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| **FOCUS ON THE PERSON & ROLE REQUIREMENTS VS. THE JOB & TASKS** | | | | | | |
| A PERSON-CENTRIC perspective is a subtle but important shift to attract the right person to your organization. | | | | | | |
| **KNOWLEDGE, SKILLS & ABILITIES:** To be successful and make a positive contribution to the organization | | | | | | |
| **Questions** | **Sample:** Admin Tech Specialist Role | | **Responses for Your New Hire** | | | |
| What does the ***individual need to know*** or ***need to demonstrate*** through **specific skills or abilities**?  **Knowledge:**   * The fact or condition of being aware of or knowing something with familiarity gained through experience or association * Acquaintance with or understanding of a science, art, or technique   **Skills:**   * Ability or expertise that is developed through experience or training * Ability attained from extensive practice to do something well * Ability acquired through systematic and repetitive implementation to consistently complete complex activities and functions to a desired standard * Learned ability to deliver a predetermined result with maximum certainty and efficiency   **Competencies:**   * A collection of related abilities, knowledge and skills that enable a person to act effectively while doing a task or activity * Refer to skills or knowledge that lead to superior performance * Involves the ability to meet complex demands by using psychosocial resources (including behaviours, attitudes and skills) * A measurable pattern of behaviors, skills, abilities and knowledge * Reflect the “how” one is supposed to do the “what” of performing role assigned tasks | ***General Office Administration Practices***   * *Filing system & record management (digital/manual)* * *Meeting management, virtual and collaborative meeting platforms, scheduling, agenda, meeting minutes* * *Schedule/support staff training* * *Coordinate bookings for travel, meals and accommodation*   ***Tech-savvy, website & social media platforms and software***   * *Tech-based solutions and software interface* * *MS Office, word processing, data base & presentation applications,* * *Surveys & customer relations management systems*   ***Effective Communication & Promotion Strategies***   * *written, verbal & digital* * *report writing* * *Knowledge of handling sensitive & confidential information, privacy protocol*   ***Project Administrative Support & Event Planning***   * *Administrative support for Transition Project Coordinator/ Team* * *Basic event planning, registration*   *Facility/AV Booking, printing* | |  | | | |
| How can the knowledge, skill or ability be attained? i.e. formal & informal education or paid & unpaid experience? | *Formal College Diploma & Certificates, Product Software Training, Self-directed and on-the-job learning* | |  | | | |
| Are there special skills, credentials, licenses or other certifications required to perform specific tasks associated with the role? | *N/A* | |  | | | |
| How often are these specific tasks expected to be performed? | *N/A* | |  | | | |
| **ROLES, RESPONSIBILITIES & ACCOUNTABILITIES:** List 4-6 main deliverables, avoid listing an inventory of every task | | | | | | |
| **Questions** | **Sample:** Admin Tech Specialist Role | | | | **Your New Hire Role** | |
| What are the end results, or main deliverables or outcomes expected from this role? (Draw from your earlier activities) | *Use a short phase to describe the (1-6) role main areas of focus and indicate the appropriate percentage of time over the course of a year that is dedicated to this accountability.* | | | | | |
| ***1.*** *Well defined and maintained office administration functions and meeting management (digital/manual)* ***(25%)*** | | | | 1. | |
| ***2*** *Effective application of technology to support routine operations and maintain website & social media platforms* ***(25%)*** | | | | 2. | |
| ***3.*** *Effective communication & promotion**(written, verbal, virtual)* ***(20%)*** | | | | 3. | |
| ***4.*** *CEO/Transition Project and Special Events are well supported and meet established timelines & objectives* ***(30%)*** | | | | 4. | |
|  | | | | 5. | |
| 6. | |
| Briefly summarize the overall purpose of this role. How is the person in this role expected to contribute to the success of the organization? | *Go to support person for CEO, Transition Project Coordinator and staff, is a strong communicator, organized and capable of multi-tasking. Brings highly developed technical and administrative skills and is passionate about supporting the organization in creating an inclusive workplace of belonging and success for all staff.* | | | |  | |
| **Accountability** If applicable, state the measures that the role is accountable for, e.g.: total number of employees supervised stated as full-time equivalents.  Total Number of Staff Supervised: Directly or Indirectly  Financial Responsibilities:  Annual revenue generation: $  Annual operating budget: $ | *Responsible for the overall efficiency of both internal and external communication and supporting the routine operations of XYZ company. Reports to the CEO and works directly with the Transition Project Coordinator to support team success.*  *The role supports the development of the XYZ annual report, and budget and finance reporting documents but is not responsible for staff or a budget.* | | | |  | |
