

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 V**

Job Summary:

The Administrative Support (AS) V provides advanced/specialized administrative support to a department or area including assigning and checking the work of a small- to medium-sized group of administrative support staff; developing and implementing changes to office policies and procedures; preparing budget forecasts; and assisting with department-based human resource functions.

Work at the AS V level is differentiated from work at the AS IV by the addition of in-scope leadership accountabilities, and the degree/latitude to make decisions and resolve escalated issues. Work at this level requires extensive skills gained through education and experience.

Key Responsibilities and Typical Duties:

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

Core Duties

- Provides direction regarding daily work assignments to administrative staff within the department/area.
- Develops formal business documents (e.g., research proposals, briefing notes); research required/relevant information.
- Reviews and analyzes department budgets to identify areas of concern for the Manager, monitors variances in expenditures and operating budgets.
- Assists with the development of policies and procedures related to the department/area and ensures staff are adhering to implemented policies.
- Builds reports requiring complex calculations and manipulation of data from multiple sources.
- Modifies existing department databases to change their operation and/or functionality (e.g., adding a new reporting function to an existing database).
- Provides input into the development of databases or information systems based on technical requirements.

Other Related Duties

- Manages staff scheduling issues and concerns for the department/area by analyzing reports related to staffing information and recommends solutions.
- Monitors and coordinates office space and equipment for department/area.
- Coordinates the submission of required professional documentation.

- Creates job requisitions, reviews resumes to shortlist applicants based on defined criteria, participates in interviews for department administrative staff, and provides input into candidate selection; may conduct reference checks.
- Plans special events by booking venues, coordinating logistics, arranging speakers, monitoring financials (e.g., retreats, in-services, and training and/or orientation sessions); coordinating activities and overseeing the event on the day of.

Leadership

- Assigns and checks work, maintains department workflow and adjusts workload assignments based on department/area demands and shifting priorities.
- Coaches and mentors administrative staff.
- Participates in orientation, training, and evaluation of administrative staff.
- Provides input to managers on department administrative staff performance based on observations and past coaching and mentoring topics.

Decision-Making

- Reviews and responds to escalated issues and complaints; recommends solutions in accordance with department/employment guidelines.
- Maintains work assignments and makes decisions on workload based on multiple demands and shifting priorities.
- Applies terms and conditions of employment (i.e., collective agreement) to formulate recommendations to Manager regarding scheduling for the area.
- Investigates financial discrepancies and reconciles within defined processes.

Knowledge:

Education

- Post-secondary education required (e.g., certificate in office or business administration, etc.).

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.