

Alberta Precision Laboratories (APL) and the Health Sciences Association of Alberta (HSAA)

This classification specification identifies representative duties and responsibilities, and is intended to assist in the determination of the appropriate classification level within each discipline. Some duties and responsibilities may overlap between class levels. The classification specification is not intended to provide an exhaustive list of all duties performed.

Classification Title: **Administrative Support II**

Job Summary:

The Administrative Support (AS) II provides basic administrative support to a department or area including greeting and directing visitors, performing data entry tasks, and responding to basic inquiries.

Work at the AS II level is differentiated from work at the AS I by the increased variety of day-to-day tasks and the level of problem-solving required to resolve job-related issues.

Key Responsibilities and Typical Duties:

In addition to the duties performed by the AS I, the AS II:

Core Duties

- Greets patients and visitors and directs to appropriate area.
- Answers telephone calls and provides basic information to callers.
- Prints and distributes routine reports and documents; completes and submits basic forms.
- Enters data and reviews for accuracy.

Other Related Duties

- Collects money, issues receipts, and reconciles monetary transactions.
- Updates forms and documents with revised information.
- Orders, counts, receives, and monitors inventory and stock supply.

Leadership

- Assists with orientation and training of new staff as required.
- Provides collegial/functional guidance to administrative staff.

Decision-Making

- Responds to basic inquiries and provides general information about the department and/or area; escalates problems requiring investigation or follow up.
- Searches for files and retrieves specific information for documents as requested.
- Ensures files and documents are in the proper order and quantity.

- Reviews data and identifies discrepancies as per established processes and procedures.
- Corrects straightforward issues by comparing information to initial source and updates or escalates as needed.

Knowledge:

Education

- Completion of Grade 12 or recognized equivalent.

Working Conditions:

Physical Demands

- Required to sit or stand for extended periods of time during performance of duties.
- Regularly required to perform repetitive tasks and motions.
- May be required to perform various physical activities (lifting boxes, bending etc.).

Work Environment

- General office environment.
- May be exposed to loud noises.
- Potential exposure to a variety of biological and chemical hazards.