| **WORKING RELATIONSHIPS & DECISION MAKING** | | | | | | |
| Are there other persons in this role in your organization or is this person a sole contributor in this capacity? | *This person is the sole person performing this role in the organization* | | | |  | |
| Does the person in this role have other staff reporting to them? | *The role will not have others reporting to them but they will be expected to work with, support and gather information from all staff and departments.* | | | |  | |
| **Questions** | **Sample:** Admin Tech Specialist Role | | | **Your New Hire Role** | |
| Do they make decisions on their own, share in decision-making, or provide direction to others? | *The role may be required to make decisions regarding managing their workload and share decision-making on technology-based solutions, as well as administrative system improvements & recommendations.* | | |  | |
| Are their financial or other consequences that could result based on decisions made by the person in this role? Is the impact small or large on the organization? | *The role will play a central part in maintaining smooth operations across the organization. Decisions made within the functions of the role will have minimal impact. Decisions made that may have a greater impact on the organization will be overseen by the CEO and Project Lead.* | | |  | |
| What types of challenges does the role face and how complex are they?  (Think about the knowledge, skills and abilities noted above and how they may be used to make decisions, solve problems or produce results) | *Being the first point of contact to address general customer, client and staff questions or concerns related to the organization’s internal and public facing technology will require sensitive and timely trouble shooting and problem solving. Organization and time management is essential for this role to maintain smooth internal functions while coordinating and supporting external events and relationships.* | | |  | |
| Describe the typical types of interactions, either internal or external, that are required. Indicate with whom the interactions occur and the purpose or nature of the interactions. | *Interaction with internal staff and external customers, clients, vendors and suppliers must be timely, clear and respectful. All internal systems must be well maintained, while special events, meeting schedules, website and social media deadlines require diligent attention.* | | |  | |
| Describe the types of supports that are available to help the individual to problem solve, e.g. guidelines, procedures, policies, guidance from supervisors/peers, etc. | *The role job description and meetings with CEO and Project Coordinator will assist the Admin-Tech Specialist in guiding their daily work. XYZ Company maintains policy and procedures manuals to support and guide all staff.* | | |  | |
| ***ENVIRONMENTAL/WORKING CONDITIONS*** | | | | | |
| Describe the work environment for this role; is it an office, industrial, retail remote home office setting? (dirty, dusty, loud, quiet or isolated environment). | *XYZ does business from a professional office space in the downtown vicinity. This role will have flexibility to perform some duties remotely with most functions requiring in-office attendance. (up to a 70/30 split office/remote)* | | |  | |
| **Questions** | **Sample:** Admin Tech Specialist Role | | | **Your New Hire Role** | |
| Are there potentially harmful, hazardous or undesirable conditions the person should be aware of to perform the role? | *There are no harmful or hazardous products or conditions to hamper performance.* | | |  | |
| ***PHYSICAL, SENSORY & MENTAL EFFORTS*** | | | | | |
| What is the **physical effort** required in this role; i.e. lifting or strenuous activity, or is it sedentary, long periods of sitting, standing, keyboarding? Consider if the duration is constant, occasional or infrequent. | *The role is sedentary, requiring long periods of sitting and keyboarding. Frequent stretch breaks for personal care are recommended.* |  | | | |
| What extent of **sensory effort** is required to perform the role assignments? i.e. screen time, noise levels, odors or others. | *The role requires the majority of time in front of a screen in a reasonably quiet office environment.* |  | | | |
| What extent of **mental effort** is required to perform role assignments? Is the work repetitive or highly routine, and/or are there other stressors? i.e. difficult interactions with customers, coworkers or negotiations with suppliers or tasks. Consider if the duration is constant, occasional or infrequent. | *Managing multiple tasks, projects, working with team, and customers, clients, vendors or suppliers will take flexibility, patience and highly developed organization skills. Managing competing and changing priorities will be a daily occurrence.* |  | | | |
| ***SALARY & BENEFITS:*** *Based upon details outlined above and research of equivalent roles in equivalent communities* | | | | | |
| What is the pay range for the role including benefits? You can use a variety of labour market value sources or the [**National Occupational Classification (**NOC) **system**](https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/find-national-occupation-code.html) to assist with setting the salary range for this position. | *$48,500 - $56,500 per annum*  *Plus benefits which include non- compulsory flex health and dental.* |  | | | |