

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: Vacant

Position Title: Administrative Assistant - SSM

Payband: E

Position Code/Number (if applicable):

Scheduled No. of Hours 37.5

Appointment Type: Full Time less than 12 months

Supervisor's Name and Title: Shanthi Rajaratnam, Director Workforce Development

Completed by: Shanthi Rajaratnam

PDF Date:

Last Revision: February 2020

Signatures:

Incumbent:
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provides administrative support and assistance to the Director, SSM and other managers and staff.

Duties and Responsibilities

	Approximate % of time annually*
1. Scheduling and Coordinating <ul style="list-style-type: none"> - Manages the calendar and schedule for the Director including accepting / refusing meeting requests - Organizes logistics for meetings including booking rooms, arranging for technology requirements - Prepares agenda as directed and forwards to participants - Makes travel arrangements, including hotels and parking - Coordinates head office and satellite office use 	20%
2. Financial Support <ul style="list-style-type: none"> - Reviews incoming invoices for accuracy, obtains approvals and arranges for payment - Updates budget and provides variance analysis - Ensures appropriate department and account allocations - Completes expense reports and submits for payment - Visa cardholder, makes purchases as required and reconciles 	20%
3. Document Management <ul style="list-style-type: none"> - Prepares correspondence for signature, including drafting content and proofreading - Gathers and organizes information and documents as requested - Ensures that documents, information and data are filed both in hard copy and electronically - Receives and distributes incoming mail / arranges for outgoing mail and courier - Tracks document distribution to stakeholders - Takes minutes at meeting, provides drafts /edits and distributes 	35%
4. Reception and Customer Service <ul style="list-style-type: none"> - Serves as first point of contact for phone / email and walk in reception - triages issues and questions - Provides information or arranges for follow up with others - Ensures adequate office coverage at head office and satellite locations 	15%

5. Office Support <ul style="list-style-type: none"> - Arranges for facility management services - Provides first line of office equipment troubleshooting and /or arranges for servicing - Technology lead: tracking inventory, understanding functionality of hardware and software, coordinating service and upgrades, ensuring a smooth interface for virtual meetings and presentations, troubleshooting and supporting staff as required. 	-10%
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* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10%	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- Up to High School 1 year certificate 2 year diploma

- Trade certification 3 year diploma / degree 4 year degree or 3 year diploma / degree plus professional certification

- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification

- Doctoral degree

Field(s) of Study:

2-year diploma in office administration including excel, accounting / finance

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No additional requirements

- Additional requirements obtained by course(s) of a total of 100 hours or less

- Additional requirements obtained by course(s) of a total between 101 and 520 hours
- Additional requirements obtained by course(s) of a total of more than 520 hours

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

- Less than one (1) year
- Minimum of one (1) year
- Minimum of two (2) years
- Minimum of three (3) years

<p>Relevant experience working independently in an office services environment, prioritizing, organizing and problem solving own work, preferably in a post-secondary academic environment.</p> <p>Experience using a variety of Windows-based software including spreadsheets, database at an advanced level, word processing, MS Project & Gantt Charts, PowerPoint presentations, and Internet browsing applications and administrative applications including electronic calendaring, and purchasing.</p> <p>Experience with video conferencing, phone conferencing, and presentation technology.</p> <p>Experience providing front-line customer service and administrative support in an automated office services environment and working as an effective team member.</p>

- Minimum of five (5) years
- Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring	
Key issue or problem encountered.	Conflicting schedule requests for the Director are received and must be prioritized.
How is it identified?	Discussions with the Director to determine priorities as well as based on previous experience and an understanding of SSM initiatives.
Is further investigation required to define the situation and/or problem? If so, describe.	Consult with those making requests to determine if there are alternative times for scheduling and work with others who may also be required to attend.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must prioritize meetings based on the information that has been collected.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Past practice and consultation with the Director.

3. Analysis and Problem Solving

#2 regular & recurring	
Key issue or problem encountered	The incumbent has been asked to identify a date/time to set up a large group meeting within the next two weeks. This typically involves multiple participants, internal and external, with varying schedules and availability.
How is it identified?	Incumbent solicits information regarding schedules to determine if an "unscheduled" period exists during which to schedule the meeting. S/he gathers information on existing activities and meetings already scheduled to ensure the meeting does not conflict. Incumbent examines draft agenda to determine key participants that must be in attendance.

Is further investigation required to define the situation and/or problem? If so, describe.

Incumbent must determine if there is a suitable room available, multi-media required, external guests attending, agenda items, etc.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

After gathering and analyzing information, incumbent must identify a meeting date/time/location that suits the vast majority and includes key participants identified, while recognizing that some will be unable to attend.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

Room schedules, personal calendars of attendees.

