

## Update

Ministry

Affordability and Utilities

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Branch Admin Coordinator

Current Class

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

Affordability, Utilities Consumer Advocate

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Executive Director, UCA

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director, the incumbent is responsible for all daily support services to the Executive Director of UCA, liaising with the ADM's office. This involves compiling briefing materials for meetings and attending as necessary, managing all office records and information, updating project tracking and issues lists, acting as IT liaison for the office, providing all technical support, tracking and reconciling expenses and acting as proxy, scheduling and coordinating all meetings and appointments, booking and tracking all travel arrangements, The breadth of knowledge is represented by the requirement for the position to possess considerable knowledge of senior level administrative procedures within a range of branch administrative functions such as purchasing, telecommunications, records management, and general office procedures and practices, representing the Executive Director. In addition, this position requires knowledge of external agencies and other government programs.

#### Responsibilities

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

Responsible for maintaining the Advocate's calendar and scheduling meetings and appointments

- Coordinating all activities related to the Executive Director's calendar/schedule
- Prioritizing meetings and appointments, screening meeting requests and redirecting requests where appropriate

- Compiling and forwarding meeting agendas and related material
- Arranging activities related to Power and Natural Gas Panel meetings and attending when necessary
- Meeting critical deadlines to maintain effective and efficient office functionality and time management of the Executive Director
- Updating ED project tracking and issues lists in M365 and SharePoint
- Ensuring travel and accommodation arrangements are made
- Writing and submitting both provincial and out of province travel requests to DM office

Responsible for all office administration

- Planning, development and implementation of administrative processes and systems
- Reviewing current policies, procedures and practices and providing input into resolution of problems
- 1Gx Workplace Administrator
  - enter time & leave
  - update work schedules
  - maintain position & employee data
  - administer employee recruitment, onboarding and exit data
- Maintaining and updating policy and procedure manual
- Preparing documents for the purposes of research, analysis, or presentation
- Preparing materials for meetings and presentations
- Initiating and compiling ARTS requests, as needed, for Executive Director approval
- Creating word processing documents and reports
- Facilities management
- Other administrative duties as required

Responsible for all transactional administrative functions for the office

- Reviewing, preparing and submitting all expense accounts/invoices for approval
- Coding, processing and monitoring office purchases and invoice payments
- Preparing P-card and Exclaim reconciliations with proxy rights
- Maintaining all office and technical equipment, coordinating maintenance and service calls

Responsible for all technical requirements, support and equipment for the Calgary Office

- Acting as office liaison with IT personnel and the GOA Help Desk
- Troubleshooting technical issues
- Ordering of office equipment and handling repairs
- Setting up and maintaining technical systems such as video conferencing equipment, computer hardware, etc.
- Office contact for all IT needs

Key to the position is the resolution of external issues with multiple stakeholders. The position is also responsible for overall branch administrative functions such as purchasing, records management, FOIPP requests, service contracts, office equipment, parking, telecommunications, security, and space allocation.

## Problem Solving

Typical problems solved:

Scheduling conflicts, administrative and technical troubleshooting, claim issues, ensuring correspondence meets departmental standards

Types of guidance available for problem solving:

Managers, Executive Director, ADMO Executive Support, IT support

Direct or indirect impacts of decisions:

Position operates independently planning and organizing its daily work. It works within established guidelines and procedures governing financial and administrative process, and must exercise judgement in applying these guidelines to change situations. Decisions can impact the timeliness, accuracy, and/or efficiency of financial and administrative services for team members.

**Key Relationships**

Major stakeholders and purpose of interactions:

Power and Natural Gas Consumers' Panel Members - administrative support.  
 ADMO - ARTS coordination  
 Building Manager - ensure Calgary Office accommodation needs are met.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Public Administration		

If other, specify:

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

**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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <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</li> </ul>	

		addressing risks	
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"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
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"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p>	

	<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>	
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**Benchmarks**

List 1-2 potential comparable Government of Alberta:

**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.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor / Manager Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Supervisor / Manager Signature

\_\_\_\_\_  
ADM Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
ADM Signature