

**Job Class Profile: Administrative Officer IA****Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	3	4	3	3	2	
Points	187	67	13	19	90	87	62	64	21	610

**JOB SUMMARY**

The Administrative Officer IA co-ordinates operations and services in an organization and is responsible for the overall administrative, information and program management. Liaises with departmental/divisional employees providing program specific advice on policies and procedures. Provides an information management role within the program/functional area including assigning files to employees, co-ordinating file management, reviewing completed files for missing information, and maintaining control of files and archives as required, etc. Supports the administrative functions of the office by keeping records of attendance, maintaining computerized control systems, providing year end reconciliation functions for the department/division and maintaining petty cash.

**Key and Periodic Activities**

- Co-ordinates the delivery of the assigned program functional area (i.e. processes applications, oversees procurement of goods and services, assesses financial requirements, meets with program area stakeholders, ensures conformance with applicable regulations and guidelines, prepares statistical reports, maintains databases, etc.).
- Liaises with departmental/divisional employees providing program specific advice on policies and procedures. Communicates if non-compliance occurs and recommends corrective action.
- Provides input into the development and implementation of policies.
- Conducts research and documents trends within the program and reports accordingly.
- Plans and promotes the program through special events, media and through the delivery of educational programs.
- Prepares and delivers program specific presentations, correspondence, and reports as requested.
- Provides an information management role within the program/functional area, including assigning files to employees, co-ordinating file management within the program area, reviewing completed files for missing information, and maintaining control of files and archives as required, etc.
- Provides administrative support to commissions and committees associated with the program area.
- Supports the administrative functions of the office (i.e. keeps records of attendance, maintains computerized control systems, provides year end reconciliation functions for the

### Key and Periodic Activities

- department/division, maintains petty cash as required, etc.).
- Prepares provincial files for audits.
- Trains new personnel as required in program area (i.e. forest fire protection, emergency measures, financial recovery, etc.).
- Develops funding proposals.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of methods, policies and procedures of the program area.
- Knowledge of business application software and office procedures.

#### Formal Education and/or Certification(s):

- Minimum: 2 year post secondary diploma in business or office administration

#### Years of Experience:

- Minimum: 2 - 3 years of experience

#### Competencies:

- Writes simple letters, memos and other documentation.
- Co-ordinates a range of related work or project activities.
- Proof reads, edits and formats a variety of documents.
- Strong research and analytical skills.
- Uses various computer software programs such as spreadsheets, word processors, databases, and other specialized programs and systems (i.e. Horizon, AS 400, Financial Management System, Central Accounts & Payroll system, etc.).

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, providing routine direction, and gaining the cooperation of others to complete work assignments. May occasionally deal with upset or angry people, professional advisors/associations or teach and/or instruct.
- Communication occurs with employees in the immediate work area, department(s), supervisors, managers, and clients/general public.
- Most significant contacts are employees within the immediate work area, managers/supervisors, and clients. Interactions include giving direction to outside agencies, meeting with stakeholders, responding to requests for information, asking questions for clarification, etc.

## EFFORT

### Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest. Work provides the opportunity to occasionally stand and walk within the office environment.

- Occasionally required to lift files, supplies, etc., weighing less than 10 lbs. May be required to maneuver carts to retrieve and distribute mail, load paper into fax machines and printers, etc.
- Constantly required to perform fine finger/precision work while sitting using a computer and mouse entering data. Regularly required to stand while delivering training to staff as required.

### Concentration

- **Visual** concentration is constant while using keyboard/mouse, reviewing financial information, editing documents, accessing databases, etc.
- **Auditory** concentration is constant when listening to directions and requests from staff and/or clients.
- Work is constantly impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace** especially when dealing with immediate requests or enquiries, funding deadlines, etc.
- **Exact results and precision** are required when performing database quality control checks, completing documents and forms, maintaining files, etc.

### Complexity

- Work typically involves tasks that are similar and require similar knowledge and skills.
- Problems tend to be regularly simple with obvious solutions and can be addressed by following procedures and/or guidelines; or following past practice or precedents.
- The most typical challenges or problems may include ambiguous client requests that require extensive research, improper documentation, filing issues, rejected applications, etc.
- Policies, procedures and guidelines exist to assist and address issues and challenges.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Decisions can be made when purchasing office supplies within delegated authority without prior approval or determining the appropriateness of requests, the appropriate action to take regarding operational issues, eligibility requirements, etc.
- Supervisor's approval is required for payment requests, leave requests, travel authorizations, etc.
- Work tasks involving the releasing confidential information are completed with discretion and independent judgment. Policies and procedures are in place governing the handling of confidential information.

### Impact

- Impacts generally affect immediate work area, department, organization, outside the organization and customers/clients/general public.
- Work activities impact processes, systems, information, finances, and material resources.
- Inaccurate reporting could affect finances of program area, errors in content delivery, information management errors, etc.
- In the event of a mistake or error the consequence is directly felt on the department and clients.
- Legislation, policies, and procedures are in place to mitigate errors or mistakes.

**Development and Leadership of Others**

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or on-the-job training, delegate tasks, and check and review the work of others.

**WORKING CONDITIONS****Environmental Working Conditions**

- There is no requirement to wear safety equipment or take any special precautions.
- No unusual adverse environmental conditions exist.
- Work is performed in an office or open environment where employees may occasionally experience unusual/distracting noise, glare from computer monitors and lack of privacy.