



Health Career Directory

Administrative Assistant

Overview

Administrative Assistants provide confidential assistance and secretarial support to designated managers, directors, and programs. In the area of health care, an Administrative Assistant works as part of a larger team. Their main role is to provide support to programs, executives, and/or a medical team by handling the administrative day-to-day paperwork, telephone calls and any other assigned duties.

Main roles and responsibilities:

Some of the main duties of an Administrative Assistant include:

- handle/process information that is sensitive and confidential
- coordinate the flow of information
- ensure accurate and timely delivery of administrative services,
- keep managers/directors informed of work issues and activities
- interact primarily with managers/directors and other administrative personnel across health care organizations
- organize meetings, make travel arrangements, schedule calendars, organize meetings and take minutes at meetings, as required
- communicate with internal and external stakeholders/customers to promote positive and respectful working relationships.

Who is suited to become an Administrative Assistant?

Administrative Assistants are most effective when they have the following skills and characteristics:

- ability to use good judgment and thoughtfulness in handling and sharing information of a confidential or sensitive nature
- good communication skills, both spoken and written
- good attention to detail and follow-up
- ability to organize and arrange workload in collaboration with others
- ability to be precise and accurate
- ability to work alone, as well as with others
- good understanding/knowledge of medical terminology
- excellent computer and typing skills of minimum of 60 w.p.m.
- excellent time management skills to prioritize and complete assigned work
- professional and courteous
- physical ability to perform duties of the position

- a clean record, no prior criminal background.

They should enjoy:

- working directly with people
- working collaboratively with others in a team environment

Who employs Administrative Assistants?

They work in various locations, such as:

- hospital units
- clinics
- primary care clinics
- doctor's offices
- medical record departments
- executive offices
- payroll offices
- IT offices
- Health authority/employers in BC.

Some other positions they are qualified to apply for are:

- booking clerk
- clerical support clerk
- receptionist/clerk/typist
- program support clerk
- clerk/timekeeper
- staffing clerk.

Salary

Salary Range - \$10 - \$25 per hour

Training and education required to become an Administrative Assistant

An Administrative Assistant needs to have completed grade 12. They also need to have completed a Medical Office Assistant Certificate. The certificate programs are usually 8-12 months long.

The Administrative Assistant Program prepares students for technical and administrative support positions. Graduates of this program will be highly skilled in computer applications. They will demonstrate abilities in:

- communication and social skills
- business research
- teamwork
- supervisory skills
- administrative procedures
- presentation skills
- problem-solving
- independent decision-making.

Upon successful completion of program requirements, students can apply for an Office Administration Certificate - Administrative Assistant Option.

Graduates of the Administrative Assistant program will be prepared to move into such positions as:

- secretary
- executive secretary
- administrative assistant
- executive assistant
- professional assistant
- research assistant.

These positions involve a wide variety of tasks and varying degrees of responsibility. This depends on program needs, the needs of the employer, experience, skills, education level and personal effort.

Educational Programs

British Columbia Institute of Technology (BCIT)
<http://www.bcit.ca/study/programs/6570acert>

Capilano University
<http://www2.capilanou.ca/programs/online-programs.html>

College of New Caledonia
<http://www.cnc.bc.ca/>

Douglas College
<http://www.douglas.bc.ca/calendar/programs/paac.html>
<http://www.douglas.bc.ca/programs/office-administration/medical.html>

North Island College
http://www.nic.bc.ca/program/administrative_assistant_certificate

Thompson Rivers University
<http://www.tru.ca/business/programs/certificates.html>

Financial assistance and bursaries

For information about Canada student loans and grants, please visit:
http://www.hrsdc.gc.ca/eng/learning/canada_student_loan/index.shtml