

Ministry

Energy

## Describe: Basic Job Details

### Position

Position ID

Position Name ( )

ARTS Administrator

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

Ministerial Correspondence Unit, DMO

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

## Design: Identify Job Duties and Value

### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Team Lead, the ARTS Administrator works in the Ministerial Correspondence Unit in the Deputy Minister's office. This role works closely with the Team Lead, Writers, Operations and Issues Manager, and the Minister's office to provide the Premier, Minister and Deputy Minister with quality information and responses to correspondence in a timely and accurate manner. The primary duties include assessing, coordinating and implementing the plan of action for requested briefings and correspondence for clients, and assigning and routing action requests through the department. Records management, responding and coordinating responses to FOIP requests on behalf of the Deputy Minister and Minister's office. Training will be provided as this role is the subject matter expert on ARTS processes, reporting, maintenance, functionality, and structure.

### Responsibilities

#### Specific Accountabilities

##### Arts Administrator

- Enters correspondence into ARTS for DMO requests, ensuring all fields are completed and necessary information is provided to complete the assigned task.
- Search the ARTS system and identifies cross references from previous correspondence when required.
- Track requests, and ensures timelines for the MCU, DMO and Minister's office are met. Using the

comment section in ARTS, sends reminders as needed to improve response times.

- As the subject matter expert on ARTS processes, reporting, maintenance, functionality, and structure, the Arts Administrator attends meetings, researches, develops, continually improves, and communicates business processes and procedures for the ARTS system.
- Provides training on ARTS and responds to ARTS questions from the department.
- Informs Team Lead and Manager of trends or concerns and issues with the MCU processes.
- Balances often competing priorities under tight timelines for multiple requests on a daily basis.
- Accurately packages Action Requests for review and labels documents for leadership.
- Responds and oversees FOIP requests on behalf of the Deputy Minister's and Minister's offices and assists the FOIP office in understanding the Deputy Minister office process.
- Interprets and implements records management protocols.
- Responds to requests from Minister, Deputy Minister or ADM or equivalent offices.
- Researches information from a variety of sources in order to respond to Action Requests. Enters action requests and updates on the tracking system and brings forward on due dates. Tracks outstanding action requests.

#### *Record and File Management*

- Assists with the coordination and storage of files from the Deputy and Minister's Office with Central Records and ensure that prescribed guidelines are met.
- Search electronic and paper records, reports, files, etc., to find information as required.
- Responding to FOIP requests that include searching electronic and paper files.

#### *Prime ARTS Administrator for Energy*

- Prepares and updates response templates.
- Acts as primary contact for all issues about ARTS processes including informing ARTS coordinators across the department of changes, testing and problems with ARTS and managing process guide with input from the unit to ensure the units ARTS processes are up to date.
- Adds new employees to the department's ARTS security group and updates information as employees move throughout the department; manages user groups and users in the ARTS production site, ARTS training site and user acceptance site.
- Works with Service Alberta when problems arise during an ARTS transfer.
- Reviews list of correspondents on a regular basis and expires outdated groups and users; investigates duplicate correspondent entries and removes if-applicable. Maintenance of Orphan ARs.
- Monitors and investigates action requests with no due dates or ones that are older than the current fiscal year.
- Prepares and retrieves reports from the system as required.
- Attends ARTS best practices meetings, researches user complaints and shares information with the committee to determine solutions.
- Audits action requests to route to the Deputy Minister's office daily.

**Problem Solving**

Typical problems solved:

Prioritizing action requests and determining the most appropriate teams to respond to action requests and responding to a variety of questions.

Types of guidance available for problem solving:

Guidance would come from the Manager, Team Lead, and other MCU staff. Additional guidance can come from other ARTs and Branch Administrators in the department.

Direct or indirect impacts of decisions:

The role ensures that the ARTS administrative processes are done in a timely manner and consistent with the quality expectations of the department.

**Key Relationships**

Major stakeholders and purpose of interactions:

MCU, Deputy Minister, and Minister's staff on a daily basis to assist the team, problem solve and ensure processes are efficient, effective and that time-lines are met. ADM staff, communications branch, legal services to communicate expectations about information required and to obtain supplementary information to assist in achieving a high standard of excellence in the completion of action requests.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

~~Four years of progressively responsible related experience is required~~

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

This Position requires working knowledge of governmental systems (branch, department, division) and processes; legislation, financial and human resource policies and processes, and general office policies and procedures, and office software databases (Outlook, Excel, Word, PowerPoint).

Professional and diplomatic approach to providing information and problem solving.

Excellent awareness of political sensitivities and the diverse interests of diverse stakeholders;

Knowledge of legislation governing Freedom of Information and Privacy (FOIP) is an asset.

Excellent administrative skills and ability to research and communicate information.

Excellent written and oral communication skills. An ability to be a team player and work with other staff on various projects is critical. A willingness to provide a service excellence approach to delivering assistance. Strong organizational and time management skills with the ability to prioritize work, independently solve problems, and meet deadlines. This position works independently within a defined framework of policies and standards that govern administrative functions within the branch.

A professional demeanour with an appreciation of diplomacy, tact, and effective communication (both verbal and written) to undertake a variety of different responsibilities, including training for other ARTS users.

Proficiency in various software packages including Microsoft Suite - Word, Excel, Outlook, PowerPoint, and SharePoint. Familiarity with 1GX and Adobe Acrobat. Ability to use a combination of technical tools (databases, email, Internet, and Intranet) as well as traditional research mechanism (manuals, library, etc.). Experience with scanner, projector, fax machine, photocopier, printers and related office equipment.

**Behavioral Competencies**

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>Engages perspective to seek root causes</li> <li>Finds ways to improve complex systems</li> <li>Employs resources from other areas to solve problems</li> <li>Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	The role should be looking for improvements the processes and procedures they will administer. The ARTS Administrator is expected be able to gain department expertise to know where to assign action request and to be able to problem solve where to assign thme based on history, and consulting the divisions.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> <li>Takes opportunities to improve work processes</li> <li>Anticipates and adjusts behaviour to change</li> <li>Remains optimistic, calm and composed in stressful situations</li> <li>Seeks advice and support to change appropriately</li> <li>Works creatively within guidelines</li> </ul>	The role is expected to adjust to changing circumstances in the Ministerial Correspondence Unit, manage a varied and fast paced workload and identify and manage priority items.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> <li>Identifies key stakeholder relationships</li> <li>Has contact with range of interested parties</li> <li>Actively incorporates needs of a broader group</li> <li>Influences others through communication techniques</li> </ul>	The role is expected to build and maintain networks within the Ministerial Correspondence unit, and other administrative staff in the department in order to expand on their expertise.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> <li>Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>Facilitates communication and collaboration</li> <li>Anticipates and reduces</li> </ul>	The role is expected to communicate clearly and effectively with all team members and other branches as required.