

Update

Ministry

Advanced Education

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Executive Assistant

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

No new responsibilities added. Existing responsibilities remain the same with updated terminology.

Responsibilities Removed:

Responsibilities linked to supporting multiple EDs removed. The position now supports one ED only. No other responsibilities removed.

Job Purpose and Organizational Context

Why the job exists:

The Skilled Trades and Partnerships Division delivers a wide range of student financial assistance programs, administers Alberta's apprenticeship and skilled trades system, supports adult education through funding of foundational learning programs and community adult learning programs.

The main administration role is to provide administrative support services to the Executive Directors of Program Implementation and Coordination.

The position requires in depth knowledge of branch responsibility areas and the information technology systems used by staff, such as 1GX and the Action Request Tracking System (ARTS). It performs a lead role and coordinates the operational needs of the areas. This includes the delivery of administrative support services in a fast paced, high volume environment; coordination of information requests received from internal and external clients; and liaising with staff from across the division, the Assistant Deputy Minister's and Deputy Minister's offices; the timely coordination of the workflow of correspondence, briefings, and ministerial requests for the branch utilizing ARTS; and acting as the workplace administrator in 1GX.

Other responsibilities include drafting documents, calendar scheduling, coordinating travel/accommodations, maintaining office equipment and supplies, managing and improving paper and electronic records, coding and verification of invoices in 1GX, and processing human resource reports.

The position may provide an advisory role to other staff within the division for inquiries and training on administrative policies and procedures for the department, ministerial correspondence, letters, memorandum, briefings, 1GX, and ARTS protocols, policies and procedures.

Responsibilities

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

1. Office Administration: Ensuring the efficient and effective operation of Executive Director's office and branch.

- Provide administrative assistance and support to the Executive Director, Directors, Managers, and branch staff as required.
- Establish and prioritize daily office activities of the Executive Director's office by reviewing calendars; scheduling appointments with staff, clients, and stakeholders; booking boardrooms; assembling and organizing logistics and background materials for meetings; and organizing teleconferences.
- Make travel/accommodation arrangements and schedule meetings;
- Manage the supply needs of the branch. Order, receive and verify ordered supplies and stock. Process and route packing slips and any invoices received for payment.
- Create and maintain paper and electronic filing systems for the Executive Director's office and branch.
- Administration of contracts, including creating and reviewing contract documentation to ensure completeness, accuracy and compliance with policies and procedures,
- Assist the Executive Director, Directors and Managers by researching files containing past correspondence to gather relevant pieces of information to coordinate a response on a specific topic.
- Provide administrative assistance and policy interpretation to branch staff, providing information, explanation and interpretation regarding administrative policies and procedures, such as claiming travel expenses, staff development, human resource issues, and action requests.

2. Operational Support: Ensuring coordination of operational support processes and services to facilitate effective communication within the branches.

- Liaise with the Assistant Deputy Minister's office and branches to ensure deadlines are met and administrative support efforts are consistent and coordinated.
- Liaise with department staff regarding purchasing, scheduling of conference rooms, telephone issues, parking, records disposition, document recall, and distribution of government materials.
- Assume leadership as required on special projects to enhance the efficiency and effectiveness of sector administrative procedures (i.e., revise, distribute, and maintain ARTS Reference Manual for ministry staff).

- Review incoming correspondence, prioritizing issues and taking appropriate action, as well as tracking and following up on tasks and action items to ensure that tasks have been completed within prescribed deadlines.
 - Liaise with department staff, other government agencies and departments, the public, and institutional stakeholders.
 - Represent the branch and act as worksite contact at various department meetings regarding items such as telephone systems, technical equipment and training, as well as process and administrative purposes (i.e., FOIP administration and furniture acquisition).
3. ARTS Administration: Ensuring coordinated, timely, accurate, and appropriate responses to a high volume of action requests within the sector.
- Provide branch administration of action requests utilizing ARTS.
 - Coordinate action requests. Assign, distribute, track, monitor, review, and edit action requests for the branch, ensuring that all documents are processed within deadlines, and adhere to the ministerial policies, guidelines and procedures.
 - Provide ARTS guidance and support to the staff as required.
 - Liaise with Assistant Deputy Minister's office staff regarding action requests and outstanding issues. Provide branches with updated information or further instructions if required.
4. Financial Administration: Ensuring accurate and timely recording and reporting of financial resources.
- Review, process, monitor and prepare financial documentation in 1GX, which includes coding, verifying the accuracy of, and processing invoices for payment; tracking expenditures; and preparing fiscal year-end accrual documents. Inconsistencies and anomalies found within invoices must be resolved by contacting vendors and Finance officials.
 - Prepare and submit expense claims as proxy for the Executive Director, Directors and Managers.
 - Review expense claims for branch staff in 1GX, ensuring claims are processed in a timely manner and in accordance with the Treasury Board and Finance direction.
 - Review financial documents to ensure ministry policies and procedures are adhered to.
 - Liaise with department financial staff and vendors regarding the processing of financial documents.



Problem Solving

Typical problems solved:

- Position requires good judgment and decision-making capabilities to assess and resolve ARTS and 1GX related process and content issues.
- Good judgment is also required when dealing with the assignment of action requests to the various branches, considering tight timelines.
- The position does not formally supervise but performs a lead role to coordinate the delivery of administrative services within the branch.
- The position is required to have a good understanding of the division in order to perform the coordinating role for ARTS and to ensure the high volume of action requests are responded to in a timely and accurate manner.
- The position must be accessible to all staff to provide information, interpretation, direction, and training concerning administrative policies and procedures such as claiming travel expenses, staff development, action requests, and records management.

Types of guidance available for problem solving:

- The position functions within the context of established statutes, policies, directives, and guidelines developed by Cabinet and Alberta Treasury Board and Finance, as well as the Minister and Deputy Minister.
- Key statutes and policies that set parameters and expectations for the work include the Financial Administration Act, Government Organization Act, Public Service Act, Freedom of Information and Protection of Privacy Act, and various departmental statutes and regulations.
- The Executive Director determines branch goals, objectives, and priorities, assigns responsibilities and projects, and are available for consultation and guidance.
- The position works independently as well as collaboratively, and guidance is only received in order to complete

assignments that do not exhibit well-defined procedures.

- The position refers new or unusual problems or concerns to their supervisor.

Direct or indirect impacts of decisions:

- Judgment must be used when answering queries on behalf of the sector and branch and based on the challenges of the tasks required. This requires a high degree of confidence and competence.
- The position must work well as a team player, and have the ability to work well under pressure in a challenging and fast-paced office environment under tight timelines to produce accurate and high quality work, along with the ability to be flexible so as to handle a diverse range of responsibilities.

Key Relationships

Major stakeholders and purpose of interactions:

- The position reports to the Executive Director of the Program Implementation and Coordination branch and takes direction from a number of other professional and management staff in the branches.
- The position has considerable contact with the Assistant Deputy Minister's Office for coordinated efforts.
- The position requires strong communication and interpersonal skills to interact and network effectively with varying positions within government to provide support to branch staff as well as colleagues in other areas of government to share information and provide clarification.
- This position provides cover-off support to the Assistant Deputy Minister's Office when required.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Business

2nd Major/Minor if applicable

Public Administration

Designation

If other, specify:

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

- High School Diploma and four years of related experience or post-secondary diploma supplemented by relevant courses and several years of experience.
- Extensive knowledge of computer applications, including word processing, spreadsheets, and databases, and must possess a high level of efficiency and be attentive to detail to ensure a high degree of accuracy.
- The position requires:
 - superior organizational skills and efficiency in multi-tasking, so as to carry out several tasks concurrently in order to meet deadlines;
 - ability to plan and host meetings and events;
 - well developed administrative, organizational, leadership, and research skills. As well, the ability to exercise considerable judgment in processing and prioritizing work assignments;
 - extensive knowledge of Microsoft Office, Outlook, 1GX, ARTS;
 - effective communication, interpersonal and liaison skills to support an effective working relationship with staff, consultants, and institutional stakeholders; and
 - In-depth knowledge of department/government administrative systems, policies and procedures in areas such as finance, human resources, correspondence style guidelines, records management and FOIP.

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		

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<ul style="list-style-type: none"> • Looks for ways to improve internal processes (e.g. ARTS routing/approvals) • Takes initiative to identify problems and to design solutions (e.g. seeking input and building agendas for team meetings)
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> • Willingness to shift workload to address critical priorities within the branch or division • Stays informed on systems and processes (e.g. 1GX) to be able to act when called upon.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<ul style="list-style-type: none"> • Stays connected with teams to understand priorities - especially as they evolve or emerge • Maintains contacts with other administrative support to stay current on policies and procedures • Able to anticipate and support emerging priorities across the division
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked 	<ul style="list-style-type: none"> • Identifies skills/knowledge gaps and seeks training and development opportunities in order to provide support to the ED • Is open to feedback and recognizes opportunities for improvement

		• Actively coaches and mentors direct reports	
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