

Department	Administrative Assistant Positions Support All Departments of APEGS
Job Summary	<p>The Administrative Assistant job description is applicable to all departments; however, both regular and cyclical tasks and responsibilities vary depending on the portfolio (the functional work in a department or team) that each Administrative Assistant position supports. In all cases, the role provides high quality, accurate and timely administrative and office support to one or more departments or teams within APEGS.</p> <p>The position contributes to the professional reputation of APEGS by producing, processing, compiling, and preparing work that is often seen, received, or relied on by applicants, registrants, and volunteer committee members. The Administrative Assistant is responsible for documenting procedures for processes that are specific to their assigned area of work. These procedures are used as a basis for job rotation, reassignment, and cross-training from one assistant's portfolio to another, as/when needed to accommodate business priorities and provide ongoing learning and development opportunities for employees.</p>

Key Accountabilities and Duties

Program and Process Support

- Plans and organizes workload based on roles, day to day operational responsibilities, and special projects or assignments
- Takes initiative to be the first level of support and address questions of internal colleagues as well as external stakeholders, including applicants and registrants, in a manner that displays responsiveness and a high quality of service
- Maintains a high level of professional communication through phone and email
- Takes priorities and work schedule into consideration when establishing deadlines and determining how best to complete assignments or multi-task
- Completes tasks on time, in accordance with agreed-to deadlines; proposes and establishes deadlines if none are provided
- Maintains electronic and paper files in alignment with the APEGS records management policy, and any specific program or process requirements
- Assists with large scale APEGS event details, as/when required
- Researches, arranges, books and prepares meeting rooms, venues and other logistics, and/or travel, as required

Department Knowledge

- Takes initiative to acquire knowledge of the assigned department, team, and programs; participates in department events, meetings, and opportunities to learn and gain an understanding of the work of others

Management Support

- Provides assigned leaders with administrative support, such as:
 - Monitoring of individual management calendars and email, as assigned by each manager/director. This includes initiating proactive flagging of deadlines and identifying potential or actual conflicts in calendars and taking action to consider alternatives and resolve conflicts collaboratively with others

- Assisting managers in preparing for meetings or presentations, which may include assisting in the creation, formatting and proofreading of documents, reports, letters, emails, spreadsheets, or presentations in a manner that upholds the quality standards and professional profile of APEGS
- Drafting communication on behalf of management, as requested
- Preparing and sending correspondence based on pre-approved templates or documented procedures
- Working with direct supervisor to provide input into the position's annual work plan and to initiate discussions if/when possible changes may be needed to ensure day to day work is focused on the top priorities

Teamwork and Collaboration

- Initiates opportunities to work with other administrative assistants in APEGS to openly share knowledge and information that could benefit each other in their respective roles, and to seek opportunities to leverage the strengths of co-workers
- Assists in training peer administrative assistants as part of job rotation or cross training initiatives to ensure adequate back-up and promote ongoing development of new knowledge and skill sets

Qualifications

- Office Administration Certificate or Diploma from a reputable post-secondary institution
- Minimum of 1-year related experience in a professional office environment
- Office procedure knowledge with excellent interpersonal, teamwork, and communication skills
- A customer service perspective accompanied by attention to detail and pride in a job well done
- Ability to work independently with minimal direction and supervision, as well as collaboratively, as a supportive team member with a positive demeanor
- Demonstrated ability to identify issues and formulate options to solve problems or make improvements aimed at minimizing or eliminating the issue
- Demonstrated judgement in knowing when to escalate issues
- Software/Applications Acumen
- Proficient in Microsoft Office 365, including fluency in MS Teams and SharePoint (saving, sharing, organizing, accessing files and information)
- Skilled in developing, using and customizing templates
- Track record of commitment to continuous learning
- Experience organizing, scheduling and preparing for virtual, in-person, and hybrid meetings