



# Secretary 3 Executive Assistant

## Job Description

### CLASSIFICATION JOB INFORMATION

|                                |                     |
|--------------------------------|---------------------|
| SAP Job ID:                    | 90005280            |
| Position/Classification Title: | Executive Assistant |
| Pay Grade:                     | EC 05               |
| Add-On Eligibility:            | False               |
| Standardized:                  | No                  |
| Inactive                       | No                  |
| Date Last Evaluated:           | 8/8/2022            |

### JOB INFORMATION

|                              |  |
|------------------------------|--|
| Job/Working Title:           | Secretary 3 Executive Assistant                |
| Department:                  | Community Services                             |
| Division/Section:            | Service Delivery                               |
| Reports To (Position Title): | Executive Director Service Delivery - 90000785 |
| Exclusion Status:            | Excluded                                       |

### OVERALL PURPOSE

Works under minimal direction of the Senior Director / Executive Director, providing executive level administrative support ensuring the effective and efficient flow of information. Undertakes the more complex administrative assignments and typically co-ordinates the work of less senior secretaries and administrative support staff. The position may have supervisory responsibility and/or performs specialized work. Acts as a contact for the office, liaising with senior officials in other government departments, external agencies, and the public.

Must have a very good knowledge of office practices and procedures and a comprehensive knowledge of departmental functions. Performs a wide range of complex secretarial and admin support duties of a responsible and confidential nature, that requires a great amount of independence of action. Typically reports to an Executive Director responsible for a major function within a government department.

### KEY RESPONSIBILITIES

Manages and coordinates the day-to-day operations of the SD / ED's office, organizes and manages the SD / ED's schedule, coordinates resources and overall planning, and briefs the SD / ED in preparation for various meetings. Assess issues, gauging urgencies and reviewing priorities and previous commitments, and brings urgent matters to the SD / ED's attention. Liaises with the Office of the Associate Deputy Minister, Deputy Minister, and Executive Leadership team. Contributes to the development of work standards, initiates, or improves processes, maintains filing and retrieval systems.

Assesses and assigns priority to mail and inquiries, routing as appropriate; brings all urgent matters forward, including confidential employee information with labour relations impacts; responds to inquiries and maintains a bring forward system. Composes and prepares correspondence on behalf of the SD / ED. Arranges travel and accommodations, prepares itineraries, maintains travel records and prepares expense claims.

Orders and receives goods and processes invoices for payment in accordance with government and departmental policies. Provides routine and non-routine secretarial and office duties for the Senior Director / Executive Director including complex correspondence, memos, reports, etc. Communicates Senior Director / Executive Director's instructions or desires to various individuals and/or units and provides and obtains information from other managers.

Serves as main point of contact and quality control for a large volume of inquiries (including ministerial), providing quality assurance of documents. Develops, administer and coordinate systems for recording and tracking ministerial briefings; monitor incoming/outgoing letters, issues, briefing notes, determining, and coordinating action items for follow-up, monitoring for compliance with deadlines and conduct information gathering for media issues, initiatives, and briefing notes.

Serves as administrative liaison with other offices, screens calls/visitors and expedites divisional workflow

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| between the SD / ED's office and across the divisions. Routes non-routine correspondence not requiring SD / ED's attention.  |
| Serves as the senior administrative support, authorizing office supplies and related expenditures, resolving administrative problems, leading, and guiding efforts of the divisional administrative support team in developing and implementing administrative operational and process improvement change projects. Coordinates the division's budget, monitors forecast documents. Develop, maintain, and update various databases to ensure easy and reliable access to information. |

