

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Administrative Lead

Requested Class

Administrative Support 5

Job Focus

Supervisory Level

01 - Yes Supervisory

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

#### Job Purpose and Organizational Context

Why the job exists:

This position provides senior administrative support services to the Community Corrections Office, including the office Manager, Senior Probation Officers, Probation Officers and the office administrative team where applicable. This position is responsible for coordinating the daily administrative operations of the office, which includes reception, payroll, inventory control, data entry, on site computer and IT coordination, records management, as well as handling sensitive and confidential information of both staff and clients and other complex work. This position may be responsible for supervising and providing leadership and training to other subordinate administrative staff, depending on location.

#### Responsibilities

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

##### 1. Office Reception:

- Answer telephones and assist clients, community partners and the public in person at reception
- Answer inquiries including computer searches, accurately screen and direct calls, and take messages for assigned officers
- Complete client intake forms and update Offender Records and Correctional Administration (ORCA)
- Provide assistance and professionalism to complex clients displaying a wide range of behavioral traits and circumstances including hostility, anger, frustration, mental health and addiction concerns, etc, and utilize deescalation techniques when needed

- Provide direction to clients and the public on the process of Probation and answer general inquiries regarding office practice and appointments
- Provide phone cover off for other district offices experiencing staffing issues

## 2. General Office Administration:

- Prepare a variety of time sensitive and confidential documents, routine correspondence, and other documents related to the Probation office, including Court ordered reports
- As required, compose correspondence for the Manager, Senior Probation Officer, or Probation Officer for approval and signature
- Respond to a variety of requests to provide/obtain information on behalf of the Manager, Senior Probation Officer, or Probation Officer
- Run various office reports including ORCA Bring Forward and Exception lists, multi staff leave reports in Employee Time Management System (ETMS), etc
- Attend Office, District and other work-related meetings, create agendas, take meeting minutes, and reserve required meeting space as required.
- Consult with service providers (Xerox, Bell, Building Maintenance, etc) to request and coordinate service and resolve issues
- Research FOIP requests in a timely manner and provide file information as required
- Complete record management, including maintaining a filing system to ensure files are stored and transferred off site using the Inactive Records Information System (IRIS) according to Records Management schedules
- Create and maintain physical client files pursuant to policy and guidelines
- Sort and distribute incoming and outgoing mail
- Liaise with Youth Justice Committees where required
- Maintain accurate records for office parking assignments where required, including parking stall and tag assignment
- Travel to and provide administrative cover-off and support to other offices in the district as required due to staffing shortages

## 3. Finance and Procurement:

- Support the Business Manager in district budgeting and forecasting through financial management of the office
- Identify potential areas of office financial expenditures and concerns and bring to the attention of the Office Manager and/or Business Manager
- Review and ensure accuracy of employee expense claims in 1GX, and assist staff with submissions and questions related to expenses
- Assess vendor invoices for billing accuracy, submit to Expenditure Officer (EO) for signature, process NPO in 1GX and complete coding
- Make purchases with Procurement Card, and ensure purchases are done within the rules and guidelines of the card
- Monitor rental office equipment (printers, photocopiers, etc), coordinate maintenance and repairs, and review and recommend rental contacts and renewals
- Where applicable, run Electronic Payment System (EPS) reports to ensure accuracy with telephone invoices, monitor telephone inventory and usage, and prepare documents for EO review

## 4. Payroll Administration:

- Provide support, advice, and assistance to managers and other office staff in the area of pay and benefits
- Maintain a working knowledge of Collective Bargaining Agreements
- Prepare and submit various documents for employee commencement, transfer, and termination as well as General Illness, Worker's Compensation (WCB), and other leave-related forms
- Review employee timesheets for completion and accuracy
- Accurately input and release employee absences, overtime, training, and payments in ETMS, ensuring entries comply with Collective Bargaining Agreements and employee's entitlements
- Update employee demographic information and work schedules in ETMS as required

#### 5. Inventory Control:

- As required, issue or arrange building access cards and/or keys for office staff
- Ensure office equipment is returned by staff at termination including keys, badges, laptops, cell phones, and access cards
- Place Bernie requests to transfer or return GOA assets, ensure control lists are updated to accurately reflect inventory, and package and return any unused equipment
- Ensure unused, unwanted, or damaged office equipment and furniture is processed through the Online Surplus Sales Information System (OSSIS) and arrange for delivery to Surplus
- Monitor supplies and usage within the office, conduct cost comparatives, and coordinate supply orders in consultation with office management

