

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 III**

Job Summary:

The Administrative Support (AS) III provides broad and varied administrative support to a department or area including scheduling appointments, reviewing data for accuracy, generating standard reports, entering time, and responding to inquiries related to operational procedures.

Work at the AS III level is differentiated from work at the AS II by the higher level of independence exercised when completing daily responsibilities. Work at this level requires additional experience and skills, as well as a strong understanding of department procedures and processes.

Key Responsibilities and Typical Duties:

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

Core Duties

- Provides scheduling support for a department/area including scheduling patient appointments, communicating basic information regarding upcoming appointments and/or receiving and processing referrals.
- Collects outstanding/missing documents, reports, patient demographics, and/or other relevant information.
- Prepares and reviews reports ensuring data correlates with information in systems.
- Organizes, validates, and inputs data in information systems.
- Performs quality assurance of data by identifying errors and working with stakeholders to facilitate resolution.
- Provides timekeeping support for the department/area by entering time and exceptions for identified staff; identifies and resolves straightforward timekeeping discrepancies.

Other Related Duties

- Prepares basic documents and correspondence according to existing templates.
- Validates incoming supplies and equipment against submitted order(s) and follows up on backorders.
- Calls in relief staff according to established procedures; updates schedules as required.
- May schedule and coordinate department team meetings.

Leadership

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

Decision-Making

- Selects appropriate time for patient appointment based on standard operating procedures and/or direction from a healthcare professional.
- Identifies, resolves, and responds to questions on straightforward operational processes and procedures by selecting from available options.
- Determines accuracy of data and documents according to established guidelines.
- Generates reports by selecting appropriate fields to report on based on direction/information provided.

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.