

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Regional Administrative Support		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Parks / Operations / North Region	Ministry Forestry and Parks
Present Class Administrative Support 5		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Regional Controller and part of the North Region administrative team, the Regional Admin Support provide a broad range of administrative services and support to the various regional programs.

The Regional Admin Support is responsible for all aspects of tracking and reporting the various regional based budget expenditures, managing accounts payable, reviewing of Procurement Card and Expense Claim submissions, administering personnel files, managing records and inventory, general office operation and administration, and many other duties needed to provide front line administration of Regional programs. In addition, this position will assist with administrative tasks associated with IT, Inventory, and OHS.

The Regional Admin Support works closely with the Regional Controller, Regional Director and Operations Manager in order to ensure accurate reporting and tracking all aspects of the Region budget including expenditures and revenue. The Regional Admin Support position provides general and specific training and orientation to all staff (permanent and seasonal) on administrative, financial, and personnel procedures. This position participates in operational meetings, and provides input into operational planning and assists with implementation of plans at the Regional level.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Financial Responsibilities

- Prepares and codes purchasing documents for Expenditures Officer and forwards to 1Gx for processing/payment.
- Reviews procurement card reconciliations and expense claims to ensure proper coding.
- Tracks and reports expenditures monthly by VIM reports (FAGLL03h -Cost Centre) and matches to workbook entries. Expenditures flow through ARI / EPS / 1Gx direct and SCM (contracts/requisitions) but all are eventually tracked in the VIM reports.
- Tracks monthly Regional expenditures in the Region workbooks and reconciles to the Pivot Tables as set out by the Regional Controller and Parks Division Finance Team.
- May provide Area cover off in completing revenue reconciliation including counting cash, bank deposits, processing revenue forms and following up with cash office on errors, etc.
- Assists with administration and preparation of contract documents including FOA's, multi year service contracts and other formal agreements. Assists with expenditure tracking and maintaining contract file inventory.
- Assists program staff with all aspects of financial management including reconciling procurement card, processing expense claims, ARI receipt/mileage reporting, following correct invoicing procedures and 1Gx assistance. Ensures all expenditures are in compliance with policies, procedures and directives.

2. Human Resources Responsibilities

- Maintains personnel files for regional staff, wage and salary, in accordance with applicable policies / systems and within the FOIP directives.
- May assist Managers and Team Leads in recruitment of various wage staff by assisting with interviews and

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selection of seasonal staff.

- Contributes to the orientation and training of permanent and seasonal staff by providing instructions on expense claims, procurement card reconciliation, completion of timesheets, use of 1Gx, etc.
- Assists staff with the flow of commencement as it moves through the 1Gx process and ensures commencement forms outside of the 1Gx system are completed and submitted to payroll for processing.
- Assists staff with the 1Gx timesheet process.
- Liaises / troubleshoots with payroll on timesheet errors and other issues that may arise.
- Acts as Workplace Administrator back up for the Regional Controller.

3. Public Relations, Office Operations and Administration

- Provides frequent professional service to external and internal clients regarding field operations and programs.
- Responsible for having complete and current knowledge of North Region Operations (ex. Opening dates, fees, operational issues), referral information (ex. Phone or email addresses of key staff or contacts) and key website links.
- Provides Parks information services to the public via telephone, email, front counter.
- Receives complaints and enquiries of a confidential nature, answering a variety of questions/requests regarding Parks legislation, policy and procedures and directs to appropriate Regional staff.
- Takes meeting minutes as requested.
- Ensures office supplies are maintained to enable effective office operation.
- Drafts correspondence, faxing, scanning, photocopying for staff as requested.
- Handles all incoming and outgoing mail and courier
- Provides word processing, photocopying and document collating support as required.
- Participates in operational meetings as a member of the team and makes recommendations for the improvement or enhancement of service delivery and/or operations within the Region.
- Provides support to the Region with tracking Action Requests, FOIP requests, setting up meetings, completing permits, assisting with special events.

4. Records and Inventory Management

- Maintains a variety of department approved filing systems that include administrative and operational files.
- Possesses a working knowledge of FOIP and ensures appropriate procedures and practices are in place to meet FOIP requirements.
- Administers the region's shared network drive ensuring information is appropriately organized.
- Uses approved disposition authorities to maintain, archive or dispose of records.
- Assists all program areas and park offices with file retrieval and proper filing methods.

