

**BENCHMARK**  
**Administrative**  
**Support 4**

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 25

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 4

BENCHMARK NUMBER: 80104

JOB FAMILY: ADMINISTRATIVE SERVICES

**SCOPE AND LEVEL DEFINITION**

Performs administrative support functions such as secretarial duties, monitoring expenditures, and providing input into the development and evaluation of programs, policies, procedures, and standards for a program, Manager, and/or unit. May supervise administrative support staff.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Performs secretarial duties for a program, Manager, and/or unit, such as screening and prioritizing incoming materials, managing schedules, arranging meetings, taking minutes, composing correspondence, and making basic updates to internet web-sites in accordance with established procedures.
2. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases. Proofreads documents as required.
3. Processes and monitors expenditures by performing duties such as initiating documents for purchases (e.g., purchase orders, requisitions) and forwarding for approval as required, verifying coding and calculations, posting invoices to ledgers, reconciling ledgers, following up on discrepancies, and initiating journal vouchers for correction of errors. Investigates invoice anomalies and damaged shipments as required.
4. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
5. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
6. Provides input into the development and evaluation of program policies, procedures, and standards.
7. Arranges for building maintenance and repairs by liaising with contractors and service providers, and attaining required approvals.

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**Implementation Date: May 2, 2003**

**Revision Date: \*April 1, 2016**

**(\*grid level change per wage comparability adjustments)**

**Grid level updated: April 1, 2019 (per CIU Com-157)**

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8. Answers inquiries and addresses issues by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public.
9. Gathers and compiles information as required, such as client information and statistics. Researches, organizes, and summarizes information for reports.
10. Performs payroll functions such as maintaining the security of timesheets and payroll records, reviewing timesheets for accuracy, verifying cheques against input data, sorting and distributing cheques, and investigating and responding to employee inquiries related to payroll.
11. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Office Administration Certificate
- Recent, related experience of three years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to do basic mathematical calculations