

Working Title Operational Support Supervisor	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
		P P Y Y	P

Present Class Administrative Support 6	Requested Class
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Profit Centre	Cost Centre	Project Code (if applicable)
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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](#)).

The Municipal Services Division supports municipalities in meeting their mandate to provide accountable and effective local governance and library services to the residents of Alberta. The division achieves this objective through the work of four distinct but connected teams: the Capacity and Sustainability (CS) Branch, the Policy and Engagement (PE) Branch, the Public Library Services Branch (PLSB) and the Special Areas Board. Through these teams, the division provides support services and advice to municipalities and libraries, manages the ministry’s major legislation governing municipalities and libraries, coordinates support for municipal recovery efforts from major disasters, and coordinates the ministry’s stakeholder relations with key municipal associations via major conferences and regional meetings.

Reporting to the Executive Director of Capacity and Sustainability, the incumbent is responsible for managing and coordinating the division’s Action Request Tracking System (ARTS) process and providing guidance and overall planning of central services and administrative support for the division. This position consults directly with the Assistant Deputy Minister, the Assistant Deputy Minister’s Office, Executive Directors, unit directors, and unit administrative support in the areas of document flow and central processes.

The incumbent is responsible for the administrative and office support provided internally to the management and professional staff of the division. This position ensures the adequacy of a full range of administrative and office services through adjusting procedures, redirecting resources, coordinating efforts with a range of units and suppliers, and implementing innovative solutions as priorities and projects change. Successful coordination and completion of these tasks are critical to the division meeting its various business plan goals and responsibilities.

The incumbent must be able to work both independently and as part of a team, must adhere to a high standard of performance and judgement, and meet extremely tight timelines in some instances. This individual liaises regularly with approximately 100 ministry staff/management personnel including divisional staff, the Assistant Deputy Minister’s (ADM) office, Municipal Affairs Executive Correspondence Unit, Municipal Affairs Communications Branch, and other various areas including Business Services as well as occasional interactions with Service Alberta representatives.

**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. Supervise and coordination of the AR process, in accordance with ARTS government-wide practices and ministry policies.**

**Activities**

- Supervision of four ARTS desk staff members, ensuring the efficient and effective flow of ARs through the division.

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- Review and assign all new ADM, Deputy Minister, and Minister ARs to the appropriate units.
- Work directly with the ADM's office and the ECU to ensure all changes made to ARs are reviewed and approved by the appropriate branch head.
- Identify and address process issues with the goal of proposing and implementing solutions.
- Assist on the divisional ARTS desk as necessary due to staff vacations, staff general illnesses, etc.
- Coordinate the review of all materials being sent to the file room for accuracy of file numbers.
- Review all new file number requests for appropriateness and ensure staff have access to the electronic records for their areas of responsibility.
- Work directly with the appropriate staff to ensure a suitable level of service is provided for the records management system.
- Identify potential issues as they arise and work with staff at all levels to trouble shoot issues, identify immediate and long-term solutions, and implement improvements.

**2. Collaborate with appropriate parties to ensure that the division conforms to government and Ministry administrative and financial reporting requirements.**

**Activities**

- Adjust financial processes to maintain expenditure accountability and accommodate automated processing of financial transactions (IGX/Procurement Card).
- Reconcile all manual invoices on a monthly basis against 7001 reports and provide to Budget Officer for use in preparing forecasts, variance explanations, and informing future budget loads.
- Advise staff in the reconciliation of monthly expenditures as required.

**3. Ensure divisional coordination, consultation and administration services are developed, implemented and maintained to ensure a collaborative and professional level of capacity is being supported to meet divisional requirements, best business practices, required support levels and policy requirements.**

**Activities**

Supervise and coordinate divisional central support matters

- Coordinate and supervise assistance to divisional staff on central support processes including but not limited to:
  - Ordering of divisional office supplies utilizing the IGX software system;
  - Ordering divisional letterhead from the ministry's preferred vendor;
  - Tracking divisional expenditures for Tuition and Bursaries, conferences, memberships, subscriptions, etc.
  - Maintenance and coordination of divisional fleet vehicles including managing staff booking requirements, ensuring regular maintenance is completed, ensuring emergency and first aid kits are stocked for the vehicles, entering monthly vehicle costing through the ARI system, etc.
  - Coordination of divisional staff listing tracking those staff that must provide an updated driver's abstract and/or renew first aid training in order to utilize the fleet vehicles;
  - Using the BERNIE system, submit service requests for creation of shared mailboxes, shared Outlook calendars, distribution lists, user access to network system files, etc.
  - Assisting staff as necessary with the downloading of new software installations on their computers;
  - Maintenance of all IT equipment, for example monthly maintenance on all shared pool laptops and network printers/multi-functional devices;
  - Maintain a pool of IT equipment for staff use when traveling, including laptops, projectors and printers and sign out to staff as required;
  - Maintain an IT equipment inventory listing for all computers, laptops, printers, scanners, iPhones, and iPads;
- Assist staff with any issues or set up concerns they may have with their IT equipment - if unable to fix issues direct them to the GoA Service Desk for assistance.

