



TITLE: ADMINISTRATIVE ASSISTANT

CLASSIFICATION: Grid 9

MINISTRY: ISLANDS TRUST,
Ministry of Municipal Affairs and Housing

WORK UNIT: ADMINISTRATIVE SERVICES

SUPERVISOR TITLE: Employee Services Coordinator

SUPERVISOR POSITION #:
00109013

JOB OVERVIEW

The position provides administrative support to staff and Trustees and front line services to the general public, including coordinating training requests, providing facilities management, and supporting human resource matters.

ACCOUNTABILITIES

Required:

- Supports the Employee Services Coordinator with administrative tasks related to Human Resources matters, including hiring and orientation.
- Functions as the organization's safety and wellness program coordinator, including scheduling and recording minutes of monthly Occupational Health & Safety Committee meetings, ensuring inspections and safety equipment are kept up to date and current, organizing flu clinics, and ensuring staff awareness of office safety/evacuation and violence protection programs.
- Supports the Director of Administrative Services to organize regular organizational staff meetings, including preparing agendas, arranging for transportation, arranging venues, equipment and catering.
- Coordinates and manages various staff programs including the Rewards and Recognition Program, long-term service awards, PECSF fund-raising events, annual staff surveys and the annual performance management review process.
- Supports managers with various hiring activities including preparation of documents and tools (eg. Screening spreadsheet), and assembling materials and/or information packages.
- Receives all Training Request Forms for staff and Trustees. Reviews requests for completeness and accuracy. Arranges registration and travel as necessary. Records training information into tracking systems.
- Determines the need for, recommends purchase of, and coordinates the installation of furniture and equipment. Maintains furniture and equipment inventory by arranging for disposal, maintenance and cleaning as required.
- Ensures an adequate office supplies inventory is maintained by monitoring inventory, requisitioning items as necessary and processing corresponding paperwork. Exercises expense authority for such expenditures.
- Ensures the provision of reception and telephone services to the public, including responding to general inquiries from the public via telephone or email, including coordination with other administrative staff in Islands Trust to ensure coverage.

- Utilizes the Color-bar coding system to support records management and documentation for the organization including the storage, retrieval and destruction of records, following organizational policies and procedures.
- Coordinates and manages activities related to the provision of office services at all Islands Trust locations, including liaising with landlords, building services personnel, and Regional Planning Managers regarding building maintenance services and arranging building repair, maintenance and minor tenant improvement projects as needed.
- Assisting with office security including locking storage areas and office doors, assisting staff with security issues and maintaining and monitoring building codes and keys for the office.
- Ensures that incoming mail is processed and prepares outgoing mail, arranges couriers as needed.
- Responsible for reconciling own credit card used for administrative purposes, on a monthly basis. Ensures purchases are made in accordance with policies and procedures.
- Develops and implements administrative office procedures.
- Provides secretarial/administrative support, including the preparation of documents such as reports, correspondence, spreadsheets, and briefing notes by using desktop tools such as Word, Excel, PowerPoint and eSCRIBE.
- Monitors e-mail feeds, social media and Google Alerts and forwards for action as necessary.
- Prepares, formats and compiles reports, handles correspondence, organizes materials for meetings, conferences and appointments.
- Formats and applies Islands Trust and Islands Trust Fund style and design principles to basic publications.

JOB REQUIREMENTS

Education/Experience

- Secondary school graduation or equivalent, and a combination of 2 years of clerical/administrative support experience in an office environment, education and/or training (e.g. Business college certificate, secretarial program or administrative support).
- Experience/proficiency with word processing, spreadsheets and Microsoft desktop applications including MS Word, PowerPoint, Excel and Outlook.
- Experience with the proper form of business letters and business English as well as general office practices and procedures.
- Experience managing deadlines and prioritizing multiple concurrent tasks.

Preference may be given for:

- Experience arranging meetings and travel.
- Experience with records management
- Experience with desktop publishing (e.g. Adobe InDesign) is an asset.

Knowledge/Skills/Abilities

- Excellent knowledge of general office systems and procedures.
- Knowledge of hiring best practices.
- Excellent knowledge of office equipment, including phone systems, photocopiers, printers, etc.
- Excellent written and verbal communications skills.
- Ability to maintain a professional approach to working relationships with staff and elected officials.
- Ability to establish priorities and organize workloads.
- Ability to use a high degree of tact and good judgement; be attentive to details.
- Ability to produce accurate records and reports.

BEHAVIOURAL COMPETENCIES

- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies the desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.