

New

Ministry

Executive Council

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Executive Assistant

Requested Class

Executive Support 2

Job Focus

Corporate Services

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

Assistant Deputy Minister's Office

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

[Redacted]

Issues Manager

[Redacted]

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Issues Manager of the Assistant Deputy Minister (ADM) of Intergovernmental Relations (IGR), the Executive Assistant performs a key administration role overseeing and coordinating the day-to-day affairs and effective operation of the ADM's office. The incumbent supports the ADM to achieve the mandate of IGR through providing senior administrative services, information management and operational and project management as required.

The incumbent contributes to the resolution of emerging divisional issues functioning as a liaison and coordination for the ADM's office.

At the direction of the ADM and IM, the Executive Assistant:

- helps manage the schedule of the ADM and resolve issues relating to the schedule: this includes ensuring that the ADM has appropriate material for each scheduled meeting or event.
- liaises with the Deputy Minister's Office of the department (Intergovernmental and International

Relations), and other senior Ministry and stakeholder representatives to coordinate work processes, administrative issues and information flow, so the ADM is informed, prepared, and organized.

- manages administrative and operational projects as assigned by the Issues Manager. This includes the coordination and assignment of incoming Action Requests (ARs) and managing FOIP requests for the division.
- maintains responsibility for the coordination of certain financial activities for the ADMO, including time reporting, invoice tracking and payment, and contracting activities, all in accordance with Government of Alberta legislation, regulations, policies and directives.

Responsibilities

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

1. Implements and coordinates effective administration processes

- Provides support to the ADM and Executive Team ensuring division activities are conducted effectively and in a timely manner.
- Provides clear direction and clarification to divisional staff regarding division internal administrative processes such as ARTS and SharePoint oversight and coordination, as well as any new policies or procedures.
- Identifies administrative issues with potential to impact the operations of the office of the ADM and develops solutions and courses of action to deal with issues.
- Makes decisions and initiates actions regarding day-to-day administrative operations and workflow requirements within the office of the ADM.
- Coordinates accommodations, information technology, and office supply requirements.
- Maintains a 'bring forward' system and follow-ups to ensure the timely completion of tasks.

2. Manages operations and work schedules for the ADM Office

- Assesses priorities in requests for meetings, teleconferences, presentations; and maintains the ADM's schedule.
- Arranges meetings and coordinates agendas with other executive offices on behalf of ADM. This includes scheduling and organizing meetings involving senior department officials like the Premier's Office and Deputy Minister's Office.
- Uses judgement and knowledge of IGR issues and ADM priorities and commitments to respond to meeting requests and resolve scheduling conflicts.
- Prepares or coordinates meeting materials required by the ADM, and ensures the ADM is briefed prior to meetings. This includes distributing agendas and following up on action items.
- At the direction of the Issues Manager, coordinates travel arrangements for the ADM for meetings, conferences, and other business activities out of the city.
- Initiates required action of branch heads on operational issues or requests on behalf of the ADMO.
- Communicates regularly with offices of key stakeholders, such as the Office of the Deputy Minister of Executive Council (DMEC), Deputy Minister (DM) of Intergovernmental and International Relations (IIR), and division Assistant Deputy Minister's Offices.
- Coordinates planning and organization of IGR business events and meetings as required, including booking facilities and arranging audio-visual requirements, coordinating attendance lists, and

supporting set up as required.

3. Coordinates divisional responses to requests, including to ARs

- Ensures confidential and sensitive materials and information flowing through the office of the ADM are managed effectively, anticipating and resolving issues, proposing solutions, and alerting the Issues Manager of urgent or sensitive matters and issues as appropriate.
- Reviews incoming mail directed to the ADM and brings significant items to his/her attention.
- Independently prioritizes and follows up on multiple incoming issues and concerns addressed to the ADM, including those of a sensitive and/or confidential nature; determines appropriate course of action.
- Reviews requests for information required from the division and refers for follow-up to appropriate areas.
- Develops, implements, coordinates, and evaluates processes, guidelines, and standards to ensure effective and efficient communication and information flow throughout IGR.
- When required, assists with coordination, compilation and preparation of briefing notes, documents, and other materials for submission to the DMO.
- Coordinates and facilitates ARs and tracking of ARs from the DMO, ADMO and the branches.
- Tracks, reviews, and ensures ARs are drafted in accordance with protocols and correspondence standards.
- Follow ups and ensures ARs are responded to in a timely manner. This includes maintaining and sharing an active list of ARs and their status with the Executive Directors and Directors.
- Proofreads and edits incoming ARs prior to forwarding to the Issues Manager for further action.
- Coaches and instructs divisional staff to provide clear direction and clarification to divisional support staff regarding ARTS processes and procedures.
- Provides "quality control" for the accuracy, correctness, completeness, and structure of correspondence for division responses to information requests.

4. Assists in financial aspects for the office of the Assistant Deputy Minister in accordance with established legislation, regulations, policies, and directives

- Maintains a strong understanding of 1GX processes and requirements, including Supply Chain Management and Concur systems.
- Reviews and pays invoices for the office of the ADM, including determining appropriate budget and accounting codes.
- Prepares expense claims for the ADM and Issues Manager and monitors expense disclosure reporting activities.
- Reviews contract payables prior to expenditure officer approval, and ensures contract payments are processed.
- As well as being a P-Card holder, monitors, orders and pays for office supplies, memberships and courses and other expenses as directed by the Issues Manager and ADM.
- Brings potential large expenditures to the Issues Manager's attention for advice, review and approval.

