

## Update

Ministry

Indigenous Relations

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Administrative Assistant

Current Class

Administrative Support 4

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

Metis Settlements Appeal Tribunal

☐ 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:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

The Administrative Assistant provides a variety of administrative support services and assists with program delivery in the office of the Metis Settlements Appeal Tribunal, a dispute resolution body established under the Metis Settlements Act to provide practical and unbiased solutions to disputes facing the Alberta eight Metis Settlements.

Being the first contact person for the MSAT Office, the Administrative Assistant uses strong interpersonal and effective communication skills to promptly and professionally handle office visitors and telephone callers for the MSAT office. The Administrative Assistant should have a good knowledge of program information in order to assess the caller needs and refer them to the appropriate staff. The Administrative Assistant also refers the caller who is seeking information that is outside MSAT's mandate to the appropriate agency or program office. The Administrative Assistant will independently make decisions on what resources would best benefit the caller in order to make a helpful referral.

This Administrative Assistant position manages the program incoming and outgoing mail flow and special courier requests, co-ordinates meeting schedules, compiles meeting packages and takes minutes at staff meeting, makes travel arrangements for Board and staff, coordinates in events planning and liaises with staff in various organizations.

The Administrative Assistant also works with the Office Manager in auditing and reconciling invoices against shipping documents, maintaining office supplies and requesting quotations, maintaining files and tracking correspondence.

The Administrative Assistant also provides administrative support to MSAT professional staff and board members by drafting administrative correspondence and proof-reading reports and presentations.

## Responsibilities

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

### A) Reception duties:

- A contributing member to the highly versatile part of the administrative team, the Administrative Assistant, as the first point of contact for visitors and callers, uses excellent interpersonal and effective communication skills by greeting visitors and callers pleasantly and helpfully.
- Acquires and demonstrates good working knowledge through in-house mentorship and training of the *Metis Settlements Act*, relevant regulations, GC policies and settlement bylaws in order to answer and assist clients with their inquiries.
- Disseminates required information properly and accurately to MSAT staff and board members internally and externally to settlement members, settlement councils and staff, government ministries and other interested stakeholders.
- Exercises good judgments and makes prompt decisions in dealing with sensitive issues or upset clients either by defusing the situation diplomatically and tactfully, or by transferring the matters to the appropriate personnel for resolutions.
- Provides business leadership and expertise to effectively managing incoming and outgoing mail for MSAT. Handles highly sensitive documents in confidence and ensures all outgoing mail is ready before the scheduled pick up time. Distributes all incoming mail to appropriate personnel promptly and hand delivers documents received by special courier or facsimile to the addressee immediately.
- Oversees all requests for special courier services for MSAT staff either by phone or online. Tracks all delivery records to ensure completion.
- Liaise with Indigenous Relations staff and Settlement staff with respect to personnel changes and provides updated contact list.
- Acts as a main contact for organizing special events and social functions.

### B) Administrative duties:

- Prepare board meeting agendas, scan meeting packages and email to board members and staff. A copy is to be saved to the Public Drive.
- Responsible for preparing agendas and minutes taking at staff meetings.
- Manages Office supplies by conducting a physical inventory monthly.

- Coordinates office supplies purchase with other staff on a regular basis; and assists office manager with completing purchase order in 1GX for Grand and Toy supplies.
- Assists office Manager in contacting various vendors for price quotations on special orders.
- Refers WORTS requests to the office manager.
- Prepare surplus declaration on office equipment and furniture when required.
- Undertakes travel and lodging arrangements for board members and staff. The ability to problem-solve and adapt to last minute change in travel arrangements and provides alternative courses of action.
- Update Reception handbook as required.
- Organizes and maintains MSAT file records, works with Office Manager in classifying and assigning file coding to documents using the government Records and Information Management program.
- Types and reformats correspondence from handwritten notes assigned by Tribunal Secretary and board members.

### **C) Accounting related responsibilities:**

- Audits and reconciles invoices received against shipping documents to ensure all items charged correspond to the shipment received. Submits invoices with supporting documents to Office Manager for review and approval.
- Assists Office Manager in invoice processing and Board member's travel claims when requested.

### **D) Program specific duties:**

- Assists the Tribunal Secretary and staff in developing presentation materials on PowerPoint
- Assists Investigative Officers, when required, in preparation of hearing packages and information brochures.
- If requested by the SRO, Administrative Assistant will provide scheduling assistance for hearings, mediations and other MSAT business.
- The Administrative Assistant will take a lead role in organizing MSAT's reference materials and books in quiet room.
- Will draft articles for the Metis Messenger about MSAT and our activities when required by the Tribunal Secretary.

## **Problem Solving**

Typical problems solved:

A good working knowledge of MSAT processes as well as relevant legislation, regulations and policies are necessary to accurately answer and assist client's inquiries. The Administrative Assistant must be able to work independently and be committed to effectively function in a team environment, possess exceptional time management and organizational skills, must have the ability to deal efficiently with large volume and a wide variety of work that requires a good working knowledge of legislation, regulations, policies, and systems which includes Microsoft Word, Outlook, PowerPoint, Excel and Chrome.

The Administrative Assistant should be able to demonstrate professionalism, initiative, strong decision making and extensive problem-solving skills. Ability to exercise good judgment in dealing with clients who may be potentially emotional charged. Ability to deal with pressures, multiple priorities and deadlines is a must for successful performance of this position.

Types of guidance available for problem solving:

Supervisor and MSAT staff are available to assist with any questions or problems that arise

Direct or indirect impacts of decisions:

N/A

## Key Relationships

Major stakeholders and purpose of interactions:

General public especially Alberta Metis Settlement members inquiring about appeal and general matters, settlement offices and General Council for information request, board members contact respecting their upcoming meetings and travel arrangements, contact with lodging vendors, vehicle leasing companies and Indigenous Relations for Fleet vehicle rentals for staff.

## Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Minimum of 2 years related experience

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

A good working knowledge of MSAT processes as well as relevant legislation, regulations and policies are necessary to accurately answer and assist client's inquiries. The Administrative Assistant must be able to work independently and be committed to effectively function in a team environment, possess exceptional time management and organizational skills, must have the ability to deal efficiently with large volume and a wide variety of work that requires a good working knowledge of Metis Settlement legislation, regulations, policies, and computer systems which includes Microsoft Word, Outlook, PowerPoint, Excel and Access.

The Administrative Assistant should be able to demonstrate professionalism, initiative, strong decision making and extensive problem-solving skills. Ability to exercise good judgment in dealing with sensitive and confidential information. Ability to deal with pressures, multiple priorities and deadlines is a must for successful performance of this position. Knowledge and experience of life in Indigenous communities, in general, and on the Metis Settlements in particular would be a strong asset.

## 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"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"><li>• Asks questions to understand a problem</li><li>• Looks for new ways to improve results and activities</li><li>• Explores different work methods and what made projects successful; shares learning</li><li>• Collects breadth of data and perspectives to make choices</li></ul>	
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,</li></ul>	

		calm and composed in stressful situations <ul style="list-style-type: none"> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Actively sets goals and remains open to advice on reaching them: <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiple priorities</li> <li>• Operates within APS value system</li> </ul>	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in an open honest manner with colleagues: <ul style="list-style-type: none"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Maintains collegial internal relationships and understands external network: <ul style="list-style-type: none"> <li>• Seeks to understand perspectives and needs of others</li> <li>• Follows through, has integrity and respect for others</li> <li>• Helps and follows through</li> <li>• Keeps key stakeholders informed; is professional and respectful</li> </ul>	

## Benchmarks

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