

## LOCALLY ENGAGED STAFF JOB DESCRIPTION

GENERAL INFORMATION	
<b>Organization:</b>	Global Affairs Canada (GAC)
<b>Program:</b>	Common Services
<b>Title:</b>	Common Services Assistant
<b>Job Description Type:</b>	SJD
<b>Job Description Number:</b>	24
<b>Group &amp; Level:</b>	LE-A2
<b>Decision Number:</b>	14868
<b>Job Code:</b>	500446
<b>This job description is already evaluated and should not be modified.</b>	

PROGRAM/ORGANIZATION MANDATE OVERVIEW
<p>The Common Services Program is responsible for the effective and efficient management and operations of the mission through the provision of high quality common services to the Government of Canada's international network of missions via the following thirteen core and occasional services (see Annex A for more detailed descriptions):</p> <ul style="list-style-type: none"> <li>• <u>Real Property</u> – Provide services to the property business line including procurement and management of the mission's property portfolio and other properties.</li> <li>• <u>Property Maintenance</u> – Provide services to the property business line that may include maintenance of the mission's chanceries, official residences, staff quarters and other properties and their building systems.</li> <li>• <u>Material Management</u> – Provide services of minor purchasing, receipt, inventory, storage, distribution, interior decoration, maintenance, repair, and disposal of materiel for the mission.</li> <li>• <u>Contracting and Procurement</u> – Provide contracting services including procurement of goods or services up to the mission's delegated authority.</li> <li>• <u>Accounting and Finance</u> – Provide services in line with corporate financial responsibilities.</li> <li>• <u>Events Coordination</u> – Provide logistics services for mission hospitality and team-building events and for other events as determined.</li> <li>• <u>Fleet Coordination</u> – Provide the mission's transportation services, coordinate the effective maintenance of the fleet of vehicles and supervise the common services drivers.</li> <li>• <u>Human Resources</u> – Deliver a wide range of human resource services for locally-engaged and Canada-based staff.</li> <li>• <u>Mail Room</u> - Provide mail services to the mission including receiving, sorting and recording incoming mail for pick up or internal delivery.</li> <li>• <u>Common Services Program Support</u> - Provide administrative support services to the Common Services program.</li> <li>• <u>Protocol and Customs</u> – Provide services to the mission including liaising closely with the local government concerning the application and administration of diplomatic privileges.</li> <li>• <u>Reception</u> – Provide services on behalf of all programs, which include operating the switchboard, welcoming visitors, providing general information, and controlling physical access.</li> <li>• <u>Information Management/Information Technology</u> – Provide initial problem resolution, basic technical support and advice, and coaching to the client community at the mission, in the absence of an on-site ITP.</li> <li>• <u>Consular, Passports and/or Citizenship</u> – Provide support or coordinate the Consular program in the absence of dedicated program staff or during periods of high demand.</li> <li>• <u>Emergency Management</u> – Provide support to the MCO or Readiness Program Manager in strengthening the mission's emergency preparedness and response activities.</li> <li>• <u>Security</u> – Provide support to the Mission Security Officer or Readiness Program Manager in the absence of dedicated program staff.</li> </ul>

CONTEXT & PARAMETERS
<p>The position is an <b>administrative support level position</b> of the Common Services Program.</p> <p>The position typically reports to a Common Services Officer (CSO) or higher. Work is performed under general supervision.</p>

KEY ACTIVITIES	
<b>Primary Role</b>	<p><b>Provides administrative support to one or more of the following services in a mission:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 1. Property Maintenance</li> <li><input type="checkbox"/> 2. Material Management</li> <li><input type="checkbox"/> 3. Contracting and Procurement</li> <li><input type="checkbox"/> 4. Accounting and Finance</li> <li><input type="checkbox"/> 5. Events Coordination</li> <li><input type="checkbox"/> 6. Fleet Coordination</li> </ul>

