

JOB DESCRIPTION

JOB TITLE	Program Assistant
DEPARTMENT / PROGRAM AREA	Corporate Services
REPORTING TO	Manager of Planning, Data and Analytics/Communications and Executive Coordinator
LOCATION	
WEEKLY HOURS OF WORK	
SALARY GRADE	Band 5
DATE	August 1 st , 2019

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the shared supervision of the Manager of Planning, Data and Analytics and the Communications and Executive Coordinator, the Program Assistant provides administrative support to corporate services and the communications and executive functions.

The Program Assistant will be provided a clear schedule of when they are supporting EMS, and when they are supporting the communications and executive functions. Special events/projects may mean the Program Assistant supports one team more than the other, but the schedule will not be fundamentally altered unless both departments mutually agree to the change.

This position will also support the corporate services department by monitoring and controlling the ordering and disbursement of office supplies as well as being the liaison for cell phones and photocopiers.

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>15%</p>
<p>EMS</p> <ul style="list-style-type: none"> • Coordinate the day-to-day operational and administrative activities of the program areas by organizing the incoming flow of work and requests in order of priority; • Input program service information and response time information, and liaise with Manager of Finances required; • Collects data from various programs and provides reports to the Board and community partners as directed by manager, and liaise with the Contract and Purchasing Specialist as required; • In collaboration with the Contract and Purchasing Specialist and as directed by the Manager of Planning, Data and Analytics, responsible for coordination and 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, receive financial information from service providers to ensure compliance with contracts while liaising with corporate services; • Organize information and maintain, call volume and paramedicine data, and monitor vehicle maintenance data through financial analysis reporting on MyPortal; • Assists with management of information, decision making processes and action items, follow-up for partnership meetings and planning initiatives; • Places, tracks and expedites EMS supplies as ordered by providers upon approval of the Manager; • Uses MyPortal to process expenses, disbursements and purchase requests; • Liaise with the Manager of Finance with regard to asset purchases and disposals in accordance with relevant policies. 	<p>35%</p>
<p>Communications and Executive Coordination</p> <ul style="list-style-type: none"> • Provides and organizes general administrative support to the Communications and Executive Coordinator and the CAO; • Assists with research and program support work as needed; • Maintains board and administration filing requirements; • Arranges payment of translation services for all DNSSAB Administration and Board Publications in English and French; • Processes some accounts payable and receivable for Communications and Executive Coordinator; • Gathers information and acts as liaison with community partners, providers or other government agencies in preparing reports and proposals, including formal reports to the Board and distributes information to community partners; • Act as back up to the Program Assistant, Social Services, in cases of short term absence; 	<p>30%</p>

<p>Corporate Services</p> <ul style="list-style-type: none"> • Monitor and control the ordering and disbursement of office supplies which includes receiving employee requests, evaluating orders, placing orders and delivering supplies internally; • Liaison for maintenance requests; • Maintain Material Safety Data Sheets (MSDS) for City Hall offices. • Oversee the programming and maintenance of photocopiers and be the liaison for trouble shooting issues; • Order cell phones when needed and act as contact person to Rogers. Maintain list of active and inactive cell phones. Responsible for contacting I.T. when set up is needed and keeping all unused phones in a locked storage area. 	<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;
- 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;
- May require flexibility of hours and location of work;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.

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.]

College 2 years.

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.]

Two years.

JUDGEMENT

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

The job requires adapting established methods or procedures. Work involves a choice of methods or procedures.

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 a serious loss of time or resources, or cause some embarrassment within the department or organization.

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 continuous exposure.