

Administrative Assistant

Job Summary

The Administrative Assistant provides administrative support as required and assists other staff with general office duties.

Job level: Entry Level

Competencies

Planning and Organizing (Level 1)

Reaching goals that are central to organizational success by making and following plans and allocating resources effectively.

Plans and organizes own activities

- Plans own activities according to pre-determined standards or procedures.
- Monitors the quality and timeliness of own work.
- Seeks clarity on priorities as needed.
- Uses the resources at one's immediate disposal responsibly and efficiently.

Fostering Communication (Level 2)

Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.

Fosters two-way communication

- Recalls others' main points, taking them into account in own communication.
- Checks own understanding of others' communication (e.g., paraphrases, asks questions).
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Digital Literacy (Level 2)

Engaging with digital technologies to accomplish goals and solve challenges in the workplace.

Uses digital technologies for well-defined tasks.

- Uses a combination of strategies to find information online.
- Uses digital tools to improve the efficiency in conducting routine tasks, such as managing documents and handling emails.
- Creates digital content in common formats to share information or opinion, abiding by copyright or licensing rules when using digital information/content.
- Selects the appropriate measures for protecting devices and digital assets.
- Conducts basic trouble shooting by utilizing help functions, web searches, or forums.

Attention to Detail (Level 1)

Working in a conscientious, consistent and thorough manner.

Checks own work for accuracy and completeness

- Reviews own work for accuracy and completeness, identifying inconsistencies or discrepancies that indicate problems with the quality of work.
- Identifies main concepts and ideas when completing simple, straightforward tasks.
- Verifies the accuracy of details that are important to others.

Information Gathering and Processing (Level 1)

Locating and collecting data from appropriate sources and analyzing it to prepare meaningful and concise reports that summarize the information.

Follows prescribed information gathering procedures

- Identifies relevant facts and issues underlying a particular problem.
- Identifies the information needed to clarify a situation, complete an assignment or make a decision.
- Researches the most useful source of information to meet the requirements of the task.
- Poses direct questions to immediately available people.
- Reads relatively short texts to locate a single piece of information.
- Follows prescribed methods of information collection.

Client Focus (Level 1)

Providing service excellence to internal and/or external clients.

Responds to immediate client needs

- Responds to client needs in a timely, professional, helpful, and courteous manner, regardless of client attitude.
- Shows clients that their perspectives are valued.
- Strives to meet service standards in all circumstances.

Information Management (Level 2)

Following procedures for the collection, organization, retrieval, maintenance and dissemination of information.

Applies the competency in common situations that present limited difficulties, working with a moderate level of guidance.

- Applies appropriate security procedures when distributing and storing classified/sensitive information.
- Organizes accurate and reliable information relevant to own job in a way that facilitates later use.
- Follows organization's Information management policies and laid out procedures to classify, file and retrieve documents.

Responsibilities

Administrative Assistants

- Provide general office administrative services
- File paperwork
- Provide office administrative support for meeting scheduling
- Maintain personnel records and files for the office
- Provide administrative support for research and development as required
- Care for and maintain office and telephone system equipment
- Prepare documents and reports in advance of meetings
- Collect and prepare information for various management reports
- Provide administrative support to all managerial staff
- Distribute office mail, faxes, and emails

Knowledge Areas

- Microsoft Access (Basic)
- Microsoft Office Suite (Basic)
- Microsoft SharePoint (Basic)
- Microsoft Visio (Basic)
- SAP (Basic)