

Working Title Administrative Support		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Forestry and Parks
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Administration Team Lead, the Administrative Support 4 provides a wide variety of administrative functions focusing on integrated delivery for all program streams within the assigned area of responsibility, including: fisheries and wildlife, air and water, contaminated sites, emergency response /management, regulatory approvals and compliance, public lands and rangeland management, Conservation Enforcement, Forestry and F&W Enforcement. As part of a collaborative finance and administrative team, the incumbent demonstrates effective communication with staff and follows applicable ministry policies and procedures. In addition, this position plays a significant role as a front-line key contact dealing with external clients; greeting/meeting Albertans at the reception counter and over the telephone, and must be able to display a sound knowledge of departmental procedures and processes in assisting clients and issuing licences and permits.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

The Administration Support 4 position is a generalist and assigned duties may include any of the following:

General Administration

- Production of routine correspondence from general instructions, including memos, letters, and minutes.
- Assist enforcement officers (Conservation Officers, F&W Officers, Forestry Peace Officers) with prosecution file management including data entry and tracking of documents.
- Adherence to internal, regional, and corporate policies, processes, and procedures.
- Provision of reception and frontline services, serving as the initial public contact while presenting a courteous and friendly image to clients. This would include answering the phone, directing calls, and providing non-partisan, cross program information within scope of the position to internal and external clientele.
- Receipt and distribution of mail, actioning any instructions received.
- Performing current, archived and dead filing, electronic, and manual Records Management for program areas; following the Alberta Records Disposition Authority (ARDA), Enterprise Content Services System (ECSS), IRIS, etc.
- Assistance with FOIP requests by obtaining documentation requested, ensuring timelines are met and communicating any anomalies to supervisor.
- Monitor office equipment and request maintenance as required.
- Monitor stationary room and restock as per direction.
- Assist with program meetings, including logistics of organizing meetings and minute taking.
- Administration of contracts, which can number in the hundreds for the wildfire program.
- Other duties as directed within scope.

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Program Support

- Provision of administrative and program support to EPA Regions/Branches as assigned. This includes cross ministry support to Forestry, Parks & Tourism and Justice and Solicitor General/Fish and Wildlife Enforcement Service as outlined in the Service Level Agreement or Memorandum of Understanding. Support to other cross ministry teams/staff as directed.
- Issuance of permits and licenses to clients within delegated guidelines.
- Acceptance of client submissions and trapped furs at reception.
- Tracking of resource-use applications, dispositions, renewals and cancellations.
- Participates on campaign fires in providing Human Resource and/or Finance support by working in senior positions within the ICS organization, as approved by Supervisor/Unit Lead.
- Participation in the OH&S program, by maintaining required OH&S competencies and incorporating safety and wellness practices in daily work.

Financial Support

- Process Accounts Payable documents, including coding invoices.
- Act as Pcard/ExClaim reviewer.
- Perform reconciliation of financial expenditures e.g. Cost Center reports.
- Reviews all billings from the EPS and HOLMAN system and ensures that required records are maintained.
- Preparation of revenue blotter and completion of cash reconciliations and bank deposits.
- Assistance with Cost Recovery fires by compiling expenditures and FIRES reconciliation.

Manpower Support

- Data entry of hours worked for permanent, wage, seasonal and emergency employees into the FIRES and/or 1GX programs.
- Preparation of commencement packages for seasonal and casual employees. Ensuring applicable original documentation is completed and forwarded as per current Departmental process.
- Ensure termination documents for seasonal employees are completed and processed in conjunction with Supervisor/Team Lead.
- Act as proxy in 1GX for employees who do not have network access.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position works with minimal supervision within the parameters of established ministry, government and departmental administrative policies, processes and procedures. It impacts the Branch and various programs through the competent processing of data and adherence to timelines and providing support to ensure successful delivery of mandates. Failure to successfully perform responsibilities can result in errors and delays in payroll, financial and legal obligations and adversely affect office operations. This position works closely and collaboratively with the Operational Services team within the region. This position frequently handles dead wildlife.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Requires a Grade 12 diploma and several years' related experience.

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- Proficient with Microsoft Office word processing, spreadsheets and Outlook.
- Working knowledge of various other departmental programs such as GRMS, CARS, ARTS, LSAS, GLIMPS, EMS, ENFOR, and additional electronic filing systems as required.
- FIRES (Fire Information Resource System) Program applications as related to payroll and or costing to provide efficient and accurate data entry.
- Good understanding of general office procedures and the Government of Alberta structure to direct queries, respond to requests for information.
- Position requires excellent communication and listening skills to deal with internal and external clientele in a friendly and courteous manner, ensuring smooth operations within the unit needed to meet identified timelines and requirements.
- Knowledge of financial processes, to process Accounts Payable and revenue transactions.
- Ability to maintain a good filing system which is easily accessible by staff and auditors.
- Class 5 Driver's license required.
- Travel to nearby offices to cover off as needed.
- Some positions require a Commissioner of Oath designation.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

This position has considerable contact and builds working relationships internal and external clientele. It maintains a working relationship with regional and branch staff and liaises between clients, contractors, Corporate, and other departmental staff to meet operational needs. Interactions require courtesy, the ability to solve problems and to adjust to changing environments.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

May occasionally supervise some wage staff.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.