

Benchmark Title**ADMINISTRATIVE ASSISTANT****Job Summary**

Provides a variety of administrative and secretarial assistance in an office. Produces reports from a variety of information sources and databases. Tracks office or program expenditures.

Key Duties and Responsibilities

1. Screens and prioritizes incoming correspondence and other materials for staff members.
2. Tracks office or program expenditures by recording expenses and alerting the supervisor to budget overruns and unusual expenses. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
3. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
4. Maintains client and program information using spreadsheet and/or database software.
5. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Orients, monitors, and provides work direction to volunteers and/or practicum students.
8. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
9. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Administrative Assistant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 3 years recent related experience	5	125
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry; tasks are straightforward and repetitive	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as tracking office expenses, researching and producing reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection, research and database techniques to produce ad hoc reports	4	57
7	Leadership/Supervision – Provides indirect supervision of volunteers and practicum students by providing work direction and monitoring	2	40
8	Accountability – Errors in tracking office expenses, producing reports require some examination to reveal errors which result in rework involving loss of one's or others time and limited financial loss	3	43
9	Communication – May be required to explain and interpret information contained in reports and responds to outside inquiries about services offered by the organization	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressure to complete reports and other job tasks	4	33
Total Points			532