

**ADMINISTRATIVE ASSISTANT  
Training Needs Assessment Evaluation Form**

**Personal/Position Information**

Name: \_\_\_\_\_

Period Covered: \_\_\_\_\_

Position: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Position Start Date: \_\_\_\_\_

Community: \_\_\_\_\_

Region: \_\_\_\_\_

# ADMINISTRATIVE ASSISTANT

## Training Needs Assessment Evaluation Form

### Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Training Needs Assessment Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency (P):

Each competency is to be rated as follows (S):

1 – Needs significant improvement – employee is unable to complete task or perform the function in a satisfactory manner even though assistance is routinely provided

2 – Needs improvement - employee can complete the task or perform the function with considerable assistance

3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance

4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance

5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance

1 – Competency has little significance to the position

2 – Competency has minor significance to the position

3 – Competency is important to the position

4 – Competency has major significance to the position

5 – Competency is critical to the effective performance of the position

# ADMINISTRATIVE ASSISTANT

## Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill
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<b>Administrative Support</b>
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<b>Perform administrative tasks</b>
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Greet the public	Answer phone calls	Take messages	Direct inquiries	Respond to inquiries when appropriate	Type correspondence, reports and other documents
P     S   4	P     S   5	P     S   4	P     S   4	P     S   4	P     S   4

Data enter information	Maintain office files	Perform errands in and out of the office	Open the mail	Date stamp the mail	Distribute the mail
P     S   4	P     S   4	P     S   3	P     S   4	P     S   4	P     S   4

Take minutes at meetings	Distribute minutes	Coordinate repairs to office equipment	Prepare proposals		
P     S   4	P     S   4	P     S   3	P     S   4		

<b>Executive Administrative Support</b>
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<b>Provide executive assistance to Board</b>
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Maintain confidential records and files	Maintain records of decisions	Arrange for payment of honorariums	Research and assist with the preparation of motions, policies and procedures	Review, edit and provide constructive criticism on reports to the Board	Complete special projects
P     S   4	P     S   4	P     S   4	P     S   4	P     S   4	P     S   4

Prepare correspondence Board members	Prepare documents and reports on the computer				
P     S   4	P     S   4				

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<b>Executive Functions/Council Support</b>	<b>Provide support to the Board</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Schedule Board meetings</td> <td style="width: 16.6%;">Prepare agendas for Board meeting</td> <td style="width: 16.6%;">Prepare packages for Board meetings</td> <td style="width: 16.6%;">Attend board meetings</td> <td style="width: 16.6%;">Record minutes and submit minutes for approval</td> <td style="width: 16.6%;">Maintain minute registries</td> </tr> <tr> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Seek legal interpretation and advice</td> <td style="width: 16.6%;">Draft policies and guidelines</td> <td style="width: 16.6%;">Liaise with band companies</td> <td style="width: 16.6%;">Liaise with designated organizations and agencies</td> <td style="width: 16.6%;">Prepare decision summaries</td> <td style="width: 16.6%;">Follow up on action items</td> </tr> <tr> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>4</td> </tr> </table>	Schedule Board meetings	Prepare agendas for Board meeting	Prepare packages for Board meetings	Attend board meetings	Record minutes and submit minutes for approval	Maintain minute registries	P	S	4	P	S	4	P	S	4	P	S	4	P	S	4	P	S	4	Seek legal interpretation and advice	Draft policies and guidelines	Liaise with band companies	Liaise with designated organizations and agencies	Prepare decision summaries	Follow up on action items	P	S	4	P	S	4	P	S	4	P	S	4	P	S	4	P	S	4
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<b>Technical Skills</b>	<b>Possess computer skills</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Use word processing software programs</td> <td style="width: 16.6%;">Use spreadsheet software programs</td> <td style="width: 16.6%;">Use database software programs</td> <td style="width: 16.6%;">Operate e-mail and Internet</td> <td></td> <td></td> </tr> <tr> <td>P</td><td>S</td><td>5</td> <td>P</td><td>S</td><td>5</td> <td>P</td><td>S</td><td>4</td> <td>P</td><td>S</td><td>5</td> <td></td><td></td> </tr> </table>	Use word processing software programs	Use spreadsheet software programs	Use database software programs	Operate e-mail and Internet			P	S	5	P	S	5	P	S	4	P	S	5																														
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<b>Human Resource Management</b>	<b>Work in a team environment</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Work cooperatively with others</td> <td style="width: 16.6%;">Oversee casual employees</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>P</td><td>S</td><td>5</td> <td>P</td><td>S</td><td>3</td> <td></td><td></td><td></td> <td></td><td></td><td></td> <td></td><td></td><td></td> </tr> </table>	Work cooperatively with others	Oversee casual employees					P	S	5	P	S	3																																				
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	<b>Maintain public relations</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Maintain customer service</td> <td style="width: 16.6%;">Assist with community events</td> <td style="width: 16.6%;">Liaise with community groups and agencies</td> <td></td> <td></td> <td></td> </tr> <tr> <td>P</td><td>S</td><td>5</td> <td>P</td><td>S</td><td>3</td> <td>P</td><td>S</td><td>4</td> <td></td><td></td><td></td> <td></td><td></td><td></td> </tr> </table>	Maintain customer service	Assist with community events	Liaise with community groups and agencies				P	S	5	P	S	3	P	S	4																																	
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<b>Legislation</b>	<b>Comply with policies and regulations</b>	Comply with council resolutions and policies
		Be familiar with land use legislation and policies
<b>Professionalism</b>	<b>Demonstrate good work habits</b>	Comply with council resolutions and policies
		Be familiar with land use legislation and policies
		Manage stress
		Take direction
		Be self-motivated
		Be depended-able
	<b>Demonstrate good work habits</b>	Maintain confidentiality
		Make effective decisions
		Manage time
		Perform related duties
		Be punctual
		Be flexible
<b>Demonstrate positive personal attributes and ethical behaviour</b>	Be organized	
	Work with minimal supervision	
	Meet deadlines	
	Use analytical skills	
	Be responsible	
	Be a team player	
Accept change		
Adapt to situations		
Compromise		
Separate personal and professional life		
Take training		
Be patient		

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<b>Professionalism</b>	<b>Demonstrate positive personal attributes and ethical behaviour</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Maintain a positive attitude</td> <td style="width: 25%;">Be honest</td> <td style="width: 25%;">Possess a sense of humour</td> <td style="width: 25%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> 4 S <input type="checkbox"/> 4</td> <td></td> </tr> </table>	Maintain a positive attitude	Be honest	Possess a sense of humour		P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> 4 S <input type="checkbox"/> 4	
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	<b>Respect self and others</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Display tact</td> <td style="width: 25%;">Cooperate with others</td> <td style="width: 25%;">Respond positively to others</td> <td style="width: 25%;">Be courteous</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Display tact	Cooperate with others	Respond positively to others	Be courteous	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4
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**Comments:**

1. Supervisor's comments

2. Expectations for the coming year/workplan

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3. Employee goals and objectives

4. Career Goals

# ADMINISTRATIVE ASSISTANT Training Needs Assessment Evaluation Form

5. Recommended training

6. Employee Comments

Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: