



NON-CONTRACT ROLE DESCRIPTION

JD4803

ROLE TITLE:	Administrative Assistant II	ROLE DESCRIPTION NO.:	4803
DEPARTMENT:	Designated Department	HEABC REFERENCE NO.:	18721487
REPORTING TO:	Executive Director or designate	HSCIS CODE:	02015
CLASSIFICATION:	NCEC/Range 4	JOB CODE:	91342

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient & staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Executive Director or designate, the Administrative Assistant II is responsible for carrying out complex secretarial duties and associated administrative tasks for the head of multiple departments.

DUTIES AND RESPONSIBILITIES:

1. Provides confidential administrative support by maintaining and managing appointment schedule and time commitments through methods such as receiving appointment requests and meeting/conference invitations, determining urgency, priority and nature of requests and scheduling and adjusting calendars as necessary. Resolves time conflicts as required. Liaises with community and government agencies to respond to and/or share information and ensure follow-up by relevant staff on emergent issues.
2. Produces a variety of documents including correspondence, memos, meeting agendas and reports utilizing various word processing and spreadsheet software packages, including creation of files, tables and spreadsheets. As requested, investigates, gathers and compiles information on issues and drafts reports outlining alternative options and recommendations. Photocopies and distributes documentation such as correspondence and reports.
3. Screens incoming materials, prioritizes items for immediate attention and distributes. Responds to routine written inquiries and materials by composing and signing correspondence or drafting for signature. Processes incoming and outgoing mail.
4. Participates in a variety of meetings through methods such as drafting agendas, gathering background materials including reports and handouts, attending and recording proceedings, preparing and distributing minutes and taking follow-up action such as drafting correspondence for signature, ascertaining status of item/issue and investigating designating items.
5. Designs and maintains electronic and paper-based filing and distribution systems for a variety of records and files such as correspondence, contracts and reports by methods such as creating and labelling files, scanning, indexing binders and filing information. Maintains a bring-forward system.
6. Arranges travel plans and prepares month-end departmental expense statements.
7. Participates in a variety of projects such as compiling reports, tracking statistical data, analyzing data involving new projects and the interpretation and application of policies and procedures. Streamlines work systems through computer technology.
8. Provides work direction to other clerical or support positions. Supports the management team with posting, interviewing and recruiting new staff to the department.
9. Maintains an inventory of equipment, supplies and materials for department.

10. Supports office relocations, including furniture and equipment.

11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to high school graduation plus additional related course work in office or business administration and at least five (5) years' related senior administrative experience in a large complex organization, preferably in the healthcare field. Proven ability to work with a variety of disciplines to maintain and foster good working relationships.

Skills And Abilities

- Strong computer skills and extensive knowledge of applications such as MS Office (Word, Excel, PowerPoint, Project, Outlook)
- Excellent interpersonal skills, including tact and diplomacy, in dealing with a variety of work situations including physicians, hospital staff, board members, government representatives, community agency personnel and the general public.
- Excellent oral and written communication skills.
- Strong sense of teamwork.
- Aptitude to be proactive requiring minimum direction.
- Strong problem solving skills to anticipate and resolve issues before they escalate.
- Capable of decision making/problem solving within predetermined guidelines.
- Organizational skills and ability to work independently.
- Work under pressure with short turnaround times; flexibility to ensure deadlines are accommodated.
- Physical ability to carry out the duties of the position.