	<input type="checkbox"/> 7. Human Resources <input type="checkbox"/> 8. Common Services Program Support <input type="checkbox"/> 9. Protocol and Customs  <b>May also provide administrative support to one or more of the following services in a mission (but must be combined with a service listed above):</b>  <input type="checkbox"/> 10. Mail room <input type="checkbox"/> 11. Consular, Passports and/or Citizenship <input type="checkbox"/> 12. Emergency Management <input type="checkbox"/> 13. Information Management/ Information Technology <input type="checkbox"/> 14. Reception <input type="checkbox"/> 15. Security
<b>Advice &amp; Recommendations</b>	Provides advice and information to internal and external clients based on the use or adaptation of standard rules, practices and procedures pertaining to various types of requests and recommends changes on procedures and practices to improve effectiveness, efficiency and cost-effectiveness to the supervisor.
<b>Documents and Services</b>	<p>Prepares standard documents and forms on different systems for different recipients such as the CSDP, clients, goods and services providers, government officials, etc.; drafts written correspondence; reviews for errors and omissions, advises supervisor when corrections are required; obtains required approvals and signatures to ensure compliance with policies and procedures; submits and sends approved documents as required.</p> <p>In accordance with classification of documentation policy, creates paper and/or electronic files; maintains records/data, files, lists databases and statistics; uploads received documentation and enters data in departmental integrated automated financial, procurement, HRMS, and consular systems.</p> <p>May perform cash management functions.</p>
<b>Research &amp; Analysis</b>	Researches and compiles data, verifies documents and information for completeness/accuracy and identifies and resolves discrepancies.
<b>Networking &amp; Alliance Building</b>	<p>Maintains a network of operational contacts with local and foreign governments, service providers, suppliers, organizations and agencies, and local industries to gather information to ensure the mission's compliance with procedures and regulations, and obtain early notification of impending changes.</p> <p>May act as point of contact for service providers and suppliers.</p>
<b>Communications &amp; Client Services</b>	Responds to routine enquiries for documentation or information related to area(s) of responsibility from internal or external clients, makes referrals to the appropriate party, and brings complaints to the attention of the supervisor.
<b>Committees &amp; Working Groups</b>	Participates in mission committees, when required. May support committees and working groups by preparing documents, scheduling meetings, helping with events and coordinating travel.
<b>Supervision/Management Responsibilities</b>	<p>Coordinates meetings, events, schedules or travel.</p> <p>May directly coordinate the work of non-office position(s), and participate in the related performance management assessments.</p>
<b>Other Duties</b>	<p>At all times, maintains security of people, information and assets according to the Manual of Security Instructions.</p> <p>May be required to</p> <ul style="list-style-type: none"> <li>- make unofficial translation/interpretation for internal use</li> <li>- escort headquarters personnel, visitors, or contractors.</li> <li>- provide a variety of support activities in exceptional circumstances, such as high-level visits, conferences, and crisis/emergency situations.</li> </ul>

<b>WORKING CONDITIONS</b>	
<b>Physical Effort</b>	<p>The work requires many hours sitting in an office and extensive computer use.</p> <p>The work may involve walking or climbing around the chancery, SQs and construction sites with uneven ground and other hazards, as well as bending, lifting and moving, if preparing mail.</p>
<b>Psychological Effort</b>	<p>The work requires sustained focus while reviewing documentation (requests, legal documents, etc.), analyzing information and entering data to meet a reasonable timeframe or prescribed service standards.</p> <p>The position may experience stress when subject to tight deadlines, numerous requests, fluctuating and conflicting priorities, and unpredictable demands from internal and external clients as well as when supporting the response to complicated, emotionally charged consular situations and dealing with local suppliers and banks.</p>

	Overtime may be required in complex, stressful, critical, and/or difficult situations such as in times of crisis, emergencies, or high-level visits.
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<b>AUTHORIZATION</b>	
Head of Mission (HOM)	_____ Signature Date
Program Manager	_____ Signature Date
Employee	_____ Signature Date