#### 6. Data Entry:

- Ensure data entered into various systems (ORCA, ETMS, JOIN) is accurate, timely, and adheres to policy and procedures
- Complete proper name searches of new clients to avoid duplication of client profiles
- Ensure client and file movement and changes are accurately reflected in ORCA (ie. commencements, transfers, terminations, etc)
- Research and update information referenced in Exception Lists, and conduct necessary inquiries concerning ORCA deletion and merge requests
- Review and assess data entry errors completed by other office staff and submit deletion requests when appropriate
- Use JOIN and ORCA to obtain and enter client information ensuring accurate client files
- Ensure ORCA Exception Lists and Bring Forward lists are pulled on a regular basis and due dates on casework and Court orders are met

#### 7. Site Coordination:

- Request and monitor office computer IDs, and request software updates and equipment refreshes as required
- Troubleshoot computer issues within the office, and refer issues that require extra assistance to BERNIE or the GOA helpdesk
- Submit required documentation for staff commencement, transfer, and termination
- Provide assistance, guidance and training to staff on various computer systems as required
- Manage office telecommunication equipment including requesting changes to VOIP reception phones and troubleshooting any issues within the office

#### 8. Supervision of Administrative Staff:

- NOTE: Depending on office and location, this role is responsible for supervising a team of Administrative Support 3 staff
- Provide office administrative staff with effective leadership, training, direction, and communication
- Monitor staff performance and provide ongoing feedback
- Identify work priorities, establish schedules and assign workload to subordinate staff
- Design and implement systems and procedures to coordinate workflow for the office as well as the district
- Assess administrative training needs and create orientation and training plans as needed
- As required, participate in the recruitment and onboarding of administrative staff
- Participate in the completion of performance agreements for direct reports and provide encouragement and support to address deficiencies and achieve goals
- Stay informed of training opportunities and utilize developmental resources for ongoing learning and development of staff and self
- Work with Manager and Human Resources in the development and supervision of Performance Improvement Plans as needed
- Recognize staff accomplishments and achievements through formal and informal means
- Foster and support a diverse and inclusive work environment

## Problem Solving

Typical problems solved:

Lead Administrators within Community Corrections Branch have independence in making decisions, in coordination and consultation with office management. Lead Administrators must solve problems and make decisions related to:

Procurement of goods and services, including:

- processing of purchases and non-purchase Orders in 1GX
- determining office needs, finding appropriate vendors, and creating business partnerships
- maintaining office operations while remaining financially responsible
- discrepancies in invoices and goods received

Client Service, including:

- addressing and assisting complex clients (hostile, aggressive, displaying mental health or addiction concerns, etc) through reception and in the office waiting area
- helping clients navigate Community Corrections

File Management including:

- identifying and correcting data entry issues
- locating missing or incomplete paperwork/files from numerous internal and external partners

Pay and Benefits, including:

- answering employee questions and concerns in regard to pay, salary, leave balances, etc
- addressing inaccuracies in time sheets
- coordinating and consulting numerous partner agencies including ETMS advisors, SA Benefit, SA Payroll, etc

Types of guidance available for problem solving:

To address emerging issues and aid in decision making, the Lead Administrator may utilize:

- Consultation and open dialogue with other members of the office/district/branch Administrative, Leadership and Management teams
- Branch policy and procedures
- Collective Bargaining Agreements
- Department's Mission Statement and Vision
- 1GX guides/manuals/videos through Hello1GX
- GOA Help Desk
- BERNIE
- Microsoft SharePoint
- Shared GOA email inboxes
- MyAPS website
- Consultation with other GOA departments and contacts such as Infrastructure, Records Management, Pay and Benefits, Crown Prosecution Services, Alberta Courts, etc

Direct or indirect impacts of decisions:

Decisions made at the Lead Administrator level can have a direct impact on staff, community partners and the general public as well as office financial matters and operation, and administrative consistency across the district and branch.

