



**Administrative Assistant
Office
Level 4**

Last Reviewed: September 21, 2015

Position Summary

The Administrative Assistant's primary function is to perform an array of administrative and receptionist duties. As the first point of contact for internal and external clients, the Administrative Assistant provides friendly and professional customer service. This includes welcoming and responding to customer inquiries, providing information and assistance to students and staff, collecting fees, processing forms, data entry and other general office duties.

Duties

Specific duties will include:

Administration

- Perform word processing and other computer functions.
- Schedule appointments, as required.
- Process and distribute internal and external mail.
- Accurate data entry and record maintenance.
- Maintain and monitor office supplies inventory levels and place orders as required.
- Maintain accurate filing system.
- Record meeting minutes and/or notes.
- Book equipment and CVAs as requested.
- Assist in the scheduling, operation, and maintenance of rooms and vehicles.
- Assist in the development, planning and implementation of office procedures, manuals and systems.
- Generate and distribute correspondence as required.
- Prepare reports.

Financial Administration

- Process fees.
- Ensure accurate and effective management of fees including cash, cheque and credit card transactions; data entry; purchase orders and bank deposit information.

Customer Service

- Provide reception for the campus including general phone and in-person inquiries, taking and relaying messages, and referring to the appropriate persons.
- Provide assistance to clients.
- Provide general and detailed information on College programs and services.
- Maintain display areas including ordering of information.
- Maintain a professional image and demeanor with all internal and external customers; including students, employees, management and general public.
- Provide support for college events within assigned portfolio.
- Provide support and assistance to staff as required.

The duties and responsibilities outlined above are representative of this position; however, other duties may be assigned.

Knowledge, Skills and Abilities

Candidates should be able to demonstrate:

- Excellent oral and interpersonal communication skills.
- Excellent customer service skills.
- Excellent telephone manner.
- Ability to manage multiple tasks effectively and efficiently.
- Effective time management skills.
- Accuracy and proficiency in computer and keyboard skills (Excel, Word, Outlook, Internet).
- Effective records management, report preparation and organization skills.
- Sound knowledge of and the ability to operate office technologies and equipment.
- Basic bookkeeping skills.
- Keen attention to detail.
- Ability to work independently.
- A thorough understanding of college programs, services and policies.
- Knowledge of how to operate audio-visual and communications equipment, such as TV's, VCR's, projectors, video conferencing, etc.

Education and Experience

- Completion of a one-year certificate or academic equivalent. This education would typically provide knowledge of general office procedures, business communications, keyboarding and computer applications.
- Minimum of one-year experience; preferably in providing service to the public, with excellent interpersonal and communication skills, time management, accuracy and proficiency in keyboarding and computer functions and applications.