5. Program Administration

- Assists with Capital, Attractive Assets, and IT inventories including tracking of new and surplussed assets.
- Assists with OHS administration (ex. Data entry and file management of Incidents)
- Assists and provides back up to the PSC for IT (BERNIE requests), maintaining new asset lists (SPOT/Starlink) and provides cover off to the PSC when required.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

One of the main challenges for this position is the breadth and diversity of the programs and staff it supports. In order to provide effective and meaningful administrative support, the Regional Admin Support needs to have a high level of familiarity with the various program's requirements, priorities, and procedures. All of the work performed by the position has to be accurate and is often subject to tight timelines. In order to be successful, the Regional Admin Support has to build and maintain effective and communicative relationships with a diverse group of people. This is of particular importance since the Regional Admin Support has to gain and maintain the cooperation of Region staff in order to

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successfully meet administrative requirements and deadlines, Ex. P-Card reconciliations and attractive asset verification.

Although diverse, problems and challenges encountered are generally resolved based on existing policies and procedures. However, on occasion, solutions need to be synthesized using research or consultation with others. A certain amount of creativity is required of the position in finding ways to streamline processes, reduce duplication, and innovate in order to enhance efficiency and efficacy.

The Regional Admin Support is required to work independently and make decisions regarding planning and organizing the position's day to day work with minimal supervision. Routine decisions on how to apply established policies and procedures to issues at hand are made on an ongoing basis. Decisions that carry risk or are complex such as those regarding finances, labour relations, political sensitivity, or other serious impacts are referred to the correct Manager.

The work performed by the Regional Admin Support impacts a number of key areas. Internally, the ability of all Region programs to deliver on their respective priorities hinges on the Regional Admin Supports work being carried out correctly. Failure to successfully perform responsibilities can also result in inaccurate financial forecasts being reported, accounting mistakes due to incorrect coding of expenses and revenues occurring, or delays in wage staff receiving their pay cheques. Many areas of the responsibilities carried out by the position are subject to independent financial audit. The Region Admin Support routinely deals with information of a personal and/or confidential nature such as employee pay rates, personal information and information related to WCB reports. Maintaining confidentiality is critical to meet statutory information protection requirements. Externally, the work performed by the Regional Admin Support directly impacts the organization's relationship with the vendors and contractors and their perception of government, and impacts the ability of the various programs supported by the position to deliver services to the public.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge:

- Thorough knowledge of various regional programs, their priorities and requirements in terms of administrative support.
- MS Office Suite, particularly Excel and Word
- Accounting Principles
- Regulations, policies, processes, and procedures governing administrative responsibilities
- General office practices and operations
- Pertinent business and financial systems Ex. 1Gx, EPS, OSSl, Concur, etc
- Records management systems, policies and procedures
- OHS incident reporting related policies and procedures
- IT related concepts and terminology, use of BERNIE

Skills:

- Problem solving and research
- Written and verbal interpersonal communication skills
- IT and office equipment trouble shooting and set up skills

Abilities:

- Understand and articulate complex issues and problems related to IT
- Convey information regarding administrative processes to others
- Effectively manage time and priorities
- Build and maintain relationships with others
- Adapt to ever changing processes and procedures

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Internal – Staff from various Regional programs:

- Performance of daily administrative support tasks – continuous and ongoing reporting to Regional Controller
- Make and respond to inquiries, submit required financial information, submit requested reports, resolve issues and problems related to processing of financial transactions to Regional Controller.
- Provide input and feedback related to policy and process improvements to relevant regional, divisional and departmental staff.
- Investigate and initiate error corrections in financial transactions and respond to internal audit requests to/from Service Alberta staff.
- Investigate and initiate error corrections in financial transactions and obtain information regarding the status of payments to vendors and contractors.
- Make inquiries and resolve issues with Payroll
- Submit work orders and service requests related to building maintenance and operations and follow up to ensure proper and timely resolution.

External – Vendors and Contractors

- Purchase office supplies
- Set up vendor accounts and manage accounts
- Respond to inquiries regarding the status of outstanding invoices and payments to vendors.
- Respond to basic public inquiries.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

- May supervise Seasonal Wage Administrative Support as required.
- Participate in and assist with recruiting, training and ongoing supervision of Seasonal Wage Employees as needed.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

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ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date

Classification: Protected A