

## JOB DESCRIPTION

Working Title: DS Business Coordinator	Name: Vacant
---	-----------------

Position No.:	Reports to Position No., classification and level: Zone Administrative Lead	Division, Branch/Unit: Disability Services, DS Delivery South
---------------	--	---

Present Classification: Administrative Support 6	Requested Classification: <i>(if encumbered only)</i>
---	---

### Position Summary:

Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]

The Business Coordinator role is a key component to both the administrative structure and the effective and efficient operations of the Zone worksites. The Business Coordinator oversees the provision of administrative support at a worksite level, while providing support to zone projects and functions. This role is responsible for the supervision and leadership of the Leadership Support team and reports to the Zone Administrative Lead.

The Business Coordinator provides leadership to the Leadership Support team and support to the worksite(s) through;

- Assessing, understanding and responding to program and zone support requirements
- Understanding operations and administrative support needs of programs and staff
- Ensure efficient and effective operation of administrative processes
- Implementing and supporting zone practices within worksites
- Addressing worksite/zone issues and communicating opportunities for regional improvements to the zone management team and providing recommendations
- Working with the Zone Administrative Lead to review and improve upon processes and to develop administrative best practices
- Ensuring administrative staff have adequate supervision and receive recognition
- Support development opportunities for zone administrative staff
- Provide information to management on the functioning of the worksites

This is accomplished by;

- Utilizing knowledge of program legislation, regulations and policies governing administrative practice to define support requirements and practices at the worksite
- Communicating with worksite and zone management to identify and address both ongoing and emergent administrative needs at the worksite
- Managing administrative resources and working with the Zone Leadership Team to reallocate resources to address zone and worksite administrative needs
- Overseeing the Leadership Support team and maintaining staff engagement
- Ensuring administrative staff are adequately trained for the functions they support
- Supporting the implementation of zone best practices
- Tracking and reporting on team operations

**Primary Accountabilities/Responsibilities:**

*List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each*

**1. Leadership and Supervision of Administrative Team**

The Business Coordinator is responsible for the provision of leadership to the administrative team at the worksite(s) they oversee. This includes direct supervision of the administrative staff/facilities staff and oversight of the worksite administrative team(s), training delivery and oversight, performance planning and reviews, and staff engagement activities. The Business Coordinator also supports administrative supervisors to ensure the teams of administrative support they supervise are managed effectively and efficiently. The Business Coordinator ensures that the staff reporting within their team are engaged and that appropriate recognition and support is provided to the administrative team. They are also responsible for overseeing the completion and quality of performance excellence activities within their team. They conduct audits and establishes guidelines and policies to ensure consistency and accuracy in performing administrative functions, within designated site(s) and roles. The Business Coordinator must provide oversight to the functioning of the administrative team reporting to them and ensure their team meets the expectations of the worksite(s) they support and review administrative work processes to identify areas for streamlining by applying Lean principles and innovative ways to do business.

**2. Worksite/Program Administration**

The Business Coordinator supports the Zone Leadership team and staff to maintain the operations of the worksite(s) and staff they support by ensuring the administrative needs are identified and addressed by their team. The Business Coordinator has an in depth understanding of legislation, regulations, policy and procedures governing administration and ensures they are followed in all operations. The Business Coordinator supports the zone and worksites in the following areas:

- Accommodations/Building operations
- Telecommunication
- Site security
- IT equipment ordering, maintenance and tracking
- Records Management

Additionally the Business Coordinator will ensure program specific administrative needs are assigned within and completed by the administrative team. This position will also work with Regional Management and other regional Business Coordinators to develop best practices for worksite/program administration, update procedures and develop recommendations for policy changes to better support worksite/program functioning.

**3. Resource Management**

The Business Coordinator supports the efficient use of resources and management in the strategic planning process by providing accurate year to date utilization reports, and tracking and analyzing future commitments and expenditures. The Business Coordinator will support purchasing and negotiate worksite asset contracts, manage implementation, and maintenance and surplus/decommissioning of resources. In addition this role will maintain tracking of all deployed assets and for shared assets, they will support asset booking (e.g. vehicles, equipment, meeting spaces). The Business Coordinator also prepares reports and forecasts future resource requirements of the program/worksite in accordance with the Financial Administration Act, Departmental and Regional Program Policies, Regulations and Procedures, and current and projected Provincial and Regional resource allocations. This function includes several 1GX support functions like; worksite expenditure reconciliation, reviewing and reconciling p-card and expense claim submissions, overseeing deposits, and reviewing financial reports to develop and maintain various costing

analysis to support the worksite management team to manage staffing and supplies budgets. The Business Coordinator will also prepare worksite forecasts for supplies, staffing and contracts based on financial system reports for review by the worksite management. The Business Coordinator monitors and adjusts forecasts based on expenditures throughout the year. This function requires the Business Coordinator to work in 1GX and other legacy systems as necessary.

The Business Coordinator will also ensure segregation of duties, establishing audit trails and internal controls in compliance with financial controlled documents.

- Oversees the financial processes and systems to ensure the efficient administration within the guidelines prescribed by Financial Procedures, 1GX Accounts Payable, Zone Policy, Programs Acts and other Acts addressing the Delegation of Authority.
- Responsible to maintain zone standards pertaining to purchasing, procurement card, travel claims, records management, inventory control and administrative staffing.
- Maintains all expenditure officer authority.
- Responsible to identify and deny expenditures not complying with financial practices and rectifying issue in 1GX.

