

Update

Ministry

Primary and Preventative Health Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Executive Assistant - Assistant Deputy Minister, Health Workforce

Current Class

Executive Support 2

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

Health Workforce

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

ADM, Health Workforce

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

N/A

Responsibilities Removed:

N/A

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Assistant Deputy Minister, Health Workforce, the Executive Assistant provides comprehensive administrative support to the ADM by: researching information and composing correspondence for the Executive's signature; maintaining the calendar of, scheduling appointments and making travel arrangements for the Executive; preparing, forecasting and monitoring budget and contract expenditures; researching and preparing background material for executive meetings; monitoring, assigning, tracking and negotiating time-lines on all action requests; and responding directly to day-to-day administrative inquiries on behalf of the Executive. Position acts as a resource to other administrative support staff within the many divisions reporting to the DMO and/or department by providing advice and assistance on action requests, writing correspondence and improvement processes. At the request of the ADM the position may carry out special projects. This position demands strong interpersonal skills and the ability to exercise judgment and personal initiative in a fast-paced and complex working environment, often with extremely tight time-lines.

This position works within current legislative requirements (e.g., the Health Information Act (HIA), Freedom of Information and Protection of Privacy (FOIP).

Responsibilities

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

1. Administrative Assistance to the Assistant Deputy Minister (ADMO)

- Provides initial contact for ADM's office; providing professional and appropriate communication with internal and external contacts to obtain information; coordinate schedules, and/or shares information with the ADMO Leadership Team, the divisions, department, or the other ministries.
- Responds to requests for information from the DM offices and disseminates pertinent information and requests for action promptly to the Issues Manager or Operations Manager.
- Composes memos and letters for the Executive as requested, and proof-reads prepared correspondence for accuracy, grammar, and proper format.
- Maintains an effective "bring-forward" system for assignments, meetings, action requests, and projects to ensure time-lines are met.
- Researches information from a variety of sources in order to respond to action requests.
- Works collaboratively with the various ADMO Executive Assistants to identify and resolve issues as they arise.
- Brings unique items to the attention of the Executive.
- Coordinates completion of appropriate documentation (i.e., AR, briefing, registration) and forms (i.e., Request for Out of Province/Out of Country Travel, International Travel for Alberta Public Servants) for ADM and/or DM's approval prior to travel arrangements being made.
- Ensures appropriate travel arrangements are made upon approval of documentation, including booking flights, accommodations, transportation, etc. and preparing meeting packages.
- Manage FOIP requests for the ADM office.

2. Calendar/Scheduling

- Coordinates activities related to the Executive's schedule; screens meeting requests, redirects requests where appropriate; and prioritizes meetings.
- Prepares meeting packages for the Executive, ensuring related background material is available, and sends out meeting agendas.
- Arranges all activities related to ADM meetings.
- Liaise and maintain contacts with staff members from department, other ministries, Alberta Health Services and external stakeholders to schedule meetings.
- Foster/facilitate/lead relationships within the divisions, department and external stakeholders.

3. Expenditure Monitoring

- Prepares expense claims and ensures governing financial policies and procedures are adhered to.
- Processes payments related to procurement card expenditures and supply purchases.
- Reviews invoices and a variety of approval forms for completeness, accuracy, and appropriate signatures liaising with the appropriate department contact to ensure administrative processes are followed. Provides ADM with recommendation on final sign-off. Processes all invoices through 1GX system.

4. Record and File Management

- Establishes working files for the Executive as required
- Assists with the coordination and storage of files with Central Records through prescribed guidelines.

5. Office Automation/Procedural Changes

- Reviews environmental conditions and equipment changes to assist with the effective operation of the Executive's Office.
- At the request of the Executive, participates in special projects, e.g. setting up templates for improving tracking of memos and correspondence, assists with the organization of meetings or conferences and others as requested.

Problem Solving

Typical problems solved:

This position impacts the operations of the Assistant Deputy Minister's Office by completing multiple administration activities, and providing guidance to staff on administrative processes and requirements. The Executive Assistant (EA) works with multiple internal and external contacts ensuring the office is well represented to all clients; all clients are provided with accurate and consistent information in a timely manner; responses to requests are coordinated; information flows effectively; and, all levels of accountability/approval/confidentiality are maintained. With many ongoing diverse activities, the position requires careful attention to detail to ensure accuracy is maintained at all times. Due diligence will avoid negative impact on the ADM.

The incumbent must exercise good judgment and communication skills to make informed decisions when dealing with sensitive or confidential issues and liaising with department staff. Sensitivity to confidential materials and information and an understanding of work priorities are required. The EA is expected to apply the understanding of ADM's priorities to decisions and activities (e.g., when editing documents, etc).

