

Excluded

Administrative Support

APS Benchmark Listings

Sub. No.	Benchmark	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
			Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
EAS	313ES01	Coord. Sr. Admin.	D	I	1	132	25	33	R1	38	203
EAS	313ES02	Sr. Admin. Asst.	C+	I	2	132	25	33	R1	38	203
EAS	312ES01	Admin. Asst.	C+	I	1	115	22	25	R1	29	169
EAS	311ES01	Secretary to the Executive	C	I	1	100	22	22	R1	25	147
EAS	311MO	Minister's Secretary									
EAS	312MO	Minister's Admin. Asst.									
EAS	311LG	Secretary to the Lieut. Gov.									
EAS	312LG	Admin. Asst. to the Lieut. Gov.									

Last Review / Update: 2006-12-08

Excluded Administrative Support Benchmark Evaluation - 313ES01

Identification Section

Working Title:	Coordinator Senior Administration
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive
Levels to D.M.:	
Job Description:	313ES01
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Executive Support
Job Code:	313ES - Executive Support 3 (See Opted out and excluded pay plans and salary ranges – Schedule 1, Part 2-B)

Comments on Role

The Coordinator Senior Administration is on the personal staff of and works exclusively for the Executive carrying out program “issues management” for the Executive Office. Position acts as a conduit or liaison between the Executive and all of the other divisions and/or departments working closely with branch directors and division or department administrative staff, corporate staff, DM and Minister staff. Position is responsible for working on short and long term assignments on a variety of program issues. It must identify the scope of projects and deliverables, review support requirements, manage project timetables and produce deliverables including making recommendations and taking appropriate actions. Positions at this level typically report to a Deputy Minister, recognizing the requirement for department wide coordination of administrative processes and content knowledge. If the position is in an ADM's office it is usually a “one-of” position where there is no Executive Assistant reporting to the ADM, and position is involved in significant issues management. The position also has administrative responsibilities such as coordinating all department and/or divisional assignments and requests through the Action Request Tracking System (ARTS), reviewing and assessing correspondence directed to the executive, setting up contracts, researching, making recommendations and taking appropriate actions in support of department initiatives, compiling and summarizing background

information, reviewing operational processes and making recommendations, budget preparing, monitoring and forecasting, and briefing the Executive on administrative issues that may impact the Ministry.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
(DI1) 132	(25%) 33	(R1) 38	203

Comments on Evaluation

- **Knowledge:**

Position requires considerable working knowledge of governmental systems and processes; department and/or divisional, legislation, policies, processes, and programs, and general office policies and procedures, and office software databases (Outlook, Excel, Word) in order to ensure the overall coordination and facilitation of the Executive Office. Excellent knowledge of: political sensitivities and the diverse interests of stakeholders; human resources, financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and completion of a 2 year Diploma in a related field plus five years progressively responsible related experience is required. The “D” rating recognizes the strong program knowledge required of this position in order to independently respond to issues, enquiries and questions from a variety of stakeholders. Contact is primarily for the purpose of influencing behaviour to motivate and monitor staff, and using skills of persuasiveness and political sensitivity to motivate and monitor staff; and to balance the diverse and often conflicting priorities of stakeholders.

- **Creativity/Problem Solving:**

Although thinking and creativity are guided by policies and guidelines, position is expected to identify issues or discrepancies in policies or practices; and when responding to inquiries where no precedent exists, is expected to recommend solutions. Position can implement new administrative procedures and make recommendations. The diversity of work and the

independence of the position to plan day-to-day work give support a 25% in Creativity/Problem Solving. There is some access to assistance as well as established guidelines, past practices and standards, with room to operate within the framework.

- **Responsibility:**

Position is responsible for carrying out program "issues management" for the Executive Office as well as carrying out some administrative support activities. Service delivery focus.

