

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. Provides general administrative support (e.g., filing, photocopying, assembling materials/documents, setting appointments).
2. Prepares routine correspondence, documents and reports; conducts basic research.
3. Updates information in a variety of databases and systems.
4. Processes and/or prepares requests for services or action (e.g., HR, finance, security, translation, equipment repair).
5. Provides mail, correspondence, document control and tracking services.

Skill – Habilités

Intellectual Skills – Habiletés intellectuelles

Knowledge – Connaissances

The work requires knowledge of:

- Organization's structure, responsibilities and key contacts in order to conduct basic research and have a better understanding of the working environment.
- Office software, databases and systems used within the department to carry out searches, prepare routine correspondence and documents, and to process and/or prepare requests for services or action. This knowledge is necessary to update information in the same databases and systems.
- Procedures and processes related to relevant services (e.g., human resources, finance, security, translation, equipment repair) in order to prepare and/or process requests.
- Service provider contacts, external suppliers and contractors to prepare and send out service requests.
- Organization's operational procedures, methods, techniques and equipment in order to carry out general administrative support responsibilities.
- Control and tracking procedures for mail, correspondence and documents.
- Research and information gathering techniques in order to conduct basic research and prepare routine correspondence, documents and reports.
- Techniques and best practices for entering and saving data from various automated information systems in order to ensure that the databases contain accurate information.

While errors, such as incorrect and incomplete information on request forms and misfiling of documentation can be detected by colleagues, they can cause loss of time (for corrections, which may require involving other parties), delays in completion of work and complaints from colleagues and/or clients.

Communications Skills – Habiletés de communications

Verbal communications skills are required to convey messages, clarify instructions, obtain information and answer general queries from staff. Verbal communications skills are also used when communicating with external service providers for service requests.

Writing skills are required to prepare routine correspondence, documents and reports. These skills are also used to prepare service and/or action requests.

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.

Coordination is required to manipulate data on a screen using a pointing device when updating information in databases and 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. 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 filing, photocopying or assembling 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 conduct basic research and to prepare documents and correspondence. This is also used when updating information in databases and systems, as well as to control and track a variety of documentation.

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

Responsibility – Responsabilités

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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