

## Administrative Assistant I

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### **DEFINITION**

This is senior level administrative and office support work. Employees of this class act in an assistant capacity to a Branch Manager of a department and are responsible for enhancing the efficiency and responsiveness of that office.

Responsibilities include determining and addressing the Branch Manager's administrative requirements. They address departmental inquiries, review and refer straight-forward correspondence, respond to calls of a varied nature and provide referral assistance where necessary. They direct the work of others engaged in clerical work supporting the branch.

The impact of these positions is focused within the branch, as employees perform a coordinating and supervisory role, scheduling meetings, making travel arrangements and transmitting information and instructions.

### **COMPLEXITY OF WORK**

Employees of this class are required to apply a broad knowledge of departmental policies, activities, and positions on various sensitive issues as they compose routine material, deal with inquiries and address issues on behalf of the Branch Manager.

Employees generally establish, maintain and revise their own work practices and independently carry their work to completion. Their work is usually subject only to cursory review prior to release. As a result, considerable judgement and initiative is exercised regularly, including when performing basic research, summarizing reports to facilitate subsequent review by the Branch Manager and prioritizing issues to be dealt with by the Branch Manager or addressed directly. Decision making within established guidelines is done independently; non-routine decisions or those necessitating a deviation from established policies or procedures are made in consultation with the Branch Manager.

Contacts are internal, interdepartmental and external and require considerable judgement in screening calls and referring appropriately.

### **WORKING CONDITIONS**

Physical requirements of this role are typical of office work, as the employee is required to sit for prolonged periods of time and to use a computer keyboard and monitor.

### **SUPERVISORY RESPONSIBILITIES**

Employees of this class may have supervisory responsibility over administrative and clerical personnel supporting the Branch. They are accountable for direction and assignment of duties, addressing administrative needs, providing performance coaching and assessment, and coordinating ongoing training requirements. They may be responsible for recruiting and selection activities, but refer advanced performance management responsibilities to the Branch Manager.

**SERIES SEPARATOR**

The Administrative Assistant 1 class is distinguished from other clerical and administrative classes by the reporting structure, as this is the only class that provides direct administrative support to Branch Managers.

**TYPICAL DUTIES\***

Receives all documents and correspondence addressed to the Branch Manager. Assigns routine reports or requests for information to appropriate Directors as required. Deals directly in instances as required by answering straight forward inquiries from and providing information to other departments, Councillor's Office, Mayor's Office, City Manager's Office or general public.

Ensures all correspondence and submissions are in proper format, typographically correct and convey appropriate information prior to Branch Manager's approval.

Ensures the Branch Manager is provided with pertinent background information for briefing purposes at Council, Executive Committee and meetings with the General Manager and management team.

Supervise, assign and review the work of subordinate administrative and clerical staff. Develop policies and procedures for the efficient operation of the branch administration.

Advises the Branch Manager of status of initiatives taken in resolving issues requiring General Manager or Branch Manager involvement. Monitors the progress of directives issued until required action is complete.

Manages the Branch Manager's business schedule by arranging meetings and appointments.

Prepares agendas for meetings, takes and distributes minutes.

Composes correspondence and reports, as delegated and prepares same or arranges for typing services as required.

Performs related duties as required.

**KNOWLEDGE, ABILITIES AND SKILLS**

Ability to work independently within established policies and objectives.

Ability to make independent decisions relative to coordinating and assigning straight forward requests for action.

Ability to deal with confidential information on a routine basis with a high degree of judgement and discretion.

Ability to recognize politically sensitive issues and bring matters of priority to the Senior Manager's attention.

Ability to summarize reports or other material and to compose effective and accurate correspondence.

Ability to plan and coordinate the Senior Manager's schedule.

Knowledge of the purpose, organization, policies and procedures governing the department.

Considerable knowledge of the principles of office management and of progressive office procedures and systems.

Ability to adapt to changing office technology.

Ability to establish and maintain effective working relations as necessitated by work assignments.

Incumbents are expected to be fully conversant with standard and computerized office equipment and require highly developed administrative skills.

## **TRAINING AND EXPERIENCE REQUIREMENTS**

### **Job Level**

Completion of the twelfth (12th) school grade including business subjects with emphasis on word and information processing or completion of an appropriate secretarial certificate program from an approved business school/college, and a minimum four (4) years of progressively responsible and diversified office and secretarial including experience in word and information processing.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0307		0308	
Last Updated:	2006-10			
Previous Updates:	1988-12			
Originated:				