Last Reviewed:

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Role Description - 313ES01

Identification Section

Working Title:	Coordinator Senior Administration
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting exclusively to the Executive, this position is responsible for carrying out program “issues management” for the Executive Office. Position is typically the senior administrative coordinator in the Deputy Minister’s Office, or is a “one-of” in the Assistant Deputy Minister’s Office. This position marks the ceiling of the executive support stream. Position acts as a conduit and liaison between the Executive, and all of the other divisions and government departments, working closely with branch directors and division or department administrative staff, corporate staff, Deputy Minister and Minister staff. Position is responsible for working on short and long term assignments on a variety of program issues. It must identify the scope of projects and deliverables, review support requirements, manage project timetables and produce deliverables including making recommendations and taking appropriate actions.

The position has administrative, information, and program issues management, and project management responsibilities. It is responsible for coordinating all department and/or divisional assignments and requests through the Action Request Tracking System (ARTS); reviewing and assessing correspondence directed to the executive; setting up contracts; researching, making recommendations and taking appropriate actions in support of department or division initiatives, compiling and summarizing background information; reviewing operational processes and, budget preparing, monitoring and forecasting; and briefing the executive on administrative issues that may impact the Ministry.

The incumbent must understand the business goals and objectives of the department or division and specific programs, and have a sound knowledge of its regulations, policies and practices in the areas of policy, budgeting, purchasing, accommodations, expenditure control, personnel, and other specialized administrative support systems.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Information and Issues Management

Reviews correspondence from Minister, department staff and external stakeholders and assigns to department or divisional staff, determining appropriate dates, reporting format and providing instructions on response required. Coordinates department or division responses to requests/issues for input (e.g. performance contracts, quarterly departmental reports, Ministerial briefing binders, business resumption planning). Edits for accuracy and completeness. Researches and provides input as necessary, consulting with appropriate manager and partners. Manages action requests. Initiates and assigns as appropriate to branches indicating due date and response required. Reviews responses to ensure content quality, accuracy, completeness, political sensitivity, and reflection of department or division policy or position. Edits as necessary. Follows-up as required. Responds to a variety of internal and external requests, prepares department or divisional response. Remains aware of current issues by attending management meetings, providing support on initiatives, and following-up on action items arising from the meetings. Alerts executive to urgent or sensitive matters and emergent issues with researched potential solutions. Reviews and analyzes reports, studies, Ministerial reports and position papers to prepare recommendations and alternative courses of action for the Executive and other department groups. Conducts research, recommends, or takes appropriate actions in support of department or division initiatives, e.g. in the areas of industry development, international office operations, trade and investment promotion etc.

2. Project Management and Budget Coordination

Works on short and long term assignments on a variety of department or divisional issues. Identifies scope of project and deliverables, reviews support requirements and obtains as necessary, manages project timetable and produces deliverables including making recommendations and taking appropriate actions. Coordinates a wide range of department or division meetings and events. Identifies and secures logistical needs, prepares necessary correspondence, agendas, minutes etc. Leads and provides support to initiatives and projects that address business needs or integrate various division or department priorities. Participates on ad hoc task groups e.g. Business Process Redesign, Records Management, Share-Drive Working Group, Focus groups such as Human Resources Orientation, Human Resources Performance Management. Performs budget analyses, forecasts and projects as an aid to the Executive.

Reviews division or department submissions with the Executive providing clarification of expenditures, commitments and budget projections.

Monitors the Executive's budget code and oversees the timely and accurate processing of accounts payable activities related to these funds.

Develops and implements a financial reporting system ensuring the reporting system meets the needs of the business units as well as the objective of central coordination.

Troubleshoots problems and provides assistance to expenditure officers.

3. **Support to the Executive and General Administration**

Identifies administrative issues with potential to impact the operation of the Executive's Office ; recommends solutions and courses of action to deal with issues e.g. developing a template for formatting memos for the Executive's correspondence, and advising the Executive of general administrative operational issues of the division and/or department.

Communicates extensively with offices of key stakeholders to request and distribute information, schedule meetings, and anticipate stakeholder inquiries to determine appropriate response strategies.

Independently assesses and solves operational and procedural problems which impact the division or department.

Researches quality improvement methods and process designs, and consults with the business units to analyze and assess their needs to improve administrative activities. Makes recommendations.

Leads administrative support staff meetings to address quality improvements methods, budgeting processes, records management issues, action request management and workflow problems.

Implements a records management and disposition system in the Executive Office.

Develops contracts, terms of reference and payment schedules for contracts associated with the Executive Office.

Consults and provides direction on all financial requirements including preparation of budgets, forecasts, expenditures, preparing variance reports, financial reporting, and serving as expenditure officer.

Resolves issues regarding the personal schedule of the Executive.

Completes and processes the Executive's expense claims.

Prepares necessary travel documentation (Travel Authority, Accountable Advance, Hosting) and ensures travel and accommodation arrangements are made and expense accounts are prepared and submitted for the Executive.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The responsibilities of the position have department and/or division wide impact in ensuring the timely, consistent, and effective delivery of information and assignments to and from the Executive's office. This position coordinates information flow between the Executives office and those of key stakeholders and senior government representatives and officials. The incumbent must be politically sensitive to the diverse interests of stakeholders and be able to effectively consult with

department, and/or division and stakeholder representatives balancing the diverse and occasionally conflicting priorities of individuals representing a variety of projects and programs.

This position works independently within the parameters of established department and/or division policies, processes and procedures as well as within directives established by the Minister, Deputy Minister and/or ADM or comparable Executive position. General objectives are set for the position however the position has considerable latitude in determining areas of focus and priorities and can exercise complete initiative and authority to act for assigned responsibilities e.g. in completing complex projects; setting up contracts; researching and preparing reports; budget preparation and forecasting; establishing project management parameters, and recommending solutions to complex administrative issues. Administrative issues without established policies, processes and guidelines or without clear precedent are discussed with the Executive, typically in terms of recommendations made by this position to deal with the situations.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable ongoing contact with:

- Offices of the Minister and/or Deputy Minister to coordinate schedules, exchange and prepare information, and resolve administrative issues.
- Offices of key stakeholders and senior government representatives to resolve issues and exchange and prepare information.
- All levels of staff throughout the department and/or division to interpret administrative policies and procedures assign projects and requests for action, and/or to exchange and clarify information.

Contact is primarily for the purpose of influencing behaviour and using skills of persuasiveness and political sensitivity to motivate and monitor staff; and to balance the diverse and often conflicting priorities of stakeholders.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires considerable working knowledge of governmental systems and processes; department and/or divisional policies, processes and programs, and general office policies and procedures, and office software databases (Outlook, Excel, Word) in order to manage the day-to-day administrative operation of the Executive Suite. Excellent knowledge of: political sensitivities and the diverse interests of diverse stakeholders; human resources, financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and completion of a 2 year diploma in a related field plus 5 years progressively responsible experience is required.

Organization

(Working titles of positions reporting directly to this position.)

Not applicable.

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Evaluation - 313ES02

Identification Section

Working Title:	Senior Administrative Assistant
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive
Levels to D.M.:	
Job Description:	313ES02
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Executive Support
Job Code:	311ES – Executive Support 3 (See Opted out and excluded pay plans and salary ranges – Schedule 1, Part 2-B)

Comments on Role

The Senior Administrative Assistant is on the personal staff of and works exclusively for the Executive by providing leadership and coordination for the day-to-day operation of the Executive's Office. Senior executive administrative support is provided by: coordinating complex departmental and/or divisional administrative projects, often where no precedents exist; provides general support to the executive in all administrative matters such as: coordinating all department and/or divisional assignments and requests through the Action Request Tracking System (ARTS); reviewing and assessing and determining the action required for all correspondence directed to the executive; setting up contracts; researching, compiling and summarizing background information; supervising other administrative support staff; budget monitoring and forecasting; and briefing the Executive on sensitive issues that may impact the Ministry.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
(C+I2) 132	(25%) 33	(R1) 38	203

Comments on Evaluation

- **Knowledge:**

Position requires considerable working knowledge of government systems and processes; department and/or divisional, legislation, policies and processes, and general office policies and procedures, and office software databases (Outlook, Excel, Word) in order to manage the day-to-day administrative operation of the Executive Suite. Excellent knowledge of: political sensitivities and the interests of diverse stakeholders; human resources, financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and high school completion plus five years progressively responsible related experience is required. The breadth of complex administrative duties results in a C+ for Content Knowledge. Position is an individual contributor and requires a “2” in Human Relations skills to reflect the requirement for full supervisory responsibilities.

Contact is primarily for the purpose of influencing behaviour to motivate and monitor staff, and using skills of persuasiveness and political sensitivity to motivate and monitor staff; and to balance the diverse and often conflicting priorities of stakeholders.

- **Creativity/Problem Solving:**

Although thinking and creativity are guided by policies and guidelines, position is expected to identify issues or discrepancies in policies or practices; and when responding to inquiries where no precedent exists, is expected to recommend solutions. The diversity of procedures and some greater independence of the position to plan day-to-day work give this a 25% in Creativity/Problem Solving. There is room to operate within guidelines and practices; requiring judgment as to the most appropriate procedure based on changing situations. Position is starting to take on some “issues management”.

- **Responsibility:**

Position is responsible for providing administrative support leadership and coordination for the day-to-day operation of the Executive’s Office. Position has a service delivery focus.

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Role Description - 313ES02

Identification Section

Working Title:	Senior Administrative Assistant
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Administrative Assistant is on the personal staff of the Executive. The primary responsibility of the role is to provide leadership and coordination for the day-to-day operation of the Executive's Office. Senior executive administrative support is provided by: coordinating complex departmental and/or divisional administrative projects where precedents may not exist; and providing general support to the executive in all administrative matters including: coordinating all department and/or divisional assignments and requests through the Action Request Tracking System (ARTS); reviewing and assessing correspondence directed to the executive; setting up contracts; researching, compiling and summarizing background information; supervising other administrative support staff; budget preparing, monitoring and forecasting; and briefing the executive on administrative issues that may impact the Ministry.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Provides leadership and coordination of the administrative functions of the Executive's Office.

Supervises administrative staff assigned to the Executive's Office including: recruiting, training and supervising staff; establishing service standards for work performed; and preparing performance assessments and learning plans.

Identifies administrative issues with potential to impact the operation of the Executive's Office; recommends solutions and courses of action to deal with issues e.g. developing a template for formatting memos for the Executive's correspondence; and advises the Executive of general administrative operation of the division and/or department.

Prepares contracts for signature of the executive and ensures relevant reporting documentation is submitted and contract payments are processed.

Participates in budget related activities for the Executive's Office including: budget preparation, forecasting expenses, tracking expenditures, preparing variance reports, and serving as expenditure officer.

2. Resolves issues regarding the personal schedule of the Executive.

Uses judgment and knowledge of division and/or departmental issues, priorities and relationships to respond to requests for meetings with the Executive by booking appointments or referring requests for meetings to senior department and/or division staff.

Schedules and organizes meetings involving GoA executives, senior department, government and private sector stakeholders.

Meets with Executive to organize initiatives and discuss priorities and targets.

Ensures travel and accommodation arrangements are made and expense accounts are prepared and submitted for the Executive in an accurate and timely manner.

Collects and prioritizes discussion items for meetings; prepares agendas and minutes, prepares briefs; and follows up on action items as required.

3. Ensures effective communication flow to and from the Executive's Office.

Responds to inquiries from Minister and/or Deputy Minister's offices.

Provides direction and supervision to other administrative staff within the Executive Suite to ensure timely responses to inquiries and consistency of administrative processes.

Provides cover-off services for other Executive Offices.

Communicates extensively with offices of key stakeholders to request and distribute information, schedule meetings, and anticipate stakeholder inquiries to determine appropriate response strategies.

Drafts and/or prepares correspondence on behalf of the Executive including proof reading for accuracy and correctness.

