

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Executive Assistant

Current Class

Administrative Support 5

Requested Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Seniors Division, Seniors Strategic Planning Branch

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Executive Manager 1

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Seniors Strategic Planning Branch undertakes research, policy analysis and development and planning activities on issues of relevance to seniors and the aging population and provides leadership within the ministry, and across government, with respect to these issues. The Branch also collaborates with other ministries, levels of government and community stakeholders to ensure seniors' issues are considered in government initiatives and strategies.

This position is responsible for the coordination and completion of multiple branch administration functions and the provision of multiple administrative supports to the Executive Director (ED) and both branch units. The incumbent ensures Government of Alberta (GoA) and department administrative standards and processes are maintained across the branch by providing guidance to branch staff when needed and by working with other administrative staff or corporate service units. Collectively, this work provides a central consistent hub for all administration matters, which underpin effective branch operations. The incumbent applies sound interpersonal skills and knowledge of the sector priorities to complete work in required timeframes (which are often short) and within the established department requirements (e.g., ARs, records management).

All responsibilities are performed in accordance with legislative, policy, and procedural guidelines applicable to the branch, and objectives established by the Executive Director.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Department and GoA administration policy and process requirements are maintained and applied to enable effective branch and department operations.

- Maintain Branch administrative processes and related documentation (e.g., forms, policy, guidelines, lists).
- Streamline and coordinate administrative systems and processes to enhance efficiencies.
- Identify administrative issues with potential to impact branch operations and research and recommend solutions.
- Provide training on new or changed requirements and troubleshooting support for multiple administration systems and policy or process (e.g., 1GX, ARTS, hosting policy, expense claim requirements).
- Provide cover-off administrative support for the ADMO or other department units as required.
- Attend meetings and liaise with other staff in the department in relation to issues that may have an impact on the administrative operations of the branch.
- Review submitted administrative documentation for accuracy and completeness against applicable legislation and/or policies.

Branch budget / financial administration functions for the ED and branch are implemented in line with department and GoA requirements.

- Coordinate and track branch budget including monitoring and forecasting expenditures and related reconciliation.
- Prepare and/or review expense claims and/or P-Card purchases.
- Consolidate and submit branch financial information for division roll-up.
- Track and reconcile workforce labor, expenditures, and budget versus actual reports.
- Prepare, review, or complete financial forms related to Expenditure Officers, including approval processes, applications, and terminations of permissions.
- Prepare documentation for grant and contract payments and route through approvals to enable prompt payments.
- Processes branch and ED office meeting-related invoices for payment in a timely manner.

Branch human resource administration functions are implemented in line with department and GoA requirements.

- Serve as worksite contact for the branch to provide guidance and resolve issues (e.g., commencements, resignations, transfers, acting pay, secondments, etc.) and associated documentation and procedures.
- Liaise with other ministry representatives (e.g., ADM office, Human Resources, Pay and Benefits, Corporate Services) to execute branch requirements (parking, accommodations, Service Request coordination).
- Assist in new employee orientation procedures (e.g., assist/prepare and/or process onboarding, transfer or exit, or pay and benefits forms for Branch staff in accordance with government policies and guidelines).
- Review human resources- related forms and documents for accuracy, completeness, and compliance with divisional codes and government policies and guidelines.
- Monitor and track submitted and approved training requests and expenditures.

Branch Action Requests (ARs) are assigned, completed, and reviewed in a timely manner.

- Assign ARs to appropriate staff in the branch and track responses against established timelines.
- Maintain a record/tracking system and follow up with staff as appropriate to ensure deadlines are met.
- Review draft correspondence for clarity, tone, style, English usage, grammar, and format in accordance with department standards.
- Respond and/or collaborate with divisional staff on the completion of AB Connects inquiries.
- Research files using ARTS or network files to gather additional relevant information for assigned requests.
- Coordinate and collaborate with ADM office on action requests/items, as needed.
- Route various other communique and correspondence to appropriate branch staff in which the information may affect their responses/assignments.

Executive administrative supports are provided to the Executive Director to facilitate branch leadership.

- Manage the Executive Director's calendar based on knowledge of business priorities.
- Coordinate meeting logistics to meet specific needs (e.g., videoconference) and support meetings as needed (e.g.,

prepare agendas, record meeting minutes, follow-up on action items, greet guests, set-up, and access to meeting equipment)

- Acquire, prepare, and arrange meeting materials and related background information in appropriate format (e.g., hardcopy, electronically) for the ED prior to scheduled meetings or other engagements.
- Review incoming correspondence, prioritizing issues and taking appropriate action (e.g., assigning tasks, composing responses, bringing significant items to ED's attention).
- Maintain and monitor a 'bring forward' system and follow-up on items to ensure the timely completion of tasks.
- Action and coordinate information to respond to Freedom of Information and Protection of Privacy (FOIP) requests on behalf of the branch, compiling information from the ED office records to respond to FOIP requests.
- Coordinate information flow between the ED Office, branch or department units, and the ADM Office.

