

Benchmark Title	Administrative Support 1 (Junior Secretary; Administrative Assistant)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 1) [Job Code 285201] . Supervision Level 3, 4, or 5 (Pay Grade 2) [Job Code 285202] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 2) [Job Code 285202] . Second Language required, plus Supervision Level 5 (Pay Grade 3) [Job Code 285203]
Scope & Level Definition	Jobs at this level provide routine administrative support, including the input and relay of information, documents, and data records.
Sample Duties at this Level	<ul style="list-style-type: none"> . Types a variety of materials such as correspondence, course documents, examinations, manuscripts, and reports from draft or verbal direction . Prepares information packages by performing duties such as organizing documents, making copies, and collating . Customizes standard form letters . Completes forms for signature . Responds to telephone, email, and in-person inquiries, and provides routine information . Transcribes interviews and field notes . Prepares and maintains electronic and manual records and files . Enters and edits routine data in relevant information systems . Receives, processes, and distributes mail, fax messages, and courier packages . Maintains in-house contact lists . Maintains website by ensuring information is accurate . Orders and maintains office supplies . Processes catering orders and equipment rentals
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others, requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature

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Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Basic interpersonal skills are required</p> <ul style="list-style-type: none"> . Exchanges routine information . Responds to basic requests for information . Provides information that is easily accessible within the work area
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment. Workspace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines
Physical and Sensory Effort	<ul style="list-style-type: none"> . No undue fatigue . Attentiveness is required for everyday activities, and additional effort is required occasionally
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Benchmark Title	Administrative Support 2 (Secretary; Intermediate Administrative Assistant)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 3) [Job Code 285301] . Supervision Level 5 (Pay Grade 4) [Job Code 285302] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 285302]
Scope & Level Definition	Jobs at this level provide administrative support of a moderately complex nature, including logistical responsibilities for putting information and records into the right place, time, and order.
Sample Duties at this Level	<ul style="list-style-type: none"> . Arranges meetings, interviews, and seminars by performing duties such as coordinating schedules, preparing agendas and other documentation, booking rooms, making catering arrangements, and taking, preparing, and distributing minutes . Makes travel arrangements . Checks and corrects financial information . Collects and compiles data for reports from manual and electronic sources . Responds to telephone, email, and in-person inquiries, and provides information of a moderately complex nature . Drafts routine correspondence . Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a moderately complex nature, such as entering purchase requisitions, and completing processing tasks related to tendering
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus two years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature

Benchmark Title	Administrative Support 2 (Secretary; Intermediate Administrative Assistant)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Workspace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue is caused by the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
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<p>Benchmark Title</p>	<p>Administrative Support 3 (Senior Secretary; Senior Administrative Assistant)</p>
<p>Group</p>	<p>[3] Administration – Academic/Students</p>
<p>Sub-Group</p>	<p>(a) Administration/Executive Support</p>
<p>BM Pay Grade & Job Code</p>	<p>. Base Level (Pay Grade 6) [Job Code 285401] . Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 285402] ----- . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 285402] . Second Language required, plus Supervision Level 5 (Pay Grade 8) [Job Code 285403]</p>
<p>Scope & Level Definition</p>	<p>Jobs at this level provide administrative support of a complex nature, including coordinating procedures and processes.</p>
<p>Sample Duties at this Level</p>	<ul style="list-style-type: none"> . Coordinates complex processes, such as office administration procedures, clinical fellow appointment processes, department head search processes, graduate student admission review processes, and faculty promotion, tenure, and re-appointment processes . Performs duties related to faculty reappointment, promotion, and tenure, such as following up with faculty members to obtain updated curricula vitae, and obtaining suggestions for referees and reference letters . Responsible for the maintenance of office supplies, including ordering and purchasing, with signing authority specific to this purpose. . Composes complex correspondence, including documents requiring significant tact and diplomacy or containing sensitive information. . Responds to confidential telephone, email, and in-person inquiries, and provides information of a complex nature . Assists in the development of electronic information support systems including mailing lists, membership lists, and online records administration systems . Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a complex nature . Performs financial duties such as reconciling journal vouchers, and processing expenses, credit card payments, and travel requisitions
<p>Knowledge (Education & Experience)</p>	<p>. High School graduation, plus one year of post-secondary education, plus four years of related experience OR . An equivalent combination of education and experience</p>
<p>Judgement, Authority, Decision Making</p>	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
<p>Creativity, Problem Solving, Analytic and/or Technical Thinking</p>	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Administrative Support 3 (Senior Secretary; Senior Administrative Assistant)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
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Benchmark Title	Administrative Support 4 (Administrative Coordinator)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 7) [Job Code 285501] . Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 285502] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 8) [Job Code 285502] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 9) [Job Code 285503]
Scope & Level Definition	Jobs at this level provide administrative support of a complex nature, including coordinating procedures and processes, and oversee the administration of a program or unit.
Sample Duties at this Level	<ul style="list-style-type: none"> . Oversees the administration of a program or unit by coordinating work processes, establishing work schedules and priorities, and resolving complex issues . Oversees the coordination of complex processes, such as promotion and tenure review processes, preparation of course schedules, and resolution of scheduling appeals . Organizes the calendar of a Head, Dean, or Manager by performing duties such as scheduling meetings and appointments, identifying and communicating high priority requests, and coordinating with other schedules . Drafts and edits reports, compiling statistical data, such as enrollment, and conducting routine research as required . Assists with human resources processes, such as processing appointments (e.g., Research Associates, Post Doctorate Fellows), preparing recruitment advertisements for Faculty and Sessional appointments, gathering information for merit processes, preparing material for search committees, and liaising with the Faculty Relations and/or Human Resources department for information and clarification . Responds to confidential telephone, email, and in-person inquiries, and provides information of a complex nature, such as Faculty salary information and advice . Performs financial duties such as monitoring and reporting on budget expenditures, reconciling journal vouchers, and processing expenses, credit card payments, and travel requisitions . Arrange and oversees special events . Liaise with external organizations (e.g., Health Authorities, Ministry of Health) to exchange information
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus a two year post-secondary diploma, plus four years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions

Benchmark Title	Administrative Support 4 (Administrative Coordinator)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
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Benchmark Title	Administrative Support 5 (Administrative Coordinator 2)
Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> • Base Level (Pay Grade 8) [Job Code 285511] • Supervision Level 3, 4 or 5 (Pay Grade 9) [Job Code 285512] <hr/> <ul style="list-style-type: none"> • Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 9) [Job Code 285512] • Second Language required, plus Supervision Level 5 (Pay Grade 10) [Job Code 285513]
Scope & Level Definition	Jobs at this level provide administrative support of a complex nature, including coordinating procedures and processes, and oversee the administration of a <i>complex</i> program or unit.
Sample Duties at this Level	<ul style="list-style-type: none"> . Oversees the administration of a program or unit by coordinating work processes, establishing work schedules and priorities, and resolving complex issues. This includes overseeing the work of senior administrative and program coordination positions . Oversees the coordination of complex processes, such as promotion and tenure review processes, preparation of course schedules, timetabling, and resolution of scheduling appeals . Plays a significant role in operational planning, and leading and organizing projects, committees, and events . Conducts research, compiles statistical data, and drafts and edits complex reports . Assists with human resources processes, such as participating in recruitment and selection processes, coordinating merit processes, and liaising with the Faculty Relations and Human Resources departments to resolve complex human resources issues . Responds to complex inquiries, and provides information of a complex nature, such as Faculty salary information and advice . Performs complex financial duties such as preparing, monitoring, reconciling, and reporting on budgets
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus a two year post-secondary diploma, plus four years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgment in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<p>Job duties cover work of an advanced technical and/or analytical nature.</p> <ul style="list-style-type: none"> • Frequently resolves complex problems in specialized areas, including for other staff. • Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects.

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Group	[3] Administration – Academic/Students
Sub-Group	(a) Administration/Executive Support
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>