#### **4. Personnel**

The Business Coordinator supports personnel processes and systems to ensure the efficient administration and support of the effective utilization of area human resources within the guidelines prescribed the collective agreement the Public Services Act, Human Resource Policies and Procedures, Zone Policy, Occupational Health and Safety Act, Regulations, and Code, and Program Acts. This function includes commencing new employees, executing the zone recognition strategy, organizing events, supporting 1GX processing of documentation including terminations, administrative change forms, pay and benefits documents and ensuring IT system access for worksite employees. The Business Coordinator maintains personnel files onsite and acts as the key contact for the worksite with Pay and Benefits.

#### **5. Occupational Health and Safety**

The Business Coordinator is not required to be an elected or appointed representative on the Joint Worksite Occupational Health and Safety Committee. There are, however, a number of functions that support management in the maintenance of an Occupational Health and Safety program that the Business Coordinator is required to support, including:

- Ensures that the Facility Emergency Response Plan and Business Continuity Plan information is up-to-date, including maintaining an accurate staff list, emergency contact list and building/regional contact list.
- Participation in regional meetings and supporting completion of near miss and incident reports at designated sites.
- Consults with staff on ergonomic issues, providing information and assessments of work area and contracting with ergonomists as required.
- Identifies OHS issues to management team and supports worksite(s) in the resolution of issue where appropriate (i.e. submitting WORTS requests, consulting with security contractor, purchasing supplies and safety equipment).

**Knowledge/Experience/Competencies:**

*Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]*

**Knowledge:**

- Thorough knowledge of common Human Resources practices.
- Working knowledge of a variety of software programs and computer operating systems
- Budgetary and accounting knowledge is required in order to provide accurate information in the budget forecasting process.
- Thorough knowledge of a variety of Acts and Legislation, Policies, Regulations and Agreements, such as the Financial Administration Act, Freedom of Information Act and Protection of Privacy Act, Human Resource Policies and Regulations, Collective Agreement, Occupational Health and Safety Act, Regulations and Code, and Records Management Policy.
- Understanding of change management practices in order to provide effective support to direct reports.
- In order to effectively support the zone administrative team the Business Coordinator will also require working knowledge of numerous areas of administration, including:
  - Records management
  - Program administration systems
  - 1GX system and processes
  - Internal communications systems
  - OHS legislation
  - IT equipment
  - Accommodations and procedures

**Experience:**

- 4 to 5 years working within an administrative role
- Three to Five years of direct supervisory and/or leadership experience

**Competencies:**

- Develop Self and Others: Demonstrated Supervisory and leadership skills; ability to deal with difficult people and situations, as well as to coach subordinate staff to deal effectively with difficult situations.
- Build Collaborative Environments: Ability to resolve conflict in a constructive manner is essential. In addition excellent interpersonal communication skills and strong written communication skills are critical.
- Develop Networks: Ability to develop and maintain working relationships and contacts with a diverse range of individuals from both inside and outside the department.
- Creative Problem Solving: Ability to solve unusual and common work problems and make informed decision based upon consideration of a variety of perspective and to prioritize and select prospective outcomes based on rational criteria.
- Systems Thinking: Analytical skills are necessary to determine trends from a variety of data sources. Also the ability to exercise considerable judgement to ensure appropriate application of guidelines
- Drive for Results: Excellent time management and organizational skills are essential as the Business Coordinator is responsible for several functions that may place simultaneous demands on time.

**Primary Relationships/Contacts:**

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]

Clients	Frequency	Nature/Purpose of Contact
Internal: Manager – Zone Operations Zone Leadership Team Corporate Stakeholders Administrative Staff Other GOA Worksites Delivery Staff	Daily Daily Weekly Daily Daily Daily	Supervision/Direction Identifying and addressing support needs Supporting worksite implementations Supervision/Direction Exchange of information, information sharing, inquiries, advice Exchange of Information, Information Sharing, Inquiries, advice
External General public Vendors GOA Help Desk Pay and Benefits HR Consultants Telecommunications Building management SASO Financial Services Procurement Services	Daily Monthly Weekly Weekly Weekly Weekly Monthly Monthly Monthly Monthly Monthly	Providing support and information to Albertans Sourcing worksite items/ services to support worksite service delivery IT issues and resolution Employee related topics Employee relations Maintaining connectivity for worksite staff Building issues Worksite accommodations concerns Exclaim, P-card support Sourcing program items/ services to support worksite service

**Organization Chart:**

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]

**Changes Since Last Review: (if applicable)**

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

- **Job description has been updated to reflect shift to zone structure and the implementation of 1GX**
-

**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 the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]*

**Incumbent**\_\_\_\_\_  
Name\_\_\_\_\_  
Signature\_\_\_\_\_  
Date**Manager**\_\_\_\_\_  
Name\_\_\_\_\_  
Signature\_\_\_\_\_  
Date**Division Director/ADM**\_\_\_\_\_  
Name\_\_\_\_\_  
Signature\_\_\_\_\_  
Date

*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 Human Services Human Resource office at 780-644-3798 or [HS.JobEvaluation@gov.ab.ca](mailto:HS.JobEvaluation@gov.ab.ca).*