

**BENCHMARK  
Administrative  
Support 2**

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 2

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 2

BENCHMARK NUMBER: 80101

JOB FAMILY: ADMINISTRATIVE SERVICES

**SCOPE AND LEVEL DEFINITION**

Operates a multi-line switchboard or phone, and/or performs administrative support functions such as general word processing and data entry.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Operates a multi-line switchboard or phone, and performs reception duties such as directing calls, receiving and relaying messages, receiving and directing visitors, and responding to in-person and telephone inquiries. Refers problems to supervisor.
2. Performs general word processing and data entry functions such as inputting client information into relevant computerized systems, maintaining relevant registers, and typing from rough draft or general instruction, including correspondence, reports, and documents.
3. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
4. Receives, records, sorts and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents, using a postage meter as required. Signs for receipt of packages and shipments.
5. Performs general office functions such as booking and setting up meeting rooms, arranging conference calls, and maintaining a stock of supplies in the work area.
6. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
7. Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments, and maintains waiting lists.
8. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.

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9. Performs general timekeeping functions such as tracking hours worked, and reviewing timesheets for accuracy.
10. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Office Assistant Certificate
- Recent, related experience of six months  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures