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| **Administrative and Business Support Officer (AS-02)** |
| Internal Process |

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|  | | | **ESSENTIAL QUALIFICATIONS** | |
|  | | | **Education** | |
| **Mandatory** | | | * Secondary school diploma or employer-approved alternatives (a satisfactory score on the PSC test approved as an alternative to a secondary school diploma; or an acceptable combination of education, training and/or experience) | |
|  | | | **Experience** | |
| **Mandatory choice** | | | * Experience in using technology (e.g. e-mail, Internet and word processing)   **OR**   * Significant experience in using technology (e.g. e-mail, Internet and word processing) | |
| **Mandatory choice** | | | * Experience in providing administrative assistance and coordination of activities for a manager’s office or within an organization   **OR**   * Significant experience in providing administrative assistance and coordination of activities for a manager’s office or within an organization | |
| **Optional choice** | | | * Experience in providing administrative assistance and support of program activities for an office * Significant experience in providing administrative assistance and support of program activities for an office | |
|  | | | **Abilities** | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Verification and Accuracy * Management Excellence | |
|  | | | **Personal Suitability** | |
| **Mandatory** | | | * Dependability * Judgement * Planning and Organizing * Interpersonal Awareness * Client Focus | |
|  | | | **Official Language Proficiency** | |
| **Mandatory choice** | | | * English Essential * French Essential * English or French Essential * Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
|  | **ASSET QUALIFICATIONS** | | | |
|  | **Education** | | | |
| **Optional choice** | * Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) * Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program) * Graduation with a degree from a recognized post-secondary institution | | | |
|  | **Experience** | | | |
| Any of the following qualifiers can be used for experience factors within the assets qualifications section: **Experience**; **Experience with good results**; **Recent experience**; **Recent experience with good results**; **Significant experience**; **Significant experience with good results**; **Recent and significant experience**; **Recent and significant experience with good results**. Please refer to the Users Guide: Standardized Statement of Merit Criteria & Conditions of Employment for more information about qualifiers. | | | |
| **Optional choice** | * in providing advice, services and information pertaining to administrative and business support activities and processes to service managers * in providing advice, services and information pertaining to administrative and business support activities and processes to service managers in (manager to specify):   - accommodation  - security and emergency measures  - inventory of assets and surplus management  - acquisition and maintenance of forms, booklets, office equipment and supplies  - mail operations  - sustainable development  - document archiving  - health and safety   * in supporting management with the provision of on-site coordination of office reinstallation and refit projects * in participating in or providing administrative training to managers and staff * in participating in and supporting the local Health and Safety Committee * in responding or coordinating responses to employee requests and complaints concerning accommodation, equipment, security or other administrative issues * in providing service in an environment where there is a high volume of clients * in creating and maintaining databases * in providing support services related to human resources * in providing support services related to administration (e.g. procurement, records management, mail room services, etc.) * in providing support services related to finance (e.g. travel claims, invoicing, etc.) * in the use of the Corporate Management System (CMS), human resources or financial module * in the preparation of financial or statistical reports * in maintaining an electronic agenda * in using a corporate management system related to financial or human resources information * in providing administrative and support services to a manager or member of the executive group * in conducting procurement activities for the acquisition of goods and services, including the processing or tracking of invoice payments and contracts * in organizing meetings, conferences or teleconferences * in analyzing financial reports, in providing advice to managers on their budgets, in financial coordination and in budget administration * in making travel arrangements and preparing travel claims * in applying administrative policies, procedures and directives * in tracking operational expenditures and commitments and verifying invoices * in processing and tracking correspondence * in maintaining financial records and/or using financial and reporting systems such as the Corporate Management System (CMS) * in composing, formatting, proofreading and tracking correspondence and various documents * in managing credit card entries and data entry with a budgeting or financial management system * in using internal ministerial correspondence system - WebCIMS (correspondence tracking system) * in using electronic document management systems * in planning and organizing conferences, meetings and/or workshops * in arranging office accommodations for a group or unit * in facilitating a meeting * in leading a project or project team * in developing and implementing administrative procedures related to human resources or finance * in implementing new processes and procedures to enhance the delivery of services * in drafting minutes to meetings * in supporting management in the context of virtual management * in the administration of Executive Performance Management Program * in using Microsoft Word * in using Microsoft Excel * in using Microsoft PowerPoint * in using the various functions of Microsoft Outlook | | | |
|  | **Knowledge** | | | |
| **Optional choice** | * Knowing our business * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service | | | |
|  | **Abilities** | | | |
| **Optional choice** | * Thinking Skills * Applying Principles and Procedures * Using Technology * Diagnostic Information Gathering * Arithmetic Calculation | | | |
|  | **Personal Suitability** | | | |
| **Optional choice** | * Changing and Learning * Initiative * Positive Attitude * Working with Others * Client Service Excellence | | | |
|  | | **OPERATIONAL REQUIREMENTS** | | |
| **Optional choice** | | * Willing and able to work overtime as required * Willing and able to travel | | |
|  | **ORGANIZATIONAL NEEDS** | | | |
| **Optional choice** | * In order to achieve a representative workforce, selection may be based on qualified candidates self-identifying (at time of application) as being: * a member of visible minority group * an aboriginal person * a person with a disability * a woman | | | |
|  | | | | **CONDITIONS OF EMPLOYMENT** |
|  | | | | **Reliability and Security** |
| **Mandatory** | | | | * Reliability Status |
| **Optional choice** | | | | * Secret security clearance |