

ADMINISTRATIVE ASSISTANT TO DIRECTOR

Major responsibilities:

- Performs specialized and senior level administrative tasks; including research, review and preparation for meetings and responses to inquiries and the overseeing of administrative projects
- Identifies, screens/prioritizes issues and initiates responses on behalf of the Director
- Reviews correspondence and contract documents for accuracy and conformity to policies and procedures and signing authorities
- Manages the Director's schedule; e.g. arranges business travel including conference registration, accommodations, schedules interviews, meetings, while proactively identifying conflicts
- Prepares/processes documents and handles issues of a confidential/sensitive nature
- Prepares draft agendas, attends meetings, takes/transcribes/distributes minutes and provides status report to Director on followed-up action items
- Coordinates special events, workshops; coordinates meetings and schedules, and adjusts work plan to meet unscheduled events; organizes/coordinates and attends staff meetings
- Provides work direction, training and guidance and acts as a resource to support/clerical staff
- Assists in budget information compilation of data for forecasting and co-ordination between sections/units. Monitors/maintains and balances petty cash fund, purchasing records, invoices and items requiring Director's signature
- Maintains various staffing records, such as attendance register, establishment lists, requests for staff, and individual employee files, on behalf of Director
- Orders/maintains and oversees the purchase/lease regarding the inventory of office equipment/supplies and maintenance and liaises with computer/printer service contractors

Key qualifications:

Your application must describe your qualifications as they relate to:

1. Extensive experience in providing administrative assistance to senior management handling a broad range of administrative matters
2. Extensive experience utilizing a variety of software packages, e.g. SAP, Word, Access, PowerPoint, Outlook, Excel, and database management
3. Experience in preparing complex reports, correspondence and documents for Council and senior management staff
4. Experience taking minutes at meetings and handling confidential documents and reports
5. Experience with filing systems and the management of large volumes of information both hard copy and electronic



Susan Chung
1721 Lawrence Street East
Pickering, Ontario
N2G 1K6

June 26, 2016

Karin Saenger
Human Resources Consultant
City of Toronto
9th Floor, Metro Hall
55 John Street
Toronto, ON M5V 3C6

Dear Karin Saenger:

Attached is my resume in response to the internal posting, **Job ID # 123456 for an Administrative Assistant to Director**. This position would provide an exciting opportunity for me to use my administrative, computer and accounting skills.

Highly skilled in handling a wide range of administrative activities in a demanding environment, I have typed financial reports and statements, composed and typed correspondence, prepared agendas, minutes and reports and produced charts and graphs for presentations. In addition, I have assisted in the preparation of the annual budget, monitored income and expense accounts and entered data into spreadsheets and databases. As well, I have the ability to accurately organize and handle detailed information, as illustrated through the initiative I took to create an effective office services manual.

I have an Office Administration diploma from Sheridan College and over twelve years progressive experience in administrative/clerical positions. I am dedicated and hardworking and I am recognized for producing high quality work on a timely basis. I have demonstrated excellent interpersonal and customer service skills through many interactions with members of the public.

I would be pleased to have the opportunity to further discuss how I could contribute to the success of the Corporate Finance Division. You can reach me on a confidential basis at 416-392-9999.

Thank you for your consideration and I look forward to hearing from you in the near future.

Sincerely,

Susan Chung

Susan Chung

1721 Lawrence Street East, Pickering, Ontario N2G 1K6

Cell: 905-693-5642, Business: 416-392-9999

schung@hotmail.com

Career Summary

Over twelve years of experience in administrative and clerical positions in various organizations. Well-developed organizational, finance and administration skills. Highly accomplished in the use of word processing, spreadsheet and database software applications. Typing speed of 75 w.p.m. Proficient in the use of Microsoft Office Suite 2013. Excellent time management skills that allow me to consistently meet deadlines.

Work Experience

2012 - Present, **Support Assistant B**, Revenue Services Division, City of Toronto

- Provide administrative support to senior management staff within the unit, including coordinating and arranging meetings, events and schedules, drafting and preparing correspondence for signatures and operating office equipment and computers utilizing a variety of software packages (e.g. SAP, Word, Excel, Outlook, Access and PowerPoint)
- Spearheaded the design of a unique office services manual for the service delivery area, to create clear and consistent use of accounting systems, set standard timeframes and increase overall efficiency within the division
- Provide work direction, orientation and training to three Support Assistant Cs
- Compose and type complex divisional correspondence and Committee reports in a timely manner, to provide senior management and Council with accurate and valuable information regarding the division
- Draft monthly financial reports, ensuring they are accurate, clear, error-free, legible and professionally formatted
- Coordinate and attend monthly committee meetings, record minutes and prepare reports for Senior Management, resulting in consistent flow of communication

2008 - 2012, **Support Assistant C**, Purchasing Division, City of Toronto

- Established a new inventory control spreadsheet using Microsoft Excel, resulting in better data management and efficiency within the unit
- Received and paid out cash/cheques and TTC tickets, controlled, monitored and balanced petty cash, tickets, reconciled and processed financial payments; assisted with budget administration for unit
- Monitored office supply inventory, tracked spending on each order and kept an accurate account for each user group, using SAP and other databases as needed
- Maintained and organized unit filing system for a large amount of both electronic and hard copy files and documents

Susan

2006 - 2008, **Finance Clerk**, Nainsmith Industries, Ajax, ON

- Assisted company accountant in the preparation of the annual budget of \$500,000
- Monitored income and expense general ledger accounts, prepared list of differences and investigated reasons for discrepancies, which resulted in an annual cost savings for the company of \$9,000.
- Prepared bank reconciliations and investigated discrepancies for the company's five bank accounts resulting in accurate allocation of funds

2005 - 2006, **Data Entry Clerk**, Sensus Communication Solutions, Oakville, ON

- Responsible for all day-to-day direct fulfilment related activities, including: validated order details, entered order details gathered from the tools into customer relationship management (CRM) system, verified accounts
- Catalogued over 5,000 accounts payable invoices into accounting database on a monthly basis and managed detailed account filing system to ensure records were accurate and easily accessible for auditing purposes
- Provided support to sales representatives, operations manager, invoicing and accounts receivable, including responding to inquiries (e.g. order status, product availability)
- Ensured that customer satisfaction was maintained and exceeded throughout all stages of the fulfilment process for both internal and external customers

2002 - 2005, **Clerk-Receptionist**, Mayer's Motors, Pickering

- Handled over 40 customer inquiries daily, responding in a professional and courteous manner
- Extracted information from corporate customer database and utilized mail merge feature of Microsoft Word to produce 2,000 individually addressed letters and envelopes
- Developed charts and graphs using Microsoft Excel and PowerPoint to create a presentation for the company president, resulting in positive feedback from president and customers

Education

Financial Accounting I and II, Centennial College

Office Administration - Executive Diploma, Sheridan College, Toronto

Additional Training and Development

City of Toronto Courses:

MS Outlook 2013, October 2015

Dealing with the Public, April 2013

Microsoft Office Suite, March 2009

Volunteer Experience

- Secretary for Neighbourhood Watch Program, 2012 - present
- Fundraising Coordinator, Heart and Stroke Foundation Campaign, 2009 - 2011