

JOB DESCRIPTION

Working Title Facilities Assistant
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Division, Branch/Unit Properties Division Property Management Branch	Ministry Alberta Infrastructure
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Present Class Facilities Assistant 5
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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](#)).

This position independently coordinates the provision of administrative functions for the assigned facilities, including office, financial and human resource administrative services. The Facilities Assistant prepares and administers a budget plan by providing monitoring and forecasting services, preparing contracts and monitoring contract terms and financial documents, preparing reports, and maintaining records. In addition, this position provides office management services for the assigned facilities, including human resource administration for staff. In addition to drafting correspondence and administering service and maintenance contracts, the Facilities Assistant liaises with clients / tenants and staff, contractors to coordinate client services in relation to operational and tenant requirements and associated concerns. Reporting to the Facilities Manager, this position functions within applicable legislation, legislation business plans, policies, guidelines, and standards.

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](#)).

- Operational and administrative support services are provided to the Facility Manager's office in accordance with relevant legislation, regulations, policies, guidelines, and standards.

Activities:

 - Organizes and coordinates workflow within the Facility Manager's office.
 - Provides client service by responding directly to requests or delegating to the appropriate trade or authority.
 - Monitors and tracks progress of work requests.
 - Prepares routine correspondence (e.g., memos, letters, briefings, meeting minutes).
 - Reviews and routes incoming correspondence, including action requests, and researches and provides background information to appropriate authority for response.
 - Tracks and monitors general correspondence, inquiries, and requests for information received by the office to ensure appropriate responses are initiated and provided.
 - Maintains personnel files in a confidential and secure manner.
 - Monitors, tracks, and reconciles timesheets, absences due to vacation or illness, overtime, and banked time for in-house staff members.
 - Liaises between staff members and Human Resources to respond to enquiries and resolve issues.
 - Purchases office supplies and maintains relevant inventories of supplies.
 - Maintains administrative and operational file systems for the office.
 - Develops and uses systems (e.g., bring forward, task lists) to prioritize and track projects and meet deadlines.
 - Maintains inventories of telecommunication, computer, and other office equipment.
 - Compiles reports, statistics, and related historical information as requested.
 - Completes WCB forms as required for staff experiencing injuries.
 - Completes Risk Management Insurance reports in relation to accident loss claims.

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2. Financial administration services, including budget plan preparation and administration, are provided in accordance with relevant legislation, regulations, policies, guidelines, and standards.

Activities:

- Prepares and administers automated budget plan in consultation with the Facilities Manager; adjusts budget allocations as changes occur, identifies account code surpluses or deficits, and adjusts year-end forecasts accordingly; compares current forecasts to previous forecasts and provides explanation for variances.
- Rolls up budget submissions and consolidates and reviews monthly budget expenditure reports submitted by supervisor(s) and other staff members as required.
- Reviews and processes invoices, including resolving inconsistencies and anomalies and maintaining supporting documents to meet audit requirements.
- Reviews and determines accuracy of invoice payment listing reports for telecommunication and office equipment, vehicles, etc.
- Monitors, tracks, and reconciles payments to Ministry payment records
- Resolves invoicing issues and problems, liaising between Finance, vendors / contractors, and staff as required.

3. Contract preparation and administration services are provided in accordance with relevant legislation, regulations, policies, guidelines, and standards.

Activities:

- Compiles tender documents for service and maintenance contracts, ensuring accuracy of information and compliance with relevant guidelines and standards.
- Monitors contracts for inclusion of complete and accurate current documentation (e.g., insurance, WCB documents, security clearances).
- Processes, codes, and tracks invoices for payment, including responding to enquiries from contractors / vendors regarding invoice issues and reviewing invoice reports for accuracy.
- Monitors office equipment rental contracts for expiry dates, costing, and other relevant information and contacts vendors for equipment maintenance and service requirements.

4. The Facilities Manager is supported in achieving relevant mandate and goals.

Activities:

- Develops, implements, and maintains appropriate administrative and financial systems and processes.
- Serves as resource in relation to administrative policies, procedures, and regulations, as well as for questions and concerns relating to relevant information systems (e.g., MyAgent, Exclaim).
- Coordinates administrative projects, including identifying required resources, developing and implementing action plans, providing progress reviews, and initiating follow up.
- Maintains confidentiality in accordance with Freedom of Information and Protection of Privacy legislation.
- Participates in working groups and teams as assigned, representing administrative and operational perspectives and requirements and providing input to plans and decisions as appropriate.

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](#)).

In addition to coordinating delivery of operational and administrative services associated with the assigned facilities, this position contributes significantly to program delivery by coordinating information and workflow, responding to enquiries, and liaising with clients and stakeholders. The Facilities Assistant requires a thorough understanding of services and priorities associated with the operation and maintenance of the assigned facilities, as well as government and Ministry policies, guidelines, and procedures for budget, contract, financial and human resource administration, records management, and other administrative functions. This position must also have a strong understanding of relationships with clients and stakeholders to respond to enquiries, coordinate work, and resolve administrative issues.

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](#)).

The Facilities Assistant demonstrates initiative, creativity, and judgement by developing and implementing administrative processes that improve operations and enhance support provided to staff members, clients, and stakeholders. This position develops administrative, tracking, and information retrieval systems and interprets administrative guidelines in relation to unusual or complex situations. The Facilities Assistant is relied on to prepare budget documents, forecast expenditures, administer contracts, and interpret contractual obligations in an appropriate manner. In addition, this position prioritizes issues and workload to respond in a timely and accurate manner to requests from staff, contractors, and clients, with work often performed under the pressure of multiple deadlines and tight timeframes.

This position works within the parameters of established Ministry and government administrative policies, guidelines, and procedures. The Facilities Manager provides general direction, with the Facilities Assistant having considerable latitude to prioritize work to meet established timelines. Decisions and recommendations made by this position directly impact the effectiveness and efficiency of operations and service delivery to staff members, contractors, and clients.

The Facilities Assistant is expected to proactively identify areas for improvement and make recommendations regarding enhancements to administrative and operational support processes. The Facilities Manager is consulted for direction and expected results in relation to unique or highly unusual circumstances. Decisions outside established policies, processes, and guidelines or without clear precedent are discussed with the supervisor, as are recommendations for major changes to administrative systems and processes with potential to affect property management operations and service delivery for the assigned facilities.

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](#)).

The Facilities Assistant requires comprehensive knowledge of:

- government business plans, goals, strategies, and priorities as they relate to the Ministry mandate
- Ministry business plans, organizational structures, reporting relationships, and programs as they relate to work area
- Property Management branch programs and priorities and linkages to other areas of the Ministry and government
- accounting and budgeting principles and processes
- contract law and contract administration principles and processes
- applicable Ministry and government administration policies, guidelines, systems, and processes (e.g., budgeting and forecasting; action requests; accounts payable; procurement; human resource administration; records management)
- operation of office equipment and ability to troubleshoot associated problems
- relevant legislation and regulations (e.g., *Freedom of Information and Protection of Privacy Act*)
- business productivity tools and relevant information technology and network applications (e.g., Microsoft Office – Word and Excel, FBIS, CMS, BLIMS, EPS, internet)

The Facilities Assistant must have strong and demonstrated:

- verbal and written communication skills
- organizational and time management skills, including ability to multi-task, prioritize multiple and competing activities, and respond to emergent issues with minimal direction
- interpersonal skills to build relationships and respond appropriately to enquiries
- decision making and problem solving skills
- commitment to confidentiality, tact, and diplomacy

The Facilities Assistant must be able to:

- work independently as well as contribute within a team environment
- demonstrate initiative, sound judgement, attention to detail, and creativity relating to responsibilities
- adapt to and cope with shifting priorities within a complex organization and evolving business environment

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

The Facilities Assistant has ongoing contact with:

- supervisor to exchange information, respond to requests, and resolve issues and concerns
- facilities users / clients / building tenants to resolve property management operational requirements and issue work requests
- contractors, landlords, and in-house staff to provide updates, exchange information, and organize service delivery
- Area Director's office to obtain approvals for projects, provide updates, and exchange and compile information for requests and reports
- other areas of the Ministry and other departments (e.g., Human Resources, Finance, Technical Resources, Service Alberta) to exchange information and resolve issues and problems
- vendors / contractors to address contract and supply issues, address user concerns, respond to questions, and provide instructions on procedures