Maintenance and reconciliation of procurement card activity:

- Coordinate requests for procurement cards for new or established employees.
- Maintain a record of all divisional staff who possess a departmental procurement card.

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- Liaise with appropriate Finance staff to make the necessary arrangements for staff to be established under the correct chart field and ensure that any changes are reflected.
- Provide advice to staff based on departmental procurement card policies and procedures.
- Deal directly with employees when a discrepancy arises and with supervisors and/or directors when discrepancy requires senior level attention.
- Provide assistance to P-Card holders for any questions or concerns in transaction processing.

Coordinate all staff accommodation requirements, including participating in project work related to divisional reorganizations as required.

- Work with representatives from the Technical and Corporate Services division and contractors to develop workstation/office designs as required.
- Oversee work done by contractors to ensure workstations/offices meet divisional requirements.
- Submit requests for telecommunication requirements.
- Work with facilities coordinator to ensure staff needs are being met and items no longer required are sent to surplus sales.
- Maintain and update floor plan as requested by the Assistant Deputy Minister.

Develop administrative guidelines and procedures

- Develop and implement administrative guidelines and strategies to ensure operational continuity and effectiveness.
- Represent the division's interests in the establishment/refinement of ministry administrative processes.
- Implement and communicate new processes to divisional staff and provide on-going guidance and expertise.

Coordinate support from other units and suppliers

- Coordinate with the ADM's Office, the ECU, Human Resources, Communications, and the IT service provider to ensure the adequate provision of external administrative and office support services for the division.
- Coordinate divisional participation in cross-department administrative initiatives like ARTS, IGX, Procurement Card, Contract Management System (CMS), Electronic Payment System (EPS), Service Alberta (records management, financial support and library services), and accommodation planning.

**4. Provide leadership, direct supervision, performance evaluation and support for administrative support staff who contribute to the ARTS and central support processes.**

**Activities**

- Lead recruitments for the ARTS positions and administration positions across the division including job postings, resume evaluations, assistance with assessment guide development, interviewing and candidate selection.
- Assign work and monitor workloads.
- Establish performance expectations and conduct performance appraisals.
- Provide direction and feedback to enhance work performance, particularly when deficiencies are identified.
- Develop and support in-house training initiatives and cross-training programs, and provide day-to-day coaching as needed.
- Identify and arrange for formal training and development to strengthen employee abilities for current and future work, which includes areas like Microsoft Office, financial tracking, and effective communication skills development.
- Authorize and coordinate holiday and staff development requests.
- Identify temporary staffing requirements and secure the necessary approvals.
- Resolve administrative staff conflicts when possible and, when required, work with Human Resources.
- Proactively anticipate areas of contention to ensure an effective process when planning and designing changes to services, procedures, and structure.
- Negotiate with units external to the division as necessary to coordinate joint use of administrative staff and resources.

**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](#)).

From a divisional AR perspective, the quality, accuracy, and timeliness of correspondence directly impacts the Minister and ministry as a whole. As the main point of contact for divisional AR tracking and timeline response, the incumbent's responsibilities contribute to the success of the Minister's communication with Albertans, key stakeholders, and provincial/federal leaders. The incumbent must have excellent knowledge of the ministry's tracking system, the division's overall responsibilities, and ensure that ARs are completed within strict timelines to meet the ministry's on-time completion rate of 90%.

The incumbent's working relationships within the division are a key communication tool. This position functions with a great deal of independence and must exercise a large degree of judgement when reviewing ARs, requesting information, providing instructions, and responding to inquiries. The position represents divisional AR interests with the ADM's office, the ECU, Corporate Services, Human Resources, Communications, Service Alberta, the ministry's IT service provider, and other external stakeholders.

This position directly supervises the four ARTS desk positions and five administration positions across the division. The administrative team supports approximately 83 other divisional staff who are responsible to Albertans in the provision of services, policies, and legislation that enhance the development of strong and effective local government and library services. Administrative services provided by the positions include document flow and tracking, records management, database management, financial support services, and office supplies inventory management.

**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](#)).

- In-depth knowledge of department operational accountability policies and processes.
- Excellent written and verbal communication skills, as well as strong analytical skills and ability to deal effectively with various senior government officials.
- Excellent communication skills to ensure effective interaction with staff in other business units.
- Demonstrated skills in conflict resolution and negotiation.
- Working knowledge of common workstation/productivity software.
- Knowledge of collective agreement and how to interpret/apply, HR regulations and procedures, FOIP, and records management regulations
- Strong supervisory, training, and coaching skills with a focus on mentoring, ability to assess and develop staff, career planning skills, ability to work collaboratively, and the ability to lead by example.
- Working knowledge of the Action Request Tracking System with the ability to understand and work within database environments.
- Excellent time management skills, with emphasis on prioritizing high volume workloads and short response time frames.
- Significant attention to detail and accuracy.
- Some post-secondary education with an emphasis on administrative.

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

The nature of interactions is generally with approximately 89 internal divisional staff along with external staff within the ministry's Finance Unit, Executive Correspondence Unit, Communications, and occasionally with Service Alberta. Position requires the ability to interact with difficult people and the ability to maintain constructive working relationships with staff at a variety of levels.