

The administrative work of the Department of External Affairs is performed by the Administrative Services Division, the Communications Division, the Finance Division, the Personnel Operations Division, the Personnel Services Division, the Registry Division, the Supplies and Properties Division, the Inspection Service and the Organization and Methods Unit.

The work of the Administrative Services Division includes the handling of pay and allowances, leave and attendance, superannuation, printing and reproduction of documents, co-ordination of services relating to posting of personnel abroad, the processing of hospital and medical claims from members of the Department serving abroad, and the preparation and administration of departmental manuals and directives. The division also has responsibility for co-ordinating administrative arrangements within the Department for the opening or closing of posts abroad and for liaison with other departments on administrative matters.

The Communications Division is responsible for the administration and operation of the Canadian diplomatic communication system, which provides for the despatch and receipt of messages by telegram, teletype, telex, diplomatic courier and diplomatic mail facilities between Ottawa and posts abroad. It also arranges for the provision of telephone service at headquarters and at posts, conducts training courses for communicators, technicians and other departmental personnel and is responsible for buying, leasing and maintaining all equipment used in the system. The division carries out liaison with other departments and agencies that employ these facilities.

Chief among the duties of the Finance Division are the preparation of the main and supplementary estimates for External Affairs, general financial control over departmental expenditures, the financing of missions and the auditing of mission accounts, the handling of travel and removal claims, payments to international organizations, and administrative arrangements for Canadian participation in international conferences.

The Personnel Operations Division and the Personnel Services Division are responsible for the training and posting of staff, both among the various divisions in Ottawa and to the missions abroad. Their responsibilities include all matters affecting disposition, training, promotion and the general administration of personnel affairs. These divisions arrange departmental representation on examining boards set up by the Public Service Commission to recruit staff for the Department, interview candidates for departmental employment, maintain personnel records and deal with a variety of matters involving the welfare of members of the Department.

The Registry Division is charged with the custody and management of departmental records. It is responsible for opening and distributing all incoming mail; for classifying, recording, indexing and placing in appropriate files all official correspondence received or despatched by the Department; and for scheduling all records for retention or destruction. The division also exercises functional control over all records operations at posts. It carries out liaison with the Dominion Archivist in all aspects of records management.