CIVILIAN JOB DESCRIPTION

POSITION INFORMATION

Position Title: **Office Administrator**	**Number of Positions:** 1	
Location: North West, North East, Central Regions	Unionized	

PURPOSE:

To provide secretarial, clerical and administrative services ensuring the efficient daily operation of the office, while operating within standard operating policies, procedures, and practices.

KEY RESPONSIBILITIES:

1. Type and prepare a variety of correspondence, memoranda, reports, charts, presentations, oaths and meeting minutes, and proof-read to ensure accuracy of grammar, spelling, and punctuation. Schedule appointments and book meeting rooms. Update the Regional phone directory as required and send out on-call schedules weekly. Prepare and distribute vehicle transfer sheets.

2. Make arrangements for travel as required; including coordination of NAPS plane for court and prisoner runs, charters, scheduled flights, and arrange accommodations for all staff and outside agencies. Back up Logistics Administrator for the aircraft in her absence.

3. Maintain files and documents related to the Service, attach all pertinent documents and background information, and purge files once a year. Maintain all personnel files, ensure they are secure and information is kept confidential and purge time-sensitive documents as required. Complete and send out weekly on-call information.

4. Finance duties include but are not limited to producing purchase orders; verifying statements of expense claims before being approved by Inspector or Staff Sergeant; verifying guard/matron hours before being approved; maintain petty cash; control and monitor Visa card usage (responsible for collecting and submitting Visa receipts at month end); and forwarding all necessary paperwork to Headquarters Finance Department on a timely basis. Will be required to liaise with Finance Administrator to ensure accuracy and timely processing of information.

5. Human resource duties include but are not limited to completing internal forms eg. Transfers, or return to duty, tracking anniversary dates for vacation credit increases, receiving sick notes. Required to maintain leave banks, including entry onto DARS on a timely basis for reconciliation with Payroll Administrator. Maintain DARS vacation, stat and overtime banks for the region ensuring quality control of staff's entries. Ensure entries for absent staff are up-to-date. Input into DARS any late guard hours and officer hours that are received for pay periods already closed. Audit DARS bi-weekly to ensure completion and correct any wrong entries. Ensure quality control of staff's entries.

6. Assemble the required documents for a new guard hire. Ensure the file is complete and approvals in place and forward to Human Resources for processing. Notify the detachment if the guard is approved or not.

7. Discuss Regional Office issues with senior management, contactors and arrange/co-ordinate projects to ensure completion of projects in their entirety (ie: obtaining quotes following through on approved work)

8. Liaise with cleaning staff for Regional Office and house and distribute spare keys for Region when needed.

9. Order detachment supplies both on line and from Quartermaster. Compile / purchase local supplies as required and prepare and ship to detachments.

10. Transcribing DVD's for Crime Unit, Crown's office and occasionally for PSB, create invoices for this service and reports.

11. Assist Office Assistant as required to answer telephones and greet visitors in a friendly and courteous manner and answer inquiries related to NAPS. Transfer calls to appropriate personnel and take messages. Respond to email inquiries and send out information. Fill in for the Office Assistant as required.

12. Commission Court documents for Court Officer and other officers as requested.

13. Maintain phone administration, including but not limited to updating the external phone message, liaising with outside agency to add or delete a voicemail box. Update the phone extension list for officer transfers etc. and distributed.

14. Performs other duties, as assigned.

Staffing and Licensing Requirements:

Must become a commissioner for taking Oaths and/or Affidavits.

Ability to pass a NAPS background security check.

COMPENSABLE FACTORS

KNOWLEDGE:

Knowledge of office administration policies, procedures, practices to provide support to the Service by completing all administrative and clerical duties: correspondence, presentations, reports, making purchases, processing expenses.

Knowledge of policies, procedures and activities to provide verbal and written information to general inquiries staff and public; knowledge of terminology pertaining to policing to accurately prepare correspondence, reports and presentations. Knowledge of File Control Directory and retention schedules for effective records management. Knowledge of arithmetic to reconcile overtime and invoices and manage purchase orders.

Knowledge and skill in the use of personal computer operation and Microsoft Office products and word processing programs to produce correspondence, reports, memoranda, and maintain records as well as NAPS specific computer programs.

Job requires knowledge of Enterpol, NICHE and CPIC, policies and procedures

Job requires knowledge of the Freedom of Information guidelines

Knowledge of the operation of office equipment such as telephones, photocopier and facsimile to photocopy material and transmit correspondence.

INTERPERSONAL AND COMMUNICATION SKILLS:

Position requires oral communication skills and courtesy to answer telephones, and to greet visitors both internal & external to NAPS; to respond to general inquiries from the public about the program area, to transfer calls to appropriate staff, to deal with outside agency staff when making travel and accommodation arrangements, and to set up/co-ordinate meetings.

PROBLEM SOLVING/COMPLEXITY:

Position requires reasoning skills to determine what matters should be given priority when performing a variety of different tasks with conflicting deadlines and to prioritize work based on knowledge of subject matter or by discussing with principals. Position identifies and resolves discrepancies relating to attendance credits, invoices and expense claims by referring to administrative procedures or guidelines. Position requires analytical skills to determine the most effective way to present material when typing correspondence, reports, charts and tables and to resolve problems by trying different layout formats or software packages.

JUDGEMENT AND DISCRETION:

Position requires working under general supervision and in accordance with established procedures and methods. Position has access to administrative procedures and guidelines to make decisions relating to the format and routing of letters and briefing notes, and to resolve discrepancies relating to expenditures. Position requires determining the best layout or presentation format when typing letters, reports, charts. Position requires determining what information is confidential and whether or not it should be divulged when responding to inquiries. Position exercises freedom in scheduling travel arrangements for supervisor. Position requires review by principals for grammatical and typographical

accuracy. Position requires referring to supervisor matters not covered by established procedures or guidelines, for example, when available attendance credits or expense claim limits are exceeded.

RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:

There is no formal responsibility for the work of other employees.

PHYSICAL AND SENSORY DEMANDS:

Physical Demands

While not necessarily confined, this position requires sitting at a computer terminal for long periods of time while operating a keyboard and mouse to type and proofread memos and correspondence or to enter data.

Occasionally required to lift and move file boxes.

Sensory Demands

Visual strain associated with viewing a computer screen for long periods of time while preparing documents and keying information as well as proofreading documents for accuracy.

Auditory attentiveness is required while responding to telephone and walk-in inquiries, transcribing from audiotapes, and making meeting and travel arrangements.

Attendance and financial documents are time sensitive requiring strict adherence to prescribed deadlines. Work interruptions are occasional while switching between typing and data entry to photocopying and handling telephone and walk-in enquiries.

WORKING CONDITIONS:

This position operates in a standard office environment.