



**Administrative Assistant - ITO**

Occupational Family/Code – Program Support: PDP, PSC

Profile created: 2005 05

Profile updated: 2007 01

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Administrative Assistants in the Information Technology Office are involved in coordinating, implementing and carrying out administrative office procedures and tasks.

They manage the lay out of office space and arrange for the acquisition of furniture, equipment, and supplies. They ensure the proper completion of and monitor the processing of employee forms such as expense claims; and monitor financial processes, which includes preparing monthly budget forecasts and processing invoices. They schedule meetings and make necessary related arrangements such as booking boardrooms and accommodation. They prepare and type correspondence, various types of documents, and presentation materials. They also develop and maintain filing systems, process mail, and manage senior managers' mail by organizing, prioritizing and delegating.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Theories/Principles

- Knowledge of budget preparation, expenditure and fiscal forecasting processes and procedures. **(Bring)**
  - Knowledge of basic accounting/financial principles, procedures/practices. **(Bring)**
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### Technical

- Knowledge of office filing procedures and systems. **(Bring)**
  - Knowledge of office and/or administrative procedures, protocols and equipment. **(Bring)**
  - Knowledge of computer applications such as word processing, security, communication, spreadsheet software, database and operating systems and/or computer hardware. **(Bring)**
  - Knowledge of office management and administrative procedures and protocols. **(Bring)**
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### Skills

Skills are those demonstrated abilities, or proficiencies, which one has learned from his/her past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

#### Oral Communication Skills

- Ability to clearly and accurately explain complex issues, policies and procedures, referencing legislation and other information to clients and co-workers. **(Bring)**

*Personal attributes which may link with this skill statement include: attentive to detail, thorough, tactful, diplomatic...*

- Ability to respond accurately, clearly and courteously to inquiries from clients, other agencies and the general public. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, organized...*

- Ability to gather relevant information from incoming calls, walk in clients and co-workers in order to relay complete and accurate messages to appropriate persons. **(Bring)**

*Personal attributes which may link with this skill statement include: approachable, polite...*

- Ability to ask clear, concise and relevant questions in order to obtain information from clients (and relay complete and accurate messages to appropriate persons/respond appropriately/redirect to pertinent ministry, agency or service). **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, diplomatic, flexible...*

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### Oral and Written Communication Skills

- Ability to verbally and in writing provide clear, concise and timely information in response to often complex inquiries at a level appropriate to the recipient. **(Bring)**

*Personal attributes which may link with this skill statement include: positive...*

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### Written Communication Skills

- Ability to accurately, concisely and in a timely manner compose, record, proofread and/or edit a variety of correspondence (using correct grammar, spelling and punctuation/for your own and others signatures/ in a visually pleasing format). **(Bring)**

*Personal attributes which may link with this skill statement include: focused, accurate, organized, tactful, diplomatic, creative...*

- Ability to quickly and accurately record minutes of meetings. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, organized...*

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### Team/Independence

- Ability to work independently and/or as a contributing member of a variety of teams to complete work assignments, achieve common goals and contribute towards a positive work environment. **(Bring)**

*Personal attributes which may link with this skill statement include: independent, team player...*

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### Organizational

- Ability to accurately and in a timely manner, coordinate and/or schedule appointments, meetings, equipment and CVA vehicles. **(Bring)**

*Personal attributes which may link with this skill statement include: organized...*



- Ability to accurately compile, sort, and distribute high volumes of incoming and outgoing mail in a timely manner. **(Learn)**

*Personal attributes which may link with this skill statement include: focused, accurate, organized...*

- Ability to independently assess, establish and adjust and accurately complete multiple tasks while taking into consideration task complexity, frequent interruptions, deadlines/quota, available resources and multiple reporting relationships. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable, independent, focused...*

- Ability to precisely plan, schedule and coordinate travel and logistics for events such as meetings, conferences and workshops according to prearranged time frames. **(Learn)**

*Personal attributes which may link with this skill statement include: organized, independent, creative...*

- Ability to acquire, purchase and maintain inventory such as forms, office property supplies and equipment to ensure adequate resources are available. **(Learn)**

*Personal attributes which may link to this skill statement include: attentive to detail, organized...*

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### Analytical

- Ability to compile, evaluate and organize relevant information to respond to inquiries, produce in-depth documents or reports and make recommendations and/or decisions. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, independent...*

- Ability to systematically search and assess statistical, financial and other data to develop informational materials and diverse reports and/or make decisions about the application of policies and procedures. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, attentive to detail...*



### Technical - The creation or recreation of electronic documents

- Ability to create, format and edit a variety of visually pleasing, clear and presentable documents using various software applications/packages within required/reasonable time frames. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, creative, organized...*

- Ability to accurately and quickly design, format and modify complex documents using advanced features of computer software packages such as word processing, spreadsheets and desk top publishing. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate, independent, creative...*

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### Technical - Financial or statistical applications

- Ability to accurately compile and thoroughly monitor expenses for budget and fiscal forecasting. **(Bring)**

*Personal attributes which may link with this skill statement include: accurate...*

- Ability to accurately collect, gather, code, record, monitor, verify, calculate or forecast money and/or financial/statistical information such as budgets, accounts receivables and payables, collections, invoices, bank deposits and statistics. **(Bring)**

*Personal attributes which may link with this skill statement include: independent, accurate, attentive to detail...*

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### Technical - Electronic records management, electronic support and evaluation of software

- Ability to provide support and orientation to people in office procedures and the use of office equipment such as photocopiers, fax machines, computers, printers and telephones to ensure proper and efficient usage of equipment. **(Learn)**

*Personal attributes which may link with this skill statement include: patient, approachable...*

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## Personal Attributes

### (Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are the underlying characteristics, which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, which can be described as feelings, attitudes, habits and traits. Each of these is demonstrated through one's behaviour.

The personal attributes are stated under the skill competencies for which they may be most critical.

### Personal attributes for the Administrative Assistants include:

#### To Be...

- Accurate
- Approachable
- Attentive to detail
- Calm
- Cooperative
- Creative/innovative
- Respectful
- Diplomatic
- Flexible/adaptable
- Focused
- Positive
- Self-motivated
- Trustworthy
- Welcoming

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