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

## SCOPE

|                            |  |
|----------------------------|--|
| <b>Contacts (Typical):</b> | Daily contact and teamwork with Deputy Minister's and Minister's office staff; and management staff who report to the SD / ED to assist in the resolution of inquiries, complaints, correspondence, and requests for information.<br><br>Frequent contact externally, with the public and private sector, and with the general public to respond to queries and provide information and on divisional and departmental policies as appropriate. Deals regularly with vendors and suppliers, providing advice on a variety of matters such as departmental policies and processes as well as financial and procurement requirements.<br><br>Nature of contacts may include confidential employee information with labour relations impacts.   |
| <b>Innovation:</b>         | Extensive knowledge of government processes, procedures, and practices. Must be creative to promote the optimal use of technology to enhance work processes and maximize efficiencies. Manages requests for the SD / ED's time.<br><br>Independent initiative to establish administrative protocols and processes to achieve consistency of approach to improve administrative performance across the division. Wide scope for independent action in resolving administrative issues, selecting alternative courses of action; uses good judgment in considering potential operational impact on programs and in making decisions regarding the scope and nature of involvement with management and staff.<br><br>This position is privy to a wide range of confidential issues with substantial interaction with the Deputy Minister and Minister offices and uses judgment and discretion in determining when and how much information to exchange with program management and staff. Expected to function independently and to take responsibility for establishing work priorities, schedules, and day to day management of the Executive Director's office. |
| <b>Decision Making:</b>    | Works independently with sound judgement, prioritizes calendar, correspondence, email, responds to routine inquiries, redirects, and follows up as necessary. This may include confidential employee information.<br><br>Uses good judgment in approaching management and staff to ensure the necessary staff interaction is occurring on schedule and that required materials are completed, consolidated, and presented in an appropriate manner and ensuring correspondence is timely, clear, and concise.  |
| <b>Impact of Results:</b>  |  |

## People Management:

|  | # Direct Resources Managed   | # Indirect Resources Managed |
|--|--|------------------------------|
| <b>Additional Information (if required):</b> | Job Titles and number of incumbents reporting to this job:<br><br>May supervise junior clerical reports or be expected to demonstrate team leadership and direction with respect to divisional secretarial, clerical, and administrative support staff and to provide functional guidance and direction to divisional and departmental management and staff on corporate requirements and standard practices related to the administrative aspect of program |                              |

operations.

## LICENSES/CERTIFICATIONS

### Data From Conversion:

The position plays a key role in the Department, which requires a high degree of diplomacy, tact, and leadership. Many issues are of a confidential nature.

## WORKING CONDITIONS

### Physical Effort

Work activities involve rotating positions of light physical activities, requiring little physical effort and/or easy muscle movements. Majority of time is spent in a comfortable position with frequent opportunity to move about and/or change positions.

### Physical Environment

Works in an environment with exposure to acceptable working conditions. Occasional exposure to mild unpleasant or disagreeable conditions (e.g., dust, dirt, noise, etc.) and possibility of accident or health hazards is minimal.

### Sensory Attention

Work activities involve a need to concentrate on a variety of sensory inputs for short durations, several times a day, requiring attention to detail. If interrupted, some lost time is experienced to backtrack and continue activities. The need for detailed or precise work and/or repetitive tasks is moderate.

### Psychological Pressures

Work activities are performed in an environment with occasional exposure to one or more mental pressures (e.g., deadlines, repetitive work, moderate unpleasant public/client situations, etc.). Has the ability to largely control the pace of work with few interruptions. The degree of mental stress is not noticeably disruptive to the work, and the unpleasant reaction is not too strong/persistent. Disruption to personal life due to work, work schedules or travel is moderate.

### Examples/ Additional Information:

#### A - Physical Effort

Work activities involve alternating positions of light physical activities (sitting, standing, walking, bending, lifting light weight animate/inanimate objects, intermittent periods of keyboarding etc.), which cause little physical effort. Majority of time spent in a comfortable position with frequent opportunity to move about at will. Activities require a variety of easy muscle movements.

#### B - Physical Environment

Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions, e.g. negligible conditions at dust, dirt, noxious odours, noise etc. and/or a remote possibility of risk of accident or health hazards.

#### C - Sensory Attention

Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention several times daily. e.g., advanced work processing or graphical layout, creation of spreadsheets, building new formula, data entry or attending to single or simultaneous tasks where accuracy to detail is important, taking/transcribing minutes at meetings, etc. If sensory activities are interrupted, time is required to backtrack to resume activities, involving lost time. The need for detailed or precise work is moderate.

#### D - Mental Pressures

Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent, e.g. pressure or deadlines, quotas or need for accuracy, unpleasant public or client contacts, probable concern about unpleasant situations, repetitious work, and or some disruption of personal life because of work, work schedules or need to travel.

### Data From Conversion: