

## Sample job description

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**Position title:** Administrative assistant

**Date prepared:** March 7, 2014

**Position level:** *If you have an internal hierarchy, indicate the level of this job*

### **Job purpose/mandate**

*Provide a brief summary of the overall purpose of the role within the organization.*

Perform full range of administrative services to support team members.

### **Specific duties and responsibilities**

*Provide a bulleted list of key responsibilities. Focus on those that provide an indication of the scope and impact of the role. Include information that demonstrates the level of responsibility for material, financial, human and information resources.*

Provides a full range of administrative services to assigned manager. Responsibilities generally include:

- Organizing schedules and preparing necessary documentation
- Monitoring budgets or project progress and preparing routine status reports
- Formatting and editing presentations
- Transcribing material where terminology, punctuation and format require judgment, skill and use of a variety of software to accomplish assigned tasks
- Scheduling appointments, arranging meetings and making travel arrangements
- Liaising with other team members or service providers on administrative issues
- Maintaining company records/reports
- Maintaining confidential records
- Collecting information for conferences/meetings
- Compiling summaries/reports from multiple inputs
- Providing training, guidance and advice to others on administrative issues

## Knowledge and skills

### 1. List typical education and experience

*Explain the typical education and/or experience required. Remember to consider licensing requirements, special training and equivalencies.*

Generally requires post-secondary business diploma plus two to three years of relevant experience or the equivalent.

### 2. List specific skills and give examples of how they apply to this role

*The following are examples of specific skills and how they may be relevant. Your organization may require a different combination. Consider the depth of each skill required.*

#### Communication

- Uses factual and logical arguments to negotiate changes in priorities or solve procedural issues
- Listens well and asks questions to understand requirements and preferences of manager
- Responds clearly to requests for information, elevating sensitive situations for others to address

#### Customer focus (may be internal or external)

- Takes personal responsibility to follow up with customers or staff to ensure their requests have been addressed
- Demonstrates empathy—understands others' points of view, and sorts out issues promptly and in a non-defensive manner
- Shows flexibility and is available to support others especially during critical periods

#### Problem solving

- Resolves scheduling conflicts to coordinate meetings
- Solves procedural problems within established parameters, using judgment to obtain and interpret relevant information

#### Job specific skills

- Uses MS Office products to:
  - Draft formal correspondence and contracts
  - Format presentations
  - Monitor budgets and projects
  - Prepare data for analysis
- Coordinate facility administration (e.g., arrange for network access and other IT needs)
- Meeting and event coordination

#### Effort

*Provide details about the type of physical and mental effort that is required, including duration and intensity. Describe requirements such as any lifting, excessive standing/sitting, travel, unusual degree of concentration or focus, and so on. If this is not applicable, state "normal office environment."*

Normal office environment. This job requires a mix of sitting, standing and moving, with a balance between computer-based work and verbal communication. The candidate may be required to balance priorities between different stakeholders.

**Working conditions**

*Provide details about the type of work environment that is required. Describe any chemical or mechanical equipment use, workplace hazards, excessive noise, particular climate exposure, confrontational atmosphere (e.g., credit and collections, and complaint departments) and so on. If this is not applicable, state "normal office environment."*

Normal office environment. No unusual hazards. Generally deals in routine conversations.