5. Coordination and management of divisional issues and activities

- Advises, supports, and provides assistance to the ADMO in the ongoing operational administration of the division involving: anticipating issues based on information received and either resolving them or developing alternative solutions before presenting them to the Issues Manager, and ADM where appropriate.
- Participates in divisional team meetings, and provides follow-up coordination and support on initiatives that impact the division and/or ADM's office.
- Assists the ADM in coordinating divisional activities involving multiple branches.
- Participates in various divisional committees and professional activities as required.
- Ensures contact lists are up-to-date and available to the ADM and ADM's office.
- At the direction of the Issues Manager forwards information on behalf of ADM and the office of the ADM to division staff.
- Works with the DMO and departmental FOIP coordinators to respond to FOIP requests on behalf of the office of the ADM and division.
- Prepare Commencement and Transfer Forms for incoming and outgoing staff and ensure all GOA ID cards, parking passes, ipads, cell phones, citrix fobs, etc. are returned.
- Assists the ADM and the Executive Team in HR matters, such as updating job descriptions, and organization charts.
- Provides backup for Deputy Minister's Office when required.

Problem Solving

Typical problems solved:

The ability to identify administration and operational issues and recommending new and improved solutions, processes, and standards to support the effective operation of the ADMO and division.

This position is critical to ensuring the ADM is kept abreast of program and operational issues, and is accountable for the quality and timeliness of messaging from the ADM's Office. Many presenting issues are complex and sensitive for the Department. The incumbent must be politically astute and highly professional in influencing others. The incumbent must also be a creative analytical person and "solution finder."

Types of guidance available for problem solving:

Not all matters can be referred to the ADM due to their time constraints or nature. The Executive Assistant must be able to address issues with the Issues Manager and make independent decisions on less contentious items.

This position works within the parameters of established Ministry policies, processes, and procedures as well as within the directives established by the Minister, Deputy Minister and Assistant Deputy Minister. The Issues Manager sets the general objectives for this position, however, the Executive Assistant has considerable latitude to implement effective administrative systems.

Direct or indirect impacts of decisions:

The Executive Assistant manages the day-to-day information and operational requirements of the office of the ADM. This position provides information coordination and senior administration services, working with significant discretion in a fast-paced office environment and interacting continually with senior department, government, and stakeholder representatives. In addition to requiring a thorough understanding of the mandate of IGR, the Executive Assistant requires an excellent understanding of

relevant administrative and operational policies, guidelines, and standards.

The responsibilities of this position have department-wide impact, with the Executive Assistant playing a critical role in administering and streamlining information flow within and beyond the office of the ADM. The Executive Assistant supports the Issues Manager in relaying information and direction throughout IGR on behalf of the ADM, coordinating processes and information to ensure the ADM can focus on IGR business.

The position ensures that the ADM is represented to all stakeholders in a professional manner; all stakeholders 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. Excellent judgment and respect for confidentiality of information is highly critical.

Key Relationships

Major stakeholders and purpose of interactions:

ADM, ADM office staff, DM office staff, Executive Directors, IGR Division staff, and other ministry staff across government - providing information, support, updates as required; managing information requests; acting as a department liaison with other ministries.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

Degree applicants and related experience will be considered.

Job-specific experience, technical competencies, certification and/or training:

Must know or understand:

- Department policies and procedures.
- Department/Division programming and key areas of responsibility.
- Office management principles and procedures.
- Microsoft Office systems and functionality including Outlook, Excel, Word, PowerPoint, Teams, SharePoint, Visio.
- ARTS and 1GX, including Supply Chain Management (SCM) and Concur finance systems within 1GX.
- GOA directives such as the Procurement Card policy, Travel and Hospitality Directive, Public Disclosure of Expenses Policy, Freedom of Information and Privacy (FOIP)
- Applicable legislation, policies, and procedures.
- Current issues related to Division programs, and activities.
- Division business plans, performance measures, and strategic initiatives underway.
- Experience assisting the ADM and Issues Manager by conducting research, preparing, and reviewing draft communications.

Must be able to apply:

- Information research, analysis, and evaluation skills.
- Advanced written, verbal, and interpersonal communication skills.

- Creativity.
- Conflict resolution skills.
- Public relation skills - professionalism and diplomacy.
- Political acumen.
- Self-management skills (self-motivation, initiative, adaptability, intuition, resourcefulness).
- Influencing skills.
- Organizational skills & meeting management skills.
- Time management (priority setting and stress management skills).
- Team development skills.
- Resourcefulness.
- Commitment to confidentiality, tact, diplomacy, client service, teamwork, and continuous improvement

Must be able to:

- Have a strong understanding of administrative processes.
- Demonstrate office management skills
- Manage schedules and high volumes of correspondence.
- Demonstrate critical thinking skills to recommend viable and effective administration solutions and review and coordinate information for the ADM
- Showcase highly defined organizational and time management skills to prioritize activities, issues, and multiple demands
- Administer complex information flows and assignments within tight and non-negotiable time frames
- Adapt to changing priorities and demands of a high volume and often stressful workload
- Function independently as well as lead and contribute within a team environment.

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"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <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 	<p>This position requires a keen understanding of priorities and organization to meet the goals set out in the office. This is achieved through effective professional working relationships, and the ability to identify goals.</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>The individual will respond to changing priorities and meet challenging timelines and find efficiencies in current practices. The position requires an individual with the ability to multi-task and prioritize in a fast-paced and politically sensitive environment.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>This position often interacts with individuals in senior positions. It is imperative that the individual remains calm and composed in all situations and focused on the end goal. The individual must also know when to seek advice from colleagues to ensure the goal is reached with flawless execution.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

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.

