

## Generic Work Description

**POSITION TITLE:** NRC Program Assistant  
**GROUP AND LEVEL:** LE-05  
**POSITION NUMBER:** TBD  
**EFFECTIVE DATE:**  
**DIVISION/MISSION:** MUNIC  
**SUPERVISOR'S POSITION TITLE:** NRC Senior Advisor for Germany  
**SUPERVISOR'S POSITION NUMBER:**

### Context:

The National Research Council of Canada represents a powerful partnering option for anyone looking to push the boundaries of science and industry. In fact, as the Government of Canada's largest research organization supporting industrial innovation, the advancement of knowledge and technology development, we have become catalysts for innovation. For over a hundred years, the impact of our work with industry leaders and other government bodies has shaped Canada's future. We partner with some of the most creative and solutions-driven minds in the world.

### Summary:

Reporting to the NRC Senior Advisor for Germany, the Program Assistant, is responsible for scheduling, research and administrative services to support the NRC Senior Advisor.

### A. Information Flow Management and Quality Control of Documentation

- 1) Manages the flow of information through the NRC Senior Advisor's office.
- 2) Assesses and identifies urgent items for the attention of the NRC Senior Advisor;
- 3) Redirects information to appropriate officers for action and conveys instructions from the Senior Advisor.
- 4) Tracks and controls action items; monitors timelines and follows up.
- 5) Conducts quality control of material submitted for the NRC Senior Advisor signature, to ensure grammatical accuracy and compliance with procedures, and rewrites material to ensure it reflects the NRC Senior Advisor's style and inclination.
- 6) Prepares diplomatic notes on behalf of the NRC Senior Advisor.

### B. Agenda Management

- 1) Schedules and manages the daily activities of the NRC Senior Advisor.
- 2) Interacts on behalf of the NRC Senior Advisor with officials of NRC, other programs at the mission, other missions, the local government, various local companies, and clients and partner clients, etc.
- 3) Schedules appointments and meetings, conveys the intentions of the Senior Advisor, locates and transmits documents and messages, organizes and confirms attendance at meetings and conferences; follows up on action items, and provides secretariat support to meetings, as required, including recording meeting deliberations in a politically acceptable way.
- 4) Plans and organizes logistics for travel and prepares expense claims.

### C. Point of Contact for Visitors/Callers

- 1) Acts as a focal point of contact for visitors/callers; assesses the priority and sensitivity of requests/issues;
- 2) troubleshoots or refers requests to the appropriate person for action and/or refers urgent matters to the NRC Senior Advisor.

#### **D. Other Duties**

- 1) Provides other services, such as maintaining working files for the NRC Senior Advisor; coordinating leave schedules; maintaining database systems; organizing the purchase of office supplies.

#### **E. Budget Tracking and Management**

- 1) Tracks, controls and reports on the NRC budget at the mission, including hospitality and travel budget expenditures.
- 2) Analyzes variances from plan and recommends the reallocation of funds to offset shortfalls.

#### **F. Procedural Advice**

- 1) Provides advice and guidance to other NRC and GAC staff on office procedures and methods for dealing with the office of the NRC Senior Advisor.

#### **G. Operation/Maintenance of IT Equipment/Systems**

- 1) Operates and maintains telecommunications and informatics communication systems, including the creation/deletion of accounts;
- 2) troubleshoots and/or reports problems to Systems Administrators.

#### **H. Development/Maintenance of Knowledge of TCS Client Service Policies and Electronic Tools**

- 1) Develops and maintains a thorough knowledge and understanding of NRC's approach to promoting the NRC's interests in foreign markets (including core and non-core services), and identifying potential Canadian and local science and technology partnerships, of related client service policies and practices, and electronic aids, web sites, systems, information management and trade tools, internet research skills, etc.
- 2) Uses this information to provide value-added services and effectively manage information in the office of the NRC Senior Advisor.

#### **I. Event Planning/Organization Accountability:**

- 1) Assists in the planning and organization of receptions, special events, etc. organized by the NRC Senior Advisor.
- 2) Identifies requirements, such as local hotels, restaurants, menus, special logistics (including signage, audio visual equipment, simultaneous translation, etc.).
- 3) Presents recommendations for meeting these needs, including the use of pre-qualified suppliers, to the Senior Advisor.
- 4) Coordinates other aspects with NRC, GAC Officers and Assistants, such as compilation of guest lists, preparation of invitations, protocol, etc.

#### **J. Research and Development of Input to Reports/Briefings Accountability:**

- 1) Identifies sources of information using all resources available, information available via the web or hard copy sources;
- 2) researches background material, analyzes, selects, compiles and summarizes information to prepare input to reports and/or briefing materials to assist the NRC Senior Advisor in preparing for meetings.