



## JOB DESCRIPTION

**POSITION TITLE: Administrative Assistant (Must be bilingual)**

**BUSINESS UNIT: Halifax 2014 Commonwealth Games**

**DIVISION: Finance and Administration**

**REPORTS:**

**Approved:**

**Date: 09 May 2005**

### SUMMARY

This position provides the necessary administrative support to Director/Managers to enable them to manage the day to day activities in the office. This position is under limited supervision for routine work and is able to use general instructions on new assignments. This is an evolving position and responsibilities may shift over time.

### DUTIES AND RESPONSIBILITIES

- Responsible for the coordination of all incoming calls to management and visitors coming into the Bid Office.
- Act as a main point of contact for all incoming and outgoing deliverables for the office.
- Responsible for development and maintenance of central phone lists including paid, seconded, associated, (HRM, etc :) and consultant listings.
- Responsible for scheduling of back up for reception area.
- Responsible for training on telecom for all paid, seconded and consulting staff.
- Assist functional areas in administrative capacity as required.
- Ensure all technology such as computers, printers, faxes and other technology are in place and meet the standards required.
- Impact/Complexity of Decisions- Limited to job specific activities
- Applies project policy to respond to routine questions and problems
- Provides support and guidance to the Bid Society as it relates to the development and management of all external relationships.
- Provide liaison coordination where required between client groups and Halifax 2014 delivery departments.
- Manage protocol issues and relations and assist in the development of policy as required for servicing clients.
- Assist where required with customs and immigration requirements, coordinate and accreditation for these groups.
- Assist with media coordination for interviews/access etc: as required.
- Research as required.
- Other duties may be assigned as required

## **SUMMARY OF QUALIFICATIONS**

### **Qualifications**

#### **Education**

- Grade 12 (or equivalent) and a diploma/degree in secretarial or administrative sciences from a recognized educational institution, plus five years of experience at the senior level. Equivalent combinations of education and experience will be considered.

#### **Experience**

- 5 years experience at a senior level;
- Proficiency with computer applications for budgeting, correspondence, and presentations (Microsoft Word, Excel, PowerPoint or similar software);
- Thorough knowledge of current, effective office procedures;
- General knowledge of applicable Municipal and Provincial legislation;
- Working knowledge of procedures, practices and routines in a specific trade or field.
- Ability to apply written and oral directions to tasks, and to use other basic skills to complete assigned work.
- Previous experience working in a fast-paced, multi-level, project based environment with emphasis on timelines and delivery

#### **Skills**

- Day to day work activities are prioritised within work routines and scheduled with some guidance
- Excellent oral, written and communication skills in French and English
- Strong negotiation and presentation skills
- Proven ability to make critical decisions independently without supervision
- Ability to work closely and cooperatively with internal and external associates
- Excellent organization, time-management, administrative and computer skills essential
- Attention to detail and a strong customer service focus are essential
- Fluency in French and English is a requirement

#### **Competencies**

**PROBLEM SOLVING:** This competency is about identifying the issues, exploring different options and actioning the outcome with the team. It's about applying problem solving skills to management of projects and programmes. It's about taking a step by step approach to solving a variety of problems. It is also about managing the team approach to this and encouraging contributions to establish innovative and creative solutions. This extends to managing performance issues by seeking the best solutions to address poor performance as well as the team's development.

**NETWORKING & INFLUENCING:** This is about recognizing the value of giving and receiving and about understanding your own role. It's about working flexibly and proactively, seeking partnership with others. It's about being able to look at the world from someone else's point of view. It is also about being able to build relationships, develop confidence, trust, persuade, convince, listen to and support, and gain commitment from everyone to achieve common goals, convince others. It is about

identifying and achieving mutually beneficial and often common goals from a partner/stakeholder's perspective.

**ORGANIZATIONAL & PROJECT MANAGEMENT SKILLS:** This is about being able to prioritize and delegate appropriately. It's about forward planning and involving the team in the organization and delivery of the service. It's about contingency planning, making decisions, and recommendations and having in place appropriate communication mechanisms for change. This also includes identifying new resources and options for service delivery, and managing projects to a start and finish process. It's about understanding and helping to evolve Halifax 2014's culture, values, principles and goals.

**INTERPERSONAL SKILLS:** This is about the ability to interact effectively with others, to facilitate communications with individuals and groups and influence relationships and cultures. This is about being motivated to achieve, being self-aware, and conscious of how others perceive you. It is about being able to read a situation and adopt appropriate style and behaviour to deal with it. It is also about being assertive and challenging, having an open, flexible approach that generates confidence in your abilities. It is about often having to "think on your feet" and be honest and open about what can and cannot be achieved.

**COMMUNICATION:** This competency is about receiving, understanding, and delivering information to individuals, teams, groups, and partners/stakeholders. It is about listening, interpreting, and having a flexible style, delivering clear and concise messages with confidence. It is also about supporting employee's concerns and making judgements and decisions. It is about maximizing information technology to aid effective communicating.

**PARTNER RELATIONS -FOCUSSED SERVICE DELIVERY:** This competency is about continuously developing and improving services to partners/stakeholders and the publics with an interest in the Commonwealth Games, by listening and responding to their needs, pursuing innovation and quality in message delivery. It is about understanding our partners/stakeholder base, what we do with and for them, and how our strategies affect them. This competency also includes understanding the political sensitivity of the bid process and understanding the decision making process so that developments are focussed on our strategic outcomes and considered within the broad political framework.

**VALUING DIVERSITY:** Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures both here in Canada and throughout the Commonwealth family of nations. Sees diversity as beneficial to the organization, its goals and the communities affected by the bid. It implies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.