



Canadian Vocational Association | Association canadienne de la formation professionnelle

### ADMINISTRATIVE ASSISTANT – SAMPLE CHART OF COMPETENCIES (2007)

An ADMINISTRATIVE ASSISTANT must be able to ...

<b>A. Provide Confidential Assistance And Support</b>	1. Manage correspondence	2. Process time sensitive information	3. Provide research support	4. Assist superior with preparation of reports	5. Administer corporate records	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B. Provide Administrative Assistance To Meetings</b>	1. Coordinate meetings	2. Take and transcribe minutes	3. Distribute minutes	4. Follow up from the minutes		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>C. Perform Accounting Functions</b>	1. Prepare bank reconciliations	2. Interpret financial statements	3. Prepare and maintain a ledger	4. Process payroll	5. Perform accounts receivable functions	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6. Purchase supplies and equipment	7. Prepare a budget	8. Manage a budget	9. Maintain petty cash	10. Perform accounts payable function	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>D. Provide Administrative Assistance to HR Management</b>	1. Assist in management and staff recruitment	2. Administer personnel records	3. Comply with regulations, policies and procedures	4. Provide administrative support to union-management relations		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>E. Provide Assistance And Support Regarding Events</b>	1. Organize events	2. Communicate events	3. Monitor budget	4. Administer reservation requests		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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An ADMINISTRATIVE ASSISTANT must be able to ...

<b>F. Perform Office Tasks</b>	1. Perform receptionist function	2. Handle incoming and outgoing mail	3. Perform purchasing functions	4. Perform routine equipment maintenance	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G. Utilize Information Technology and Office Equipment</b>	1. Use word processor software	2. Use email	3. Use database applications	4. Operate back-up systems	5. Use spreadsheet applications
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6. Keyboard	7. Use accounting applications	8. Use presentation applications	9. Use scheduling applications	10. Maintain electronic records
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	11. Use a printer / photocopier	12. Use basic internet functions	13. Operate a scanner	14. Troubleshoot a stand-alone computer	15. Troubleshoot a printer / photocopier
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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*And to accomplish the previously described professional competencies, an ADMINISTRATIVE ASSISTANT must be able to ...*

<b>H. Demonstrate Communication Skills</b>	1. Practice active listening	2. Speak in a clear and concise manner	3. Display tact and diplomacy	4. Write correspondence	5. Write administrative documents (reports, agenda, etc.)
	6. Make presentations				
<b>I. Demonstrate Personal Competencies</b>	1. Demonstrate professionalism and integrity	2. Work as part of a team	3. Exercise creativity	4. Show initiative	5. Solve problems
	6. Make decisions	7. Comply with policies and procedures	8. Meet deadlines	9. Demonstrate patience and tact	10. Work under pressure
	11. Demonstrate organizational skills	12. Demonstrate analytical skills	13. Demonstrate discretion and respect for confidentiality	14. Demonstrate thoroughness and attention to details	15. Manage customer expectations
	16. Demonstrate computer skills				