involvement of other employees.

Communications Skills – Habiletés de communications

Verbal communications skills are required to convey messages, clarify instructions, obtain information and answer general queries from staff.

Interpersonal skills are required to maintain working relationships with colleagues and superiors.

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. It is also required when operating a photocopier, binding machine, shredder and fax machine. The operation is normally done on an urgent basis and requires speed.

Coordination is required to manipulate data on a screen using a pointing device when organizing and maintaining electronic files, as well as when preparing shipping information (e.g.: shipping labels, pick-up and/or delivery scheduling).

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. 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 stand for extended periods of time as well, while photocopying or shredding documents.

Physical effort is also required to obtain physical documents from places such as drawers, shelves and cabinets and move them to other offices.

Physical effort is required intermittently throughout the week to perform routine maintenance of office equipment (e.g., loading paper in printer, photocopier and handling minor malfunctions).

Sensory Effort – Effort sensoriel

Sensory efforts such as sustained attention and reading are required to review incoming service requests. Sustained attention is also required to sort mail and shipments, to assist in the distribution of documentation and to maintain secure storage of files and/or documentation.

Listening and concentration are required when receiving enquiries, directives and information.

Responsibility – Responsibilités

Management of Human Resources / Gestion des ressources humaines

N/A

Management of Financial Resources / Gestion des ressources financières

N/A

Management of Technical Resources / Gestion des ressources techniques

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.

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 deadlines, time pressures, and multiple demands. 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 senior staff.

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 staff as it pertains to the provision of administrative support services.

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