

Yukon University
Statement of Qualifications
Administrative Assistant, Research Services Office

Location: Research Services Office
Date: March 2024

Essential Qualifications (assessed in the screening process)

Education and Training Office administrative certification and/or related post-secondary

Demonstrated Abilities Considerable experience providing related administrative support.
Comprehensive experience in minute-taking
Advanced computer application skills (Excel, Word, databases)
Demonstrated bookkeeping and record-keeping experience.
Experience working in a customer service-focused environment.

Equivalency: Candidates with an acceptable combination of experience (as noted above) and education may also be considered.

Rated Qualifications (factors assessed through interview, etc.)

Knowledge:

- K.1 Of administrative and financial, procedures and practices
- K.2 Of bookkeeping practices and understanding of budget coding
- K.3 Of records management
- K.4 Of purchasing procedures
- K.5 Of new technologies
- K.6 Of Northern communities, and First Nations cultures and issues

Abilities:

- A.1 To provide a range of administrative and financial support services
- A.2 To utilize a variety of computer software (Word, Excel, Financial Database, etc.)
- A.3 To coordinate/organize appointments, meetings, and special events
- A.4 To take minutes and prepare agendas
- A.5 To maintain confidential information
- A.6 To reconcile and balance financial transactions
- A.7 To analyze and solve problems systematically
- A.8 To deal with constant interruptions, regular critical deadlines, and students or staff under work-related stress
- A.9 To respond effectively to emergencies or crises

Personal Suitability:

- PS.1 Commitment to providing quality service through initiative, creativity, flexibility, and adaptability to changing demands.
 - PS.2 Excellent teamwork skills and commitment to building partnerships for the delivery of effective research services.
 - PS.3 Strong communication skills, both orally and in writing.
 - PS.4 Effective interpersonal skills, particularly in a multicultural environment.
 - PS.5 To resolve conflicts and problem-solve effective and innovative solutions.
 - PS.6 To provide exceptional customer service, assess situations quickly, and assist students/clients appropriately.
 - PS.7 Sensitivity to diverse groups and equity issues.
 - PS.8 Excellent attention to detail.
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