New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Administrative Support

Requested Class

Job Focus

Supervisory Level

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 is a senior administrative position that is required to organize, coordinate, and review highly sensitive information that must be preserved in a confidential and organized manner. Attention to detail and organizational accuracy is essential for this position.

This position has scope to work independently within the FOIP framework or approved strategies, initiatives and projects. This position also provides quality assurance reviews for the <insert appropriate pillar> and supports the FOIP System.

This position coordinates and supports the document management process re: FOIP general/personal/ routine requests, federal and provincial consultations to enhance our compliance requirements and statutory obligations and objectives of the provincial FOIP Act and Records Management regulation.

Responsibilities

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

The position is responsible for:

-Budget forecasting and finance

  >Reconcile expenditures monthly and prepare monthly budget forecast. Report any variance to the Manager.

  >Monitor, reconcile, review anomalies, and submit expenditures to the Manager.

  >Monthly reconciliation of the revenue collected by the FOIP office.

>Weekly transaction reconciliations submitted to Finance. Advise of any discrepancies found.
>Follow refund procedures depending on how payment of fees was made.
>Holder of Procurement Card. Payment for all supplies are coded and signed prior to sending for payment.
>Monitoring training expenditures for staff.

-Assist Request Processing:
> Ensuring that FOIP requests received in the department are done in a timely manner in conjunction with Central Intake. This position also monitors the location and retrieval of requested records from the department within the allotted time frames following the FOIP Guidelines and Practices.
> Prepares mail packages ensuring all mail outs are accurate and in accordance to the secure office procedures
> Creates and maintains electronic access request files.
> Prepares draft correspondence within the FOIP System with regards to FOIP requests such as the acknowledgment letters, final letters, refunds, etc.
> Receives requests and fees from Albertans requesting records. Completes the refunds for requests as required and prepares correspondence for signature from the Expenditure Officer and sends to finance, then prepares the final letters which are sent to the Applicants and ensures documents are managed in accordance with the Information Management processes.
> Prepare and coordinate the Routine Disclosures (access requests outside FOIP Act)
> Provides information about the status/progress or other related information regarding FOIP requests to the Applicant, FOIP Advisors, and program area(s) within the legislative time frames.
>FOIP Appeal and Mediation process: Gathers research and reference material for the FOIP Advisors to assist with preparing the submission of packages to the OIPC. Tracks timelines for all OIPC correspondence, prepares final letters for signature and prepares final packages for submission to the OIPC Office. Maintain, manage, and report on all mediation, appeals, reviews, and inquiry involving the ministry and the Office of the Information and Privacy Commissioner on both access and privacy matters.
> Annual and quarterly statistical reports for the OIPC, senior decision makers, and Service Alberta Annual report.
> Respond to inquiries from Albertans about access and privacy including application status, explanation and appeal procedures.
> Provide program interpretation, advice and information on a variety of policy and operational issues and facilitate overall the FOIP and Administration process.
- Other duties include:
>Records management for the FOIP unit
>Assist with the creation of policies and procedures for the administration work within the FOIP Unit.
>Responsible for ensuring the IT tickets are entered within the BERNIE system for all new staff, terminations, access rights, new equipment requirements, and surplus of equipment.
>This position is also the Public Body Administrator for the FOIP System which entails activating and inactivating user rights for FOIP Operations staff as well as maintaining the departments rights for the collaboration portal.
>Research and Analysis: Provides administrative information, advice and program interpretation related to operations, policy and program expertise to Albertans, staff, and program areas about a wide variety of FOIP compliance within a diverse customer services environment.

Problem Solving

Typical problems solved:

-Identifying and resolving issues and improving the business processes used to manage administrative functions

Types of guidance available for problem solving:

Guidance and direction given by the FOIP Coordinator and Director.

Direct or indirect impacts of decisions:

Legislative timelines could be affected if work is not completed in the time lines.

Key Relationships

Major stakeholders and purpose of interactions:

Department staff, FOIP Coordinator, FOIP Advisor, all department program areas, Service Alberta and Records Management staff. Purpose of these contacts: To exchange information, provide update on status of requests, resolve problems, address general questions and concerns, and to determine the course of action required, on an on-going basis.

Required Education, Experience and Technical Competencies

Education Level

Certificate (1 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Experience considered

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		
Develop Networks	◉	○	○	○	○	Maintains collegial internal relationships and understands external network: • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful	
Agility	◉	○	○	○	○	