

## Position Description

<b>Position Title:</b>	<b>Administrative Assistant - Bargaining Unit</b>
<b>Primary Service:</b>	<b>Operations / Communications</b>
<b>Reports To:</b>	<b>Area Manager / Director</b>
<b>Affiliation:</b>	<b>Canadian Office and Professional Employees Union (COPE) Local 343</b>

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### A. Position Summary

Incumbents provide administrative support service as assigned, to the Investigations Team, the Early Resolutions Team and Communications and other areas of the office as required. They work collaboratively and as a team as needed to provide necessary administrative support to relevant areas of the Office.

### B. Duties & Responsibilities

#### Administrative Support (Operations)

- Prepares and processes documents according to office standards (e.g. caseload lists, travel advances and expense claims etc.).
- Arranges transportation and/or accommodation for staff, as required (e.g. car rentals, flight arrangements, hotel bookings etc.).
- Creates and/or maintains schedules for managers upon request (e.g. drop-in, file reviews, vacation schedules etc.).
- Conducts basic searches on OTIS (Offender Tracking Information System) to locate inmates, as requested by manager.
- Processes standard form letters, and correspondence, as required.
- Files documents, as requested by manager, based on filing standards and procedures.
- Circulates / delivers mail, information and materials to staff.
- Assists in the set up of meetings (may be required to take notes).
- Collects timesheets and maintains records of attendance and vacation
- Other administrative duties, responsibilities and projects as assigned.

## **Administrative Support (Communications)**

- Prepares and maintains mailing lists from a database in a mail merge format.
- Sorts and packages printed and other information materials for mail out and/or distribution (e.g. Annual Reports, SORT reports etc.).
- Organizes mail out and/or distribution of reports and/or materials according to organizational standards.
- Responds to requests for information from external sources with regard to information about the Office of the Ombudsman in the form of reports, flyers etc.
- Other administrative duties, responsibilities and projects as assigned.

## **Reception, Records and Mail Back-up**

- Provides back-up reception support as required. Includes greeting and appropriately directing visitors and callers to the office.
- Provides back-up administrative support assistance with records and mail as required including during staff vacations and absences. Such assistance may include processing new complaint files, making changes to complainant information (at the request of operations staff), responding to requests to retrieve folders, checking for file closures, completing requests to obtain information from the records centre and processing incoming and outgoing mail and courier deliveries.
- Other related back-up duties, responsibilities and projects as assigned.

## **C. Position Qualifications**

**Education:** Completed high school education and/or equivalent experience.

**Experience:**

- Computer literate and experience in the use of word processing, excel spreadsheet and power point presentation applications in an office environment.
- Demonstrated experience in an administrative support capacity in an office environment.
- Preference will be given to those with 2 years of related experience.

**Knowledge, Skills and Abilities**

- Ability to follow administrative procedures.
- Attention to detail for proof reading letters and forms.
- Sound organizational skills and ability to manage time.

- Proven oral and written communication skills to communicate with internal and external contacts as required.
- Sound interpersonal skills for effective service support and to develop and maintain productive work relationships with team, peer and management relationships.

## **C. Work Environment**

Incumbent works in a normal office environment.

**Supervision:** Position does not supervise any staff.

**Time Pressures:** Incumbent is expected to respond to administrative support requests in a timely fashion. Time constraint issues may be referred to a member of management.

**Effect of Errors:** Incumbents must follow organizational policies and procedures. Inattention to accuracy, scheduled time lines or service dates could have a negative impact on the services provided by the organization.

**Freedom to Make Decisions:** The incumbents work as a team in a structured environment and must take initiative in organizing the day-to-day functions of the position. Incumbents generally have policies and procedures to follow, but must be able to answer basic questions related to their administrative functions. Incumbents refer major issues and recommendations to a member of management.

**Interpersonal Contacts:** This position requires regularly dealing with staff and external visitors to the Office of the Ontario Ombudsman in a professional and courteous manner. Incumbent may refer difficult situations to a member of management.