Administrative supports are provided to branch staff to support their work on branch priorities.

- Review and prioritize incoming correspondence for senior employees and where applicable, draft routine responses for their signature.
- Maintain "bring-forward" system for assignments and projects to ensure timelines are met.
- Edit and proof documents in line with requirements for specific recipients.
- Coordinate branch meeting logistics and support meetings as needed (e.g., creating agendas, recording minutes, room set-up).
- Maintain and process transitory and official records in electronic and paper formats in alignment with department standards and requirements (e.g., maintain file structures, guide disposition activities, interpret operational records management policy as needed).
- Coordinate, research, and track various office requests and action items to ensure they are completed within deadlines.

Problem Solving

Typical problems solved:

- Applying administrative understanding of legislation, policies and procedures and determining how best to proceed on administrative functions and to advise staff accordingly.
- Working within prescribed timelines to coordinate and execute functions such as ARs, following up with staff and reviewing responses for format etc.
- Balancing multiple priorities and requests to ensure that all administrative support and branch administration processes are completed to the required standard and within expected timelines.

Types of guidance available for problem solving:

The Branch Administrator determines how best to complete multiple requests within expected timelines and in accordance with expectations for accurate and comprehensive responses and format. Daily schedules and priorities are determined by the incumbent. The incumbent applies judgement to determine which rules apply and research options when situations are not clear. Issues without established policies, processes, and guidelines or without clear precedent are discussed with the Executive Director, with recommendations made by this position to deal with the situations.

Direct or indirect impacts of decisions:

Internally, the work of this position impacts:

- Assurance that branch administration functions are completed in an appropriate, consistent, and timely manner, and in compliance with department and GoA administration requirements (e.g., policies, processes, directives, templates).
- A central hub for the coordination and implementation of administration functions, which allows branch staff to focus on other branch functions; decisions and actions have a direct impact on the administrative operation of the Branch and Division and associated achievement of priorities.
- Consistency across the department in the execution of various administration and administrative supports via liaison with other administration staff and back-up as needed.
- Coordinated information flow between the ED's office and branch units, and other senior representatives within the division or in other departments.

Externally, the work of this position has a direct impact on

- Relationships and reputation with various stakeholders via the supports provided to the ED and other branch staff to coordinate and prepare for meetings, share information etc.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Executive Director - provide administrative supports, provide updates and reports on branch administration functions.
- Branch staff - share information on behalf of the ED; route information requests as needed; provide guidance on administration as needed; provide administrative supports.
- Offices of the Assistant Deputy Minister or Deputy Minister - to coordinate schedules, exchange and prepare information.
- Corporate services branches - to provide information, receiving instructions and resolving administrative issues, coordinate corporate functions as needed, liaise on corporate services and responsibilities such as records management and ARTS service requests.
- Administrative staff across the division/department - provide guidance as needed and work together to ensure consistent and high-quality services are provided in compliance with current policies, processes, and standards; coordinate and lead administrative projects as directed.

External

- Stakeholders and the public - respond to enquiries; coordinate meetings; seek information on behalf of Executive Directors as needed

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Several years' experience in an administrative role.
- Breadth of knowledge of government, and department administrative policies, processes, and standards to branch administration (e.g., ministry style guides, processes related to ARs, financial timelines, records management, hosting policies) to apply to specific branch administration functions.
- Ability to use the software tools and automated systems and applications used to carry out responsibilities (e.g., Microsoft Office; ARTS, IGX, relevant web / internet applications, records management programs, video-conferencing or other equipment required in meetings).
- Interpersonal and effective communication skills with diverse audiences.
- Written communication skills to prepare and edit correspondence, presentations, etc. for a range of audiences and follow up on correspondence as necessary.
- Time management including ability to prioritize multiple requests and functions effectively.
- Organization skills to manage and monitor multiple ongoing tasks.
- Accurate keyboarding and document formatting skills.
- Basic research skills to compile information for projects.
- Ability to make decisions independently while considering the consequences and impact on the Executive Director and branch or department.
- Ability to work independently; take initiative, prioritize work, and follow through with tasks.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Breaks down problems into discrete components to identify what needs to be done; explore how others have applied a new approach; uses and adapts existing processes to address new issues or situations.</p>
Agility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<p>Open to new or diverse ideas and to doing things in a new way.</p> <p>Applies past experience to solve new or ambiguous problems, and seeks clarification if needed.</p>
Develop Networks	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	<p>Effectively helps and follows through on inquiries, requests and concerns from colleagues and stakeholders; inform stakeholders of relevant information in a timely manner.</p> <p>Maintains a high level of professionalism in all interactions.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

015AS08 - Office Administrator, Health