

JOB DESCRIPTION

JOB TITLE	Program Assistant
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Manager, Housing Programs
LOCATION	
WEEKLY HOURS OF WORK	
SALARY GRADE	Band 5
DATE	May 2019

GENERAL PURPOSE [Description of the purpose of the position, why does it exist what are key responsibilities?]
<p>Under the supervision of the Manager, Housing Programs, provide administrative support to Housing Services.</p>

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

<p>Meetings and Special Projects</p> <ul style="list-style-type: none"> • Preparing for meetings including booking meeting rooms, preparing agendas, minute taking, ordering catering and setting up meeting facilities and equipment. • Sends invites and provides follow up contact with meeting attendees on behalf of management staff as required; • Coordinate special events. 	<p>50%</p>
<p>Program Support</p> <ul style="list-style-type: none"> • Coordinate the day-to-day operational and administrative activities of the various program areas by organizing the incoming flow of work and requests in order of priority; • Input program service information and financial data reports for submission to government agencies or other external partners as required; • Gathering information and acts as liaison with community partners, providers or other government agencies to assist the managers in preparing reports and proposals utilizing various computer programs including but not limited to Microsoft Office; • Collects data from various programs and provides reports as directed by manager for service budgets, contracts, legal agreements and reports. • Supports management and the Contract Specialist in the administration of contracts in reference to due dates, amendments and monitoring of required reports for such contracts related by program area; • Create templates and flow charts for program service, financial data reports for both internal and external use with community partners; • Organize information and maintain databases where required by program area; • Assists with management of information, decision making processes and action items, follow-up for partnership meetings and planning initiatives; 	<p>30%</p>
<p>General Administrative Support, Meetings and Special Projects</p> <ul style="list-style-type: none"> • Prepares general correspondence, memorandums, and a range of program reports as requested; • Performs general office duties including filing, photocopying, scanning and faxing documents; • Providing follow up in a timely manner and prioritizing/sequencing multiple tasks; • Receives calls and provides appropriate responses and information based on departmental procedures; • Back up relief to other administrative support positions in the organization as required; • Other duties as assigned. 	<p>20%</p>
<p>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.</p>	

QUALIFICATIONS

- Post-Secondary Diploma in Office Administration or an acceptable combination of education and experience;
- Two (2) years previous related experience. Knowledge of Housing Services is considered an asset;
- Good knowledge of general office procedures;
- Good verbal and written communication skills;
- Good interpersonal and customer service skills;
- Proficiency in the use of MSWord, Excel, PowerPoint, SharePoint and Outlook for email and scheduling;
- Experience setting up meeting and public presentation facilities and equipment;
- Typing: 40 wpm;
- Demonstrated respect of the confidentiality of privileged and sensitive or personal information.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over one year, up to and including two years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires the application of established methods or procedures. Work may involve a choice of methods.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of long duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in serious loss of time or resources, or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Little degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion required to deal with or settle requests, complaints or clarification of information.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.