The incumbent generally plans and completes day-to-day activities independently. The incumbent determines the best approach to use to complete work, which requires the exercise of good judgment. Work completed in this position is reviewed by the Issues Manager or Operations Manager upon completion for accuracy and implication of decisions made; however, initial decisions are made with a great deal of independence. The incumbent also looks for efficiencies in all areas of office administration and recommends ideas for implementing process changes to ensure best practices are followed at all times.

Position assists with composing correspondence for the Executive's signature; provides leadership and acts as a resource to other administrative support staff in the department and/or divisions on form, accuracy, and content of correspondence requiring the Minister's, Deputy Minister's, Chief Operating Officer, Senior ADM or ADM's or equivalent's signature. Position participates in special administrative projects, e.g. setting up templates for improving the tracking of memos and correspondence and assisting with the organization of meetings or conferences.

Types of guidance available for problem solving:

The Executive Assistant uses established processes and resources to guide problem solving. Works with the Issues Manager, Operations Manager for assistance with any issues that may arise. Ensures work is accurate and deadlines are met.

Direct or indirect impacts of decisions:

With many ongoing diverse activities, the position requires careful attention to detail to ensure accuracy is maintained at all times. Due diligence will avoid negative impact on the ADM.

Key Relationships

Major stakeholders and purpose of interactions:

Position works closely with executive and other staff in the ADM's office, Deputy Minister, Associate Deputy Minister, ADMs and/or Minister's offices.

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:

High School and four years progressively responsible related experience in supporting senior managers and executives.

- Knowledge of Microsoft Office Suite of Applications, such as word, Excel, Outlook
- Experience with the Government of Alberta processes and applications used in the processing of program applications and unit operations (FOIP, 1GX, ARTS, BERNIE, SHAREPOINT)
- Ability to organize and prioritize short and long-term projects, and to delegate/track issues to ensure timely response. Excellent organizational and project management skills are required, as the role involves the constant prioritizing of activities to ensure tasks are completed on time.
- Strong written and verbal communication skills applied in drafting/composing varied correspondence and briefing papers suited to the target audience including individuals at different levels of government and the private sector.
- In-depth knowledge of policies, procedures, processes and practices and precedents associated with responding to Action Requests and Information Requests.
- Excellent interpersonal skills with a focus on friendly, diplomatic, open, service-oriented communication. Maintains good customer relations with internal staff, vendors and other stakeholders.
- Ability to exercise good judgment in dealing with matters of a sensitive and confidential nature is required.
- The role must also be sensitive to the political environment, to note trends and issues. Knowledge of conflict resolution skills and ability to problem solve.
- Knowledge of government and department policies related to purchasing, personnel, records management, staff development, and accommodations including Public Services Subsistence, Travel and Moving Expenses Regulations.
- Required to respond directly to the Minister's office regarding information requests, including those of a confidential nature. This often requires securing and verifying information from within the organization, often under time constraints.



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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<ul style="list-style-type: none"> - Position requires considerable working knowledge of governmental systems and processes; department and/or divisional legislation, policies and processes; general office policies and procedures; and office software databases (ARTs, Outlook, Word, Excel, Visio) in order to respond to action requests and to prepare and edit correspondence and respond to stakeholder enquiries. - Identify improvements to administrative processes - Ensure all clients are provided with accurate and consistent information in a timely manner; responses to requests are coordinated;



			information flows effectively; and, all levels of accountability/approval/ confidentiality are maintained. +
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 	<p>Ability to prioritize work and identify issues that require immediate attention. Creative problem solving skills, initiative and sound judgment. Excellent knowledge of political sensitivities and the diverse interests of diverse stakeholders; financial policies; as well as legislation governing FOIP, HIA, confidentiality and 1GX is required. Excellent communication skills, (oral, written and computer literacy) in order to interact with different stakeholders; all levels of government, external stakeholders and the general public.</p>
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 	<p>- Ability to prioritize work and identify issues that require immediate attention.</p> <p>- Ensure all clients are provided with accurate and consistent information in a timely manner; responses to requests are coordinated; information flows effectively; and, all levels of accountability/approval/ confidentiality are maintained. +</p>
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 • Actively coaches and mentors direct reports 	<p>-Work with supervisor on annual Performance Agreement and meet quarterly to review</p> <p>- Provide guidance and training as needed to ministry staff on administrative processes and guidelines (e.g., processing expense claims, hosting, travel) as required.</p>