

KEY OUTPUTS:

- Reports, correspondence, spread sheets and illustrations prepared;
- Appointments scheduled and maintained;
- Meetings and events scheduled and organized;
- Correspondence typed/composed;
- Travel schedules/reservations arranged;
- Minutes and action sheets prepared;
- Calls, mail and visitors handled;
- Records maintained;
- Office equipment and supplies managed and maintained.

3. KEY RESPONSIBILITIES:

Technical

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution.
- Opens, sorts, and distributes incoming correspondence, including facsimile and email.
- Answers the telephone, screens callers, and takes and relays messages.
- Receives, greets and directs visitors.
- Prepares responses to correspondence containing routine inquiries.
- Arranges for the dispatch of outgoing mail.
- Orders and manages office supplies for the office of the Senior Director, and the Division, and maintains all associated records.
- Responds to requests, inquiries and complaints from staff, other departments, organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues.
- Prepares reports, memoranda, letters, and other documents, using word processing, spread sheet, database, and/or presentation software.
- Maintains records management systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, reports and other records.
- Liaises with the Executive Secretary to the Accountant General, and manages and maintains the Senior Director's schedule.
- Prepares agendas and makes arrangements for committee, and other meetings attended by the Senior Director.
- Assists in the organization of events and activities by scheduling rooms, issuing information, and coordinating speakers/participants.
- Makes travel and accommodation arrangements for the Senior Director.
- Researches and analyses data and prepares draft reports on routine administrative matters or other informational materials required.
- Prepares special and recurring divisional reports by gathering, compiling and typing data from various sources.

- Coordinates the flow of paperwork, including periodic and special reports between the Senior Director's office, the AG's Office, and the various divisions.
- Attends meetings in order to record minutes.
- Transcribes, compiles and distributes minutes of meetings.
- Assists with the preparation of the Division's annual budget and Strategic Plan.
- Sets up and oversees administrative policies and procedures for the office of the Senior Director and the Division.
- Assists in the smooth and efficient operation of the Division through the management of daily administrative operations.
- Reviews administrative operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure.
- Establishes and implements systems for reporting of work done against stated and agreed work plans.
- Establishes and maintains internal control processes.
- Deputizes for the Executive Secretary for the Accountant General in her absence.
- Provides administrative support to AGD's committee meetings.

Any Other Duties

- Any other related duty that may be assigned from time to time.

4. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Correspondences and reports are prepared/typed/written in a timely manner and a high level of accuracy is maintained.
- Confidentiality, dependability and tact are displayed in the conduct of job functions.
- Courtesy and professionalism are displayed in the conduct of duties in accordance with the Customer Service Charter.
- Stipulated deadlines are consistently met.
- Files are accurate and up-to-date.
- Incoming/outgoing mail is prepared and dispatched in a timely manner.

5. JOB SPECIFICATION:

a. Qualification and Training

Essential:

- Diploma in Administrative Management (MIND)

Desirable:

- Associate Degree in a Social Science, OR equivalent
- Certified Professional Secretary Designate

b. Essential Experience and Knowledge:

- At least three (3) years working experience in an administrative position OR at least five (5) years secretarial experience

Desirable:

- Typing 50 – 65 wpm; Shorthand at 100 - 120wpm
- Knowledge of Corporate Services operations in the public sector

KEY COMPETENCIES:

Core Competencies

- Oral and Written Communication Skills
- Problem Solving and Analytical Skills
- Customer Focus
- Results Focus
- Integrity

Technical Competencies

- Planning and Organizing Skills
- Records Management
- Business Writing
- Knowledge of Legislation, Policies and Procedures

6. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands

Pressured working conditions with numerous critical deadlines

Work Environment: Normal office conditions