Independently researches and provides background material from a variety of sources to the Executive in advance of meetings.

Co-ordinates meetings by arranging boardrooms, preparing agendas and support materials, and prepares and distributes minutes.

Prepares background materials prior to executive meetings and events.

4. Ensures the coordination of background, research and briefing materials.

Compiles, summarizes and assembles background, research and briefing materials.

Schedules briefing meetings to ensure the Executive is prepared for meetings and events.

Directs information requests to the appropriate division and/or department for coordination and/or completion.

5. Special Projects.

Coordinates special projects for the Executive e.g. researching and implementing databases, software and other solutions required for the effective administrative management and retrieval of information; organizing large conferences.

Coordinates projects assigned by the Deputy Minister or Minister with appropriate area(s) of division and/or department.

6. Co-ordinates the delivery of comprehensive executive administrative support services.

Co-ordinates action requests with the Minister's office and/or Assistant Deputy Ministers within the department or division.

Develops and maintains administrative support systems and procedures for the Executive's office.

Co-ordinates office input to the budget, forecasts, fixed assets and other administrative requirements.

Reviews incoming and outgoing correspondence and materials directed to the executive, and bring significant items to their attention.

Maintains a bring forward system and follow-ups to ensure the timely completion of tasks.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The responsibilities of the position have department and/or division wide impact in ensuring the timely, consistent, and effective delivery of information and assignments to and from the Executive's office. This position coordinates information flow between the Executives office and those of key stakeholders and senior government representatives and officials. The Senior Administrative Assistant must be politically sensitive to the diverse interests of stakeholders and be able to effectively consult with department, and/or division and stakeholder representatives balancing the diverse and occasionally conflicting priorities of individuals representing a variety of projects and programs.

This position works within the parameters of established department and/or division policies, processes and procedures as well as within directives established by the Minister, Deputy Minister and/or ADM. General objectives are set for the position however the Senior Administrative Assistant has considerable latitude in determining areas of focus and priorities and can exercise complete initiative and authority to act for assigned responsibilities e.g. in completing complex projects; setting up contracts; researching and preparing reports; budget preparation and forecasting; and recommending solutions to complex administrative issues. Administrative issues without established policies, processes and guidelines or without clear precedent are discussed with the Executive, typically in terms of recommendations made by this position to deal with the situations.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable ongoing contact with:

- Offices of the Minister and/or Deputy Minister to coordinate schedules, exchange and prepare information, and resolve administrative issues.
- Offices of key stakeholders and senior government representatives to resolve issues and exchange and prepare information.
- All levels of staff throughout the department and/or division to interpret administrative policies and procedures assign projects and requests for action, and/or to exchange and clarify information.

Contact is primarily for the purpose of influencing behaviour and using skills of persuasiveness and political sensitivity to motivate and monitor staff; and to balance the diverse and often conflicting priorities of stakeholders.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires considerable working knowledge of governmental systems and processes; department and/or divisional policies and processes, and general office policies and procedures, and office software databases (Outlook, Excel, Word) in order to manage the day-to-day administrative operation of the Executive Suite. Excellent knowledge of: political sensitivities and the diverse interests of diverse stakeholders; human resources, financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and high school completion plus five years progressively responsible related experience is required.

Organization

(Working titles of positions reporting directly to this position.)

Position supervises a number of executive administrative support staff who work closely on the personal staff in the Executive Suite and perform work almost exclusively for the Executive.

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Evaluation - 312ES01

Identification Section

Working Title:	Administrative Assistant
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive/Senior Administrative Assistant/ Coordinator Senior Administration
Levels to D.M.:	
Job Description:	312ES01
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Executive Support
Job Code:	312ES – Executive Support 2 (See Opted out and excluded pay plans and salary ranges – Schedule 1, Part 2-B)

Comments on Role

The Administrative Assistant is on the personal staff of the Executive and performs a range of complex executive administrative support to ensure the efficient day-to-day flow of the Executive's Office. Primary responsibilities include providing comprehensive administrative support to the executive including: researching information and composing correspondence for the Executive's signature; maintaining the calendar of and scheduling appointments and making travel arrangements for the Executive; preparing, forecasting and monitoring budget and contract expenditures; records and file management; researching and preparing background material for the Executive; monitoring and tracking timelines on all Action Requests (AR's); and responding directly to day-to-day administrative inquiries on behalf of the Executive. Position acts as a resource to other administrative support staff within the division and/or department by providing advice and assistance on ARTS and on writing correspondence. May carry-out special projects within established procedures and precedents.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
(C+I1) 115	(22%) 25	(R1) 29	169

Comments on Evaluation

- **Knowledge:**

Position requires considerable working knowledge of government systems and processes; department and/or divisional policies and processes, general office policies and procedures, and office software databases (Outlook, Excel, Word), in order to respond to action requests, and to prepare and edit correspondence, and respond to stakeholder inquiries. Excellent knowledge of: political sensitivities and the diverse interests of stakeholders; and of financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and high school completion plus four years progressively responsible related experience is required. The variety and complexity of administrative tasks are adequately reflected in the C+ for Content Knowledge.

Contact is primarily for the purpose of information exchange with some responsibility for influencing the behavior of other administrative support staff through functional supervision.

- **Creativity/Problem Solving:**

Position has diversified procedures, and solutions can be found within the realm of experience or guidelines. Assistance is available. Position operates independently within divisional or departmental guidelines, policies and administrative procedures, and the 22% appropriately recognizes the level of issues the position is required to resolve.

- **Responsibility:**

Provides complex executive administrative support for the Executive Suite. Position acts as a resource and functional supervisor to other administrative support staff within the division and/or department by providing advice and assistance on proper grammar, formatting and content of correspondence as well as responding to action requests. Position has a service delivery focus.

Last Reviewed:

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Role Description - 312ES01

Identification Section

Working Title:	Administrative Assistant
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive/Senior Administrative Assistant/Coordinator Senior Administration
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Administrative Assistant is on the personal staff of the Executive and provides comprehensive administrative support to the Executive Office by: researching information and composing correspondence for the Executive's signature, maintaining the calendar of and scheduling appointments and making travel arrangements for the Executive; preparing, forecasting and monitoring budget and contract expenditures; records and file management; researching and preparing background material for executive meetings; monitoring, tracking and negotiating timelines on all Action Requests (AR's); and responding directly to day-to-day administrative inquiries on behalf of the Executive. Position acts as a resource to other administrative support staff within the division and/or department by providing advice and assistance on Action Requests and on writing correspondence. At the request of the Executive, the position may carry out routine administrative special projects.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Administrative Support.**

Composes memos and letters for the Executive (where precedents exist), and proof-reads prepared correspondence for accuracy, grammar and proper format.

Reviews signed Minister, Deputy Minister and ADM or equivalent's correspondence and forwards to the appropriate division and/or department for action.

Directs and guides divisional and/or departmental administrative support staff on form, accuracy and content of correspondence that requires the Minister's, Deputy Minister's or ADM's or equivalent's signature.

Reviews, tracks and organizes incoming/outgoing correspondence to identify priority items, and responds to requests/complaints.

Responds to questions regarding ARTS and provides training as required.

Assigns, reviews, revises, and follows up on Action Requests from Minister, Deputy Minister or ADM or equivalent's offices.

Researches information from a variety of sources in order to respond to Action Requests.

Enters action requests and updates on the tracking system and brings forward on due dates.

Brings unique items to the attention of the Executive.

Tracks outstanding action requests.

2. **Calendar/Scheduling.**

Coordinates activities related to the Executive's schedule; screens meeting requests, redirects requests where appropriate; and prioritizes meetings.

Prepares meeting packages for the Executive ensuring background related material is available, sends out meeting agendas.

Arranges all activities related to committee meetings.

Maintains a "bring-forward" database for assignments, meetings, action requests, and projects to ensure timelines are met.

