XYZ Company/Organization – Sample Job Description

ROLE	Admin/Tech Specialist	LAST REVIEW DATE	May 3, 2023
Directly Supports	XYZ CEO & Transition Project Coordinator	**Indirectly Supports**	Transition Project Team & XYZ Staff

ROLE MAIN PURPOSE:

The XYZ Admin-Tech Specialist role will support the CEO and the Transition Project Coordinator/Team. This role will provide technical and administrative support to assist the organization in transitioning routine operations, website, social media, promotion and communications to promote an improved online presence, operational efficiencies and foster a welcoming, diverse and inclusive workplace.

Working with the Project /Team, establish a process to transition and maintain routine filing systems, operational practices, internal and external databases in a fast-pace environment. Assist with the development and issue of regular communications, emails and reports. Support CEO and transition project team meetings and provide updates on activities and resource implementation to assist staff in adopting new processes and tools. Support the organization in developing and implementing surveys conduct data analysis and prepare summary reports.

Promote effective communication through a transparent and efficient communication structure that team members can use in routine tasks and internal and external interactions. Apply highly developed organization skills to support multiple projects and team players. The role will support the CEO and Transition Project Coordinator to monitor, evaluate and update the organizations' policies and best practices to support a successful transition. Your knowledge and experience in handling sensitive and confidential information and commitment to promoting inclusion and diversity will serve you well.

KEY ACCOUNTABILITIES

General Office Management & Administration
a) Apply technology-based solutions to maintain effective (manual/digital) filing systems, records and data management practices to organization standards.
b) Support the adherence to established regulatory requirements and internal policies and operational practices
c) Schedule meetings and staff training, prepare agendas, minutes and/or follow-up action items.

Website, Social Media & Internal Technology-based Solutions
a) Use existing and/or introduce new technology-based-solutions as approved by the organization to;
- Integrate digital platforms and software i.e. website, social media, internal/web email and customer relations;
- Maintain up-to-date databases/software i.e. internal and external – employee operations, supplier/vendor & customers.

Communications, Promotion, Data Analysis & Reporting
a) Practice strong written, oral and digital tech savvy communication skills in daily interactions to foster inclusive and collaborative working relationships;
b) Develop, schedule and issue detailed communication and promotion materials for the organization as requested;
c) Support the preparation of (written/digital) reports and documents including; sales/service, inventory, scheduling, budget and annual reports etc.
d) Support the development, implementation, analysis and presentation of survey findings and data analysis.

Project and Event Planning Administrative and Technical Support
a) Support special projects and events i.e. schedule meetings, preparing agendas, book facilities/AV etc.
b) Manage contracts and support event registration and issue pre/post evaluations prepared by event planning team.
c) Coordinate travel/accommodations for CEO, employees and guest speakers as required.
d) Support the preparation and distribution of print materials and participant/training packages.

EXPERIENCE/EDUCATION/SKILLS TRAINING

This position requires a College Degree or approved equivalent combination of education and experience (paid/voluntary) in digital communication, promotion, web management, social media and office administration. A minimum of two years related experience in supporting the administration and technology needs of a fast-paced, team focused environment.

Excellent written and verbal communication skills, good time management and multi-tasking abilities that demonstrate a strong sense of urgency to meet deadlines. Ability to work independently with minimal supervision. Self-motivated, creative team player with ability to adapt to a changing work environment committed to creating a culture of Diversity Equity and Inclusion (DEI).Tech savvy and computer literacy demonstrating an advanced knowledge using a website and social media, to support a communications and promotion strategy, MS Office Suite; word processing, presentation, spreadsheet database tools, and customer relations management and survey software to support your work.

WORKING RELATIONSHIPS

Work directly with CE0/XYZ company and Transition Project Coordinator/Team to cultivate a welcoming, inclusive workplace environment. As first point of contact, reflect the organizations vision, mission and values to help build and expand community customer and vendor relationships

WORKING CONDITIONS

Flexible hybrid work environment (minimum 60/40 in office/remote split). Some portions of this role may be completed in a home office environment while other tasks will require an in-office presence. Works at home strategies for success are to be incorporated into daily work plan. Technical supports for hybrid work to be arranged.

The incumbent must be able to handle challenges associated with responding in a timely manner to the diverse needs of internal organization leaders, projects, team members, and external customers and suppliers. Adaptability to manage multiple initiatives and changing priorities and demands.

Must be able to perform the physical demands of the position. The role may include sitting in one position for moderate periods of time and long hours of computer exposure requiring concentrated visual and auditory attention.
Your total work schedule will be 37.5 hours per week, typically Monday to Friday at ($48.500 - $56.500 annual wage range commensurate with role & responsibilities). Benefits and flexible vacation allowance included.

SUMMARY – ROLE COMPETENCY RATINGS

ROLE: Admin/Tech Specialist (XYZ Team Support)	KEY COMPETENCIES FOR SUCCESS: Level 2 (Note: may not use level rating) This sample RUBRIC demonstrates how key competencies and indicators for success can be developed by an organization and aligned with roles. NOTE: This rubric is only an example and is NOT for this sample Job description)

1. Knowledge gained by formal **EDUCATION** or informal training	2	Requires a College Degree or approved equivalent combination of education and experience (paid/voluntary) in technical and administrative office management.
2. Knowledge gained by **EXPERIENCE**	2	Requires a combination of up to 2 years related administrative and technical experience. (See core competencies for success)
3. **COMPLEXITY OF DECISION**	2	Multi-tasking to support a busy environment, timelines and goals for CEO and project lead team requires moderate judgement.
4. **RESPONSIBILITY**	2	To support CEO project coordinator/team and deliver on all aspects of administrative and tech related work, and manage associated supplier/vendor contracts.
5. **INDEPENDENCE OF ACTION**	2	Moderate independence of actions. Must show original thinking in adapting or developing methods to complete tasks to established timelines.
6. **CONFIDENTIALITY**	2	Managing sensitive data collection, staff and customer contact information requires sensitivity and attention to privacy protocols. In particular self-identifying data used to promote an inclusive and respectful environment is essential.
7. **CONTACTS**	2	Interacting with management, staff and customers with diplomacy and courtesy to meet the diverse needs of all parties.
8. **MENTAL & PHYSICAL EFFORT & PHYSICAL SKILL**	2	High degree of auditory and visual attention to detail during in-person/virtual meetings and events. Regular use of computer/tech platforms requires high mental acuity and concentration to implement and integrate multiple simultaneous activities.
9. **WORKING CONDITIONS**	2	Flexible hybrid office environment (minimum 60/40 in office/remote split) for 35 hrs per week, Monday to Friday.
10. **PROJECT** & **FINANCIAL ACCOUNTABILITY**	2	Adequate planning and delivery of work plan to schedule is necessary to ensure progress toward the organization's target results and financial resources.