

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 IV**

Job Summary:

The Administrative Support (AS) IV performs a variety of moderately complex administrative duties in support of a department or area including managing calendars; preparing meeting materials and coordinating meeting logistics; preparing various documents and reports; processing invoices and expense claims; and responding to questions regarding various issues and concerns.

Work at the AS IV level is differentiated from work at the AS III by the enhanced problem solving and decision-making required to complete day-to-day tasks. Work at this level requires proficient skills and experience gained through additional education and significant on the job training.

Key Responsibilities and Typical Duties:

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

Core Duties

- Manages calendar conflicts and priorities, and coordinates meetings/appointments for an individual, department and/or area.
- Drafts, edits, and formats a variety of business documents (e.g., reports, correspondence, meeting agendas) according to established templates, and/or specific guidelines.
- Schedules staff for shifts in accordance with employment terms and conditions; identifies scheduling issues and assists with optimizing and developing scheduling templates and shift rotations.
- Collects relevant information from a variety of sources; validates accuracy by identifying errors and inconsistencies with entered data and makes corrections as required.
- Complies and formats data or information from multiple systems internal and external to the organization; uses formulas to perform basic calculations.

Other Related Duties

- Participates in testing updates to existing department databases and information systems applicable to the department/area.
- Assists staff in troubleshooting computer and printer problems.
- Acts as “super user” of a system and resolves end user issues (e.g., how to enter data into a system when receiving an error message).

- Processes financial data for accounts payables/receivables and external billing transactions; prepares and submits expense claims.
- Assists with recruitment activities such as printing resumes, preparing interview packages, scheduling interviews, and greeting candidates arriving for interviews.
- Coordinates repairs of office/department equipment.

Leadership

- Assists with orientation and training of new staff as required.
- Provides collegial/functional guidance and mentoring to administrative staff.
- Organizes, checks, and verifies the work of other administrative staff and provides feedback to Manager based on observations.

Decision-Making

- Determines priority, sequencing and duration of meetings and appointments based on guidelines.
- Resolves a range of issues applying discretion when deviating from established procedures.
- Reviews incoming correspondence and actions based on urgency and where appropriate.
- May revise operational procedure documents.

Knowledge:

Education

- Completion of relevant/related post-secondary education (e.g., course(s) in office or business administration, medical office assistant).

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.
- Potential exposure to a variety of biological and chemical hazards.
- May be required to travel in all-weather/road conditions.