

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. Maintains and inputs data in a variety of databases and tracking systems; flags discrepancies and brings them to the attention of the appropriate person.
2. Conducts research and initiates the preparation of reports and statistics.
3. Reviews and sorts incoming correspondence for routing; reviews outgoing correspondence for format, style and grammar.
4. Completes claims, calculations and requisitioning for travel expenses.
5. Provides input for the development, or improvement, of existing procedures, processes, templates and systems.
6. Prepares requests for services or action (e.g., HR, finance, security, translation, equipment repair).
7. Organizes and confirms meetings for the team or manager.
8. Maintains inventory of office supplies.

Skill – Habiletés

Intellectual Skills – Habiletés intellectuelles

Knowledge – Connaissances

The work requires knowledge of:

- Organization's structure, responsibility and key contacts to refer issues to the appropriate area and/or persons, as well as to conduct research and to sort incoming correspondence. This knowledge is also necessary to plan and organize meetings.
- Office software, databases and systems used within the department to maintain their data, and to conduct research and initiate the preparation of reports. This knowledge is also necessary to provide input for the improvement or development of existing systems .
- Procedures related to travel expensing in order to accurately calculate, claim and requisition the travel expenses of staff.
- 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.
- Requirements and services needed for meetings (e.g., distribution of agenda and documentation, reservation of rooms and/or audiovisual equipment).
- Research and information gathering techniques to conduct research prior to initiating the preparation of reports and statistics.
- Techniques and best practices for inputting and maintaining databases and tracking systems .
- Organization's processes and procedures for maintaining office supply inventory.

The work requires judgement skills in order to provide input and feedback regarding the development, or improvement of existing procedures, template and systems.

The work also requires analytical skills to identify and flag discrepancies in databases and systems.

Decision-making requires the search and application of a variety of procedures and methods. Problem-solving occasionally requires modification of established procedures and methods.

Most work is subject to be verified by more senior colleagues, but errors (such as those regarding financial data entry or the preparation of service requests) can cause considerable loss of time, financial issues and/or the receipt of complaints.

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 review the style and grammar of outgoing correspondence.

Verbal and writing skills are used to flag inconsistencies in systems and bring them to the attention of the appropriate persons and to provide input for the development, or improvement, of existing systems and procedures.

Basic explanation and advisory skills are used to elaborate on the input regarding the improvement of existing, or development of systems, procedures and tools.

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 peripheral.

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 research, to review incoming and outgoing correspondence, as well as to calculate and complete travel expense claims. This is also used to maintain information in databases and systems and to identify and bring forward any discrepancies.

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, custody of office supplies and maintenance of office supply inventory.

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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