#3 regular & recurring

Key issue or problem encountered

A SSM staff member contacts the incumbent to ask for assistance with desktop applications that s/he is having difficulty with. The incumbent is the first point of contact to respond and attempt to resolve the problem being experienced.

How is it identified?

The incumbent will either go to the individual's office or have them log-on on their desktop. The individual will be asked to demonstrate the difficulty s/he has encountered so that the incumbent can assist in problem-solving.

Is further investigation required to define the situation and/or problem? If so, describe.

Once the area of difficulty is identified, the incumbent then proceeds to attempt to resolve the problem through application of workarounds, amending files, testing other data/applications, or correcting errors that are at the source of the problem.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent is expected to identify the source of the issue wherever possible and resolve it for the individual. Where this is not possible, and a formal technical fix is required, the incumbent logs the issue with technical staff for resolution.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

Some procedures, on-line help facility, past practice.

3. Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered

[Empty dashed box for key issue or problem encountered]

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

#2 occasional (if none, please strike out this section)

Key issue or problem encountered

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

List the project and the role of the incumbent in this activity.

Reports / information packages must be submitted to the Ministry of a pre-determined calendar – the incumbent will be responsible for tracking dates and providing reminders to others in advance.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Bring-forward calendar processes.

List the types of resources required to complete this task, project or activity.

Electronic calendars

How is/are deadline(s) determined?

Deadlines are determined through the Ministry

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Director and other SSM program staff will identify any barriers to timely completion and will be responsible for communicating delays to the Ministry.

#2 regular & recurring

List the project and the role of the incumbent in this activity.

Coordinate numerous meetings. Sends invitations, works with the senior SSM staff on agenda and meeting flow, room scheduling, and distribution of information packages, hospitality, recording meeting minutes and distributing to membership.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Organization - tracking attendance, compile information for report (metrics, decisions), work with others to set meeting dates

List the types of resources required to complete this task, project or activity.

Participant schedules, program review schedules, minutes of previous meeting.

How is/are deadline(s) determined?

Incumbent decides on meeting dates based on pre-agreed meeting periods.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Director determines if meeting should be cancelled or rebooked. Incumbent would be responsible for communicating changes.

4. Planning/Coordinating

#3 regular & recurring

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

4. Planning/Coordinating

#1 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

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#2 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
X	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	
X	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	The incumbent will advise other staff on how to make purchases and fill out forms to meet the requirements of the accounting or finance department. They will provide guidance to external partners on submission requirements for documents or performance data (e.g. timelines or required formatting.) The incumbent will be required to troubleshoot technology, for example web conferencing equipment or printers.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?

Regular and Recurring

Job duties are performed in accordance with general instructions. The incumbent is aware of the day to day responsibilities of the position.

Most assignments are completed with no supervision and independent judgment and thinking is required throughout the span of an assignment.

Occasional (if none, please strike out this section)

What rules, procedures, past practices or guidelines are available to guide the incumbent?

Regular and Recurring

College and Program Policies & Procedures
Annual Planning Cycle

Occasional (if none, please strike out this section)

How is work reviewed or verified (e.g. feedback from others, work processes, Supervisor)?

Regular and Recurring

Much of the work of the incumbent is performed independently and is not checked on a regular basis. Work is reviewed by exception and/or discussion of processes.

Occasional (if none, please strike out this section)

On occasion or in unusual situations, the incumbent may refer to Chairs for clarification.

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?

Regular and Recurring

Occasional (if none, please strike out this section)

Describe the type of decisions that would be decided in consultation with the Supervisor.

Regular and Recurring

Occasional (if none, please strike out this section)

Prioritization of unusual requests

Conflicts and/or sensitive issues requiring unscheduled and immediate administrative resolution.

Describe the type of decisions that would be decided by the incumbent.

Regular and Recurring

Occasional (if none, please strike out this section)

Organizing and prioritizing day to day accountabilities.

Administrative requests related calendar, schedule and priorities arrive by email, telephone, in person or through analysis of received documentation.	- Incumbent determines availability, conflicts and alternatives and communicates with requestor to ensure production is not slowed/stopped.	Program staff and external stakeholders	D
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* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Inquiries, general information received by phone / email Exchanging information related to meetings	Program stakeholders	D
Explanation and interpretation of information or ideas	Asking questions to better understand a request and the nature of data, information or documentation that is required	Program stakeholders	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting at desk	D			X	X		
Standing and walking	D	X			X		
Sitting in meetings taking notes	W			X	X		
Lifting - light	W	X			X		

* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

Equipment/supplies for meetings – notebook, handouts, etc.

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (e.g. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Data input – calendars, bring-forward, financial information	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No incumbent provides front-line service and is expected to keep door open, answer phone calls and respond as inquiries arise.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Minute taking	W			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually				

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11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency

		(D, W, M, I)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		
<input type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

* D = Daily M = Monthly W = Weekly I = Infrequently