



## 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 or within a Deputy City Manager's office and are responsible for enhancing the efficiency and responsiveness of that office.

Responsibilities include: determining and addressing either the Branch Manager's or Deputy City Manager's (DCM) administrative requirements including: departmental inquiries, review and referral of correspondence, respond to calls of a varied nature and provide additional referral assistance where necessary. They direct the work of others engaged in clerical work supporting the branch or the department.

The impact of these positions is focused within the branch or supporting the work within a Deputy City Manager's office, 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 and nonroutine material, deal with inquiries and address issues on behalf of the Branch Manager or DCMO.

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/DCMO and prioritizing issues to be dealt with by the Branch Manager/DCMO 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 or Executive Assistant.

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 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 and Deputy City Managers.



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### **TYPICAL DUTIES \***

Receives all documents and correspondence addressed to the Branch Manager/DCMO. Assigns routine reports or requests for information to appropriate Directors as required. Deals directly in instances as required by answering straightforward 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/DCM approval. Tracks and monitors inquiries to ensure responses are received within appropriate timelines. Follows up with appropriate areas when necessary to ensure the response meets department expectations; escalates issues to the appropriate level as needed.

Ensures the Branch Manager is provided with pertinent background information for briefing purposes at Council, Executive Committee and meetings with the DCM 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/department administration.

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

Supports the Strategic Coordinator and/or Executive Assistant with special projects (e.g. year end, financial accruals, research, collecting and reporting on statistics and general information related to inquiries).

Performs related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Ability to work independently within established policies, procedures and department objectives.

Ability to make independent decisions relative to coordinating and assigning 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.

Excellent written and oral communication skills; excellent interpersonal skills to interact with staff at all levels of the organization.

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



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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.

Knowledge of FOIP legislation and ability to process FOIP requests.

Ability to adapt to changing priorities, technology, and environment.

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 administrative professional certificate program from an accredited business school/college, and a minimum four (4) years of progressively responsible, diversified office and administrative experience.

\* *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	
Grade	014		015	

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