3. **Budget and Expenditure Monitoring.**

Prepares, forecasts, and monitors budgets.

Reviews financial reports, invoices and approval forms for completeness, accuracy, and appropriate signatures.

Prepares expense claims and ensures governing financial policies and procedures are adhered to.

Monitors and processes payments related to training and development for the division and/or department.

Assists the Senior Administrative Assistant in monitoring contract expenditures to ensure they are within the scope of the contract and in accordance with financial policies and procedures.

Processes payments related to procurement card expenditures and supply purchases.

4. **Record and File Management.**

Establishes working files for the Executive.

Maintains the Executive's filing system according to professional standards (iRMIS) for creation through to archives or destruction of files.

Assists with the coordination and storage of files with Central Records through prescribed guidelines.

5. **Office Automation/Procedural Changes.**

In consultation with the Senior Administrative Assistant and other divisional and/or departmental support staff, develops or enhances procedures for control and response to action requests/correspondence.

Provides direction and guidance to other administrative support staff in the division and/or department related to troubleshooting in ARTS, or responding to questions related to procedures etc.

Reviews environmental conditions and equipment changes to assist with the effective operation of the Executive's Office.

At the request of the Executive, participates in special projects e.g. setting up templates for improving tracking of memos and correspondence, assists with the organization of meetings or conferences.

6. Performs other administrative support responsibilities

Invoice coding and processing.

Deals with telephone and walk-in inquiries including department officials, officials of other government departments and agencies, and the general public.

Updates the office procedures manual.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position prepares, forecasts, and monitors budgets, and assists in monitoring contract expenditures; composes correspondence for the Executive's signature; and provides leadership and acts as a resource to other administrative support staff in the department and/or division on form, accuracy and content of correspondence requiring the Minister, Deputy Minister, or ADM or equivalent's signature, and on ARTS. Position participates in special administrative projects e.g. setting up templates for improving the tracking of memos and correspondence; and assisting with the organization of meetings or conferences.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position works closely with executive and administrative staff from the ADM, Deputy Minister and/or Minister's offices. Contact is primarily for the purpose of information exchange with some responsibility for influencing the behaviour of other administrative support staff through functional supervision.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires considerable working knowledge of governmental systems and processes; department and/or divisional legislation, policies and processes, and general office policies and procedures, and office software databases (Outlook, Excel, Word) in order to respond to action requests, and to prepare and edit correspondence, and respond to stakeholder inquiries. Excellent knowledge of: political sensitivities and the diverse interests of diverse stakeholders; and of financial policies, the electronic communication requests system (ARTS) as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is essential. Excellent written and oral communication skills and high school completion plus four years progressively responsible related experience is required.

Organization

(Working titles of positions reporting directly to this position.)

While the position has little formal supervisory responsibility, it provides functional direction and guidance to other administrative support staff on ARTS and on: form, accuracy and content of correspondence prepared for the Minister, Deputy Minister and ADM or equivalent, as well as ensuring replies are well prepared and in accordance with established standards.

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Evaluation - 311ES01

Identification Section

Working Title:	Secretary to the Executive
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive/Senior Administrative Assistant/Coordinator Senior Administration
Levels to D.M.:	
Job Description:	311ES01
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Executive Support
Job Code:	311ES – Executive Support 1 (See Opted out and excluded pay plans and salary ranges – Schedule 1, Part 2-B)

Comments on Role

Position is on the personal staff of the Executive and provides a full range of administrative support work to support the Executive Office. Responsibilities include: monitoring all of Executive's incoming and outgoing mail and email; using ARTS to track action requests; scheduling appointments and making travel arrangements for the Executive; maintaining a comprehensive filing system and personal files for the Executive; typing complex reports, tables filing/records management system, and acting as the contact person with the Minister's and Deputy Minister's Offices.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
(CI1) 100	(22%) 22	(R1) 25	147

Comments on Evaluation

- **Knowledge:**

Working knowledge of political sensitivities and of the interests of diverse stakeholders is required in order to manage the Executive's calendar and to assign and track Action Requests. A solid knowledge of standard office programs, procedures and software (Outlook, Excel, Word), the electronic communication requests system (ARTS), as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system) and Exclaim (expense claim system linked to people soft information system) is required. Position must have a good overall knowledge of department and/or divisional policies and programs. Excellent communication skills are essential. Requires a high school or office administration diploma plus three years progressively responsible related experience. Position does not require the level of coordination described by the Excluded Support 2 benchmark. Communication is for the purpose of information exchange.

