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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)
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|  | **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
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|  | **CONDITIONS OF EMPLOYMENT** |
|  | **Reliability and Security** |
| **Mandatory** | * Reliability Status
 |
| **Optional choice** | * Secret security clearance
 |