

## **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 VI**

### **Job Summary:**

The Administrative Support (AS) VI provides in-depth, advanced, or specialized skills and expertise in support of a department, area, or program to address a large variety of uncommon assignments and problems.

Work at the AS VI level is differentiated from work at the AS V by the application of progressively advanced technical or operational knowledge to support complex procedures, practices, and initiatives.

### **Key Responsibilities and Typical Duties:**

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

#### **Core Duties**

- Responsible for operational coordination of training programs.
- Designs and develops tools and other related resources for programs and initiatives (e.g., policy documents, procedure documents, business proposals, accreditation surveys, etc.).
- Supports operational objectives and strategies through complex data analysis.
- Designs, builds, modifies, and maintains databases to meet operational requirements.
- Acts as the liaison with other agencies, organizations and groups including accreditation councils, licensing organizations and medical board/associations.

#### **Other Related Duties**

- Develops administrative procedures and processes.
- Provides leadership to a large group of administrative staff through assigning, distributing, organizing, and prioritizing the work within the program or area.
- Coaches and instructs administrative staff on performance of job functions and achievement of goals and directives.
- Creates documentation of technical changes to databases or information systems.

#### **Leadership**

- Acts as a formal resource for staff and provides direction on best practices.
- Coaches and mentors administrative staff in handling customer service or operational issues when all the other means of resolution have been exhausted.

- Coaches administrative staff on performance-based observations of the day-to-day work activities.
- Monitors achievement on individual goals set by administrative staff (e.g., skills development).

### **Decision-Making**

- Resolves issues where solution requires a significant deviation from standard/existing process and/or procedure.
- Determines and plans allocation and distribution of resources to ensure completion and quality of work.
- Designs and builds documents to comply with regulatory and employment agreements.
- Investigates new solutions in response to queries regarding operational and/or department practice.

### **Knowledge:**

#### **Education**

- Post-secondary education required (e.g., diploma in business or office administration, specialized external certification).

### **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.