- **Creativity/Problem Solving:**

Position works within prescribed standards governing administrative support services. Secretary is able to make independent decisions on day-to-day operational matters, and is expected to seek assistance where precedents do not exist. The variety of work involved, and the prescribed standards and procedures providing guidance for day-to-day operations support a 22% in Creativity/Problem Solving. Assistance is available.

- **Responsibility:**

Provides a full range of executive administrative support to the Executive. Position has a service delivery focus.

Last Reviewed:

Last Review / Update: 2015-02-06

Excluded Administrative Support Benchmark Role Description - 311ES01

Identification Section

Working Title:	Secretary to the Executive
Department:	Generic
Division, Branch/Unit:	Executive Suite
Reports To:	Executive/Senior Administrative Assistant/Coordinator Senior Administration
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Position is on the personal staff of the Executive, and assists with the day-to-day operation of the Executive Office by providing a full range of administrative duties such as: reviewing, monitoring, and recording all the Executive's mail; maintaining the calendar of, scheduling appointments for, and making travel arrangements for the Executive; typing complex reports, tables, financial statements, letters and memorandums for the executive, acting as the contact person with the Minister's, Deputy Minister's, Assistant Deputy Minister's and other Executive's Offices; and using ARTS for tracking action requests.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Monitors Information Requests

Monitors Executive's e-mail and advises Executive and/or Senior Administrative Assistant of arising issues.
Reviews all in-coming and out-going mail and co-ordinates required actions.

Records and follows-up on requests from the Minister, Deputy Minister, and other Executives.

Tracks a wide range of written materials.

Gathers information for and compiles reports, materials and presentations.

Responds to questions from Minister's Deputy Minister's Assistant Deputy Minister's and other Executive Offices and inquiries from the public.

Locates information and background material related to Action Requests (AR's).

Creates and tracks Action Requests.

Enters items into ARTS to facilitate tracking.

Assigns due dates and follows up as required.

Responds to questions and provides training to administrative support.

2. Provides a variety of executive administrative support services for the Executive.

Takes notes and transcribes minutes.

Prepares agendas.

Types reports, tables, financial statements, letters and memorandums.

Maintains a comprehensive filing system and maintain personal files.

Schedules appointments and meetings for the Executive and makes travel arrangements.

May process invoices, expense claims, and time sheets.

Acts as contact person with the Minister's or Deputy Minister's offices.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Provides executive administrative support for the Executive Suite including: providing word processing, scheduling meetings and making travel arrangements for the Executive; creating, assigning and tracking Action Requests (AR's), and maintaining a comprehensive filing system and maintaining personal files for the Executive Office. Position acts as the primary contact for the Minister and Deputy Minister's Offices.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with visitors to the Executive's Office and with staff in the division/and/or department or order to monitor and track action requests and respond to day-to-day inquiries. Contact is for the purpose of information exchange.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

An awareness of political sensitivities and of the interests of diverse stakeholders is required in order to manage the Executive's calendar and to assign and track Action Requests. A solid knowledge of standard office programs, procedures and software (Outlook, Excel, Word); the electronic communication requests system (ARTS), as well as of legislation governing Freedom of Information and Privacy (FOIP), IMAGIS (people soft based financial and human resource information system), and Exclaim (expense claim system linked to people soft information system) is required. Position requires a good overall knowledge of department and/or divisional policies and programs, and excellent verbal and written communication skills. High school or office administration diploma plus three years progressively responsible related experience is required.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-06