



# Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00655</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Administrative Assistant (Bilingual)</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Administrative</b>		

## General Description

Organize and perform a range of administrative duties for an academic unit or department that requires a thorough understanding of established functions, policies, and procedures. Requires performing the full range of duties in another language.

## Representative Duties & Responsibilities

- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Utilize discretion and judgement to screen visitors and telephone calls, and notify appropriate personnel.
- Provide policy and procedure information to others.
- Monitor budgets and reconcile accounts. Complete financial forms such as travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
- Gather and compile the paperwork required to facilitate the hiring and payment process for temporary, casual, and full time staff.
- Collect, verify, and input data into a variety of spreadsheets and databases.
- Update and maintain information and content on websites and social networks.
- Coordinate the calendar of supervisor and resolve scheduling conflicts.
- Schedule and coordinate meetings including room bookings, agendas, catering and travel arrangements.
- Write a variety of documents such as correspondence, procedure manuals, reports, and minutes.
- Format, word process, edit, and proofread a variety of documents and materials.
- Monitor and order office supplies.
- Source and obtain pricing information for office supplies and equipment.
- Set up and maintain filing systems, both electronic and hard copy.
- Classify, sort, and file correspondence, records, and other documents.
- Update and maintain confidential files and records. Handle sensitive material in accordance with established policies.
- Conduct database, literature, and web searches to find references and articles used for a variety of documents, reports, and publications.
- Assemble, copy, collate, and disseminate a variety of documents and materials.
- Open and distribute incoming mail and faxes.
- Prepare outgoing mail, faxes, and courier shipments.

## Supervision

- No formal supervision of others is required.
- Provide orientation and show procedures to others.

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## Qualifications

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- 2 year Community College diploma in Office Administration or related field of study.
- Requires 2 years of relevant experience.
- Must be bilingual in English and another language.

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## Effort

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### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process documents, enter data into databases and enter financial information into spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
  - Collecting routine information and files to word process routine documents such as correspondence and forms, and inputting data into spreadsheets and databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
  - Utilizing discretion and judgement to screen visitors and telephone calls, and notify appropriate personnel.
  - Coordinating the calendar of supervisor and resolving scheduling conflicts.
  - Monitoring and reconciling accounts.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

### Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

### Health & Safety:

- Risk to the incumbent is no higher than for the general population.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00655</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Administrative Assistant (Bilingual)</b>	Total Points:	<b>365</b>
Job Family:	<b>Administrative</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>D2</b>	56
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.5</b>	37
	10. Responsibility for Others	<b>1.0</b>	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.0</b>	39
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>1.0</b>	5