## Key Relationships

Major stakeholders and purpose of interactions:

Internal Partners:

- Directors: liaise, provide information and advice, and problem solve
- Managers: liaise, provide information and advice, and problem solve
- Senior Probation Officers/Probation Officers: liaise, provide information and advice, and problem solve
- Administrative Staff: provide oversight, training, direction, support, coordination, and coaching
- District Administrative Team: liaise, coordinate, provide information and coordinate

- Pay and Benefits: problem solve, coordinate, liaise
- Business Transformation Unit (BTU): liaise and collaborate on ORCA matters
- FOIP: seek information and provide direction when required
- Records Management: report, liaise and coordinate on record inventory matters
- Alberta Courts: consult, coordinate and liaise
- Crown Prosecution Services: liaise, inform and consult
- IT/GOA Help Desk: liaise, coordinate, consult
- OHS Consultant: liaise, coordinate, inform, consult and share information

#### External Partners:

- Policing Agencies: consult, liaise and provide information
- General Public: liaise, direct and inform
- Vendors: discuss, coordinate, liaise and problem solve
- Volunteer Agencies: liaise and inform
- Building Maintenance: liaise, coordinate, consult and inform
- ITRAC Office: liaise, coordinate consult and inform
- Out of Province Probation Offices/Staff: liaise, consult, coordinate, inform and request information
- Iron Mountain: coordinate, consult and inform

### 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:

#### Minimum Recruitment Standard:

High school diploma and three years of related experience.

Equivalency: Directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience.

Lead Administrators must have an in-depth knowledge and understanding of the following programs:

Offender Records and Correctional Administration (ORCA)

Justice Online Information Network (JOIN)

1GX

Employee Time Management System (ETMS)

BERNIE

Criminal E-File (CReF)

Active Directory Delegation Service (ADDS)

Inactive Records Information System (IRIS)

Online Records Retrieval System (ORRS)

Online Parking Request and Administration System (OPRA)

Work Order Request Tracking System (WORTS)

Online Surplus Sales Information System (OSSSI)

Electronic Payment System (EPS)

SharePoint Online

Lead Administrators must also display a proficiency in Microsoft Word, Excel, Outlook and Adobe.

Excellent keyboarding skills are an asset as is the ability to edit and format different reports and templates. Communication and organizational skills are important in this role, as is the ability multi-task and complete all work effectively and efficiently while displaying a high level of accuracy.

### 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	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>-Uses critical thinking and investigative skills to acquire information, analyze and resolve problems</p> <p>-Displays ability to deal with continuing changes in priority and work independently</p> <p>-Promotes teamwork by assisting on reviews, special projects and cross-functional teams (ie. Provincial Admin Team) and encouraging others to do the same</p> <p>-Works collaboratively with other administrative support staff to solve problems</p> <p>-Ability to interpret, evaluate, and analyze information to form decisions that allow for better processes at various levels</p>
Systems Thinking	○ ● ○ ○ ○	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>-Coordinates with Management and other members of the Leadership team to improve practices; creating coordination of teams, and promoting positive workplace culture</p> <p>-Develops strategies to achieve and maintain high quality administrative work with low error rate</p> <p>- Contributes to office and district problem solving and provides consultative services to staff and partners</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of</li> </ul>	<p>- Displays ability to make decisions and prioritize each specific situation to effectively address continuous change</p> <p>- Ensures a positive work environment by finding ways to promote change by balancing current office practices, new</p>

		others <ul style="list-style-type: none"> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	procedures and staff input into the changes <ul style="list-style-type: none"> <li>- While staffing issues arise, display the ability to work under pressure, meet deadlines, and support the team both in your office and across the district</li> </ul>
Develop Self and Others	○ ● ○ ○ ○	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	<ul style="list-style-type: none"> <li>- Maintain an up to date working knowledge of multiple computer programs and systems</li> <li>- Helps with onboarding and training new administrative support staff</li> <li>- Sets goals and targets through yearly performance plans</li> <li>- Where applicable, assists in the creation of yearly performance plans for direct reports, and supports their efforts to reach goals</li> </ul>

## Benchmarks

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

Working Title: Office Administrator

Department: Health

Division, Branch/Unit: Population Health, Health Surveillance Branch

Reports To: Director, Health Surveillance

Levels to D.M.: 4

Job Description: 015AS08

Job Code: 015AS - Administrative Support 5

Working Title: Clerical Supervisor

Department: Human Services

Division, Branch/Unit: Native Multi-Services Team, Calgary Rocky View Child and Family Services

Reports To: Team Leader, Native Multi-Service Team

Job Description: 015AS14

Job Code: 015AS - Administrative Support 5

Working Title: Office Coordinator

Department: Justice

Division, Branch/Unit: Legal Services Division

Reports to: Deputy Chief Legislative Counsel

Job Code: 015AS - Administrative Support 5



## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

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Employee Name

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Date yyyy-mm-dd

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Employee Signature

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Supervisor / Manager Name

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Date yyyy-mm-dd

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Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature