

JOB DESCRIPTION

JOB TITLE	Administrative Assistant
REPORTING TO	Senior Manager/Manager

Summary:

The Administrative Assistant provides support to the Senior Manager/Manager and performs a range of administrative and routine office functions that would ensure the efficiency and effectiveness of the Department's operations and assist in achieving the strategic goals of the department and by extension, the Corporation.

Education, Knowledge and Experience

- Associate Degree in Business Administration or related discipline from an accredited academic institution
- Associate Professional Secretary Certificate will be an asset
- Strong proficiency in the use of Microsoft Office Tools
- Proficiency in the use of routine office equipment
- Minimum of three (3) years' experience performing similar job functions in a large, diverse organization

OR

- Equivalent combination of Qualification, Training and Experience

Key Duties & Responsibilities:

General

- Coordinates and manages superior's calendar by arranging appointments and engagements as necessary
- Coordinates the planning and management of meetings as directed
- Records, compiles and distributes minutes of meetings as necessary
- Undertakes follow-up activities regarding the Department's work programme and decisions taken at meetings and submits progress reports to superior
- Receives, reviews, sorts and processes departments' incoming mail in accordance with corporate policy as directed
- Undertakes research, conducts analysis and compiles data as directed
- Codes and completes data entry from survey forms or other documentation as guided
- Generates and/or modifies a wide variety of documents such as letters, memoranda, minutes, reports, drafts, presentations, spreadsheets and emails as needed.
- Drafts responses to general correspondence of a routine nature including e-mails as required
- Makes necessary enquiries and organizes travel arrangements for Manager and/or staff as necessary

- Performs general clerical duties including photocopying, faxing, binding, distributing mail internally as required
- Monitors housekeeping and submits reports of any deficiencies to the relevant Department
- Receives and screens incoming calls and visitors, determining priority matters and notifying superior accordingly

Document Management

- Maintains the records management function of the Department – both manual and soft copy records - in accordance with the Corporation’s approved policies and procedures and with guidance from Supervisor as well as the Records Department
- Develops and maintains departmental database(s) as directed

Human Resources Responsibility

- Maintains records relevant to employee benefits, expense reports and/or other human resource functions as is required

Inventory Management

- Routinely checks office machinery e.g. clear paper jams from copier; order toner, ink and other supplies; and reports any issues to the relevant Department
- Maintains up to date records and adequate stock levels of office supplies to ensure that such items are appropriately accounted for and are available for use in the Department, as required
- Performs any other duties related to the job function as may be assigned

Dimensions and Scope of Role

- Operates within the Policies and Procedures of the Corporation
- Operates within Scope and limits of authority
- Performs work of a highly confidential nature

Key Behavioral Competencies

Customer Focus: Has a strong understanding of the ‘gold’ standards service requirements and the significance to the success of the business. Demonstrates a willingness to respond promptly to internal and external needs.

Personal Attributes: Uses initiative and demonstrates a positive work attitude, self-confidence and high level of energy; Is well motivated to perform with minimum supervision; Accepts change positively, and adjusts to the demands of the job; Reports to work punctually and regularly; Displays honesty, high level of confidentiality and credibility in work situations.

Team Player: Performs role assigned in the interest of the team's success as against individual concerns; Conveys appreciation to other team members and allows others freedom to contribute in group projects.

Communication: Communicates in a logical and organized manner; communicates well with all levels within the organization

Business Awareness: Understands the wider business environment in the context of delivering short-term value; Ability to deliver results which add value to the department and to the Corporation.

Problem Solving

Is able to analyze data, and suggest solutions to problems to allow for efficiency and quality improvements within the work unit

Key Performance Indicators

- '0' errors on documents generated
- 95% compliance with Records Department policies and procedures
- Performance of other duties receives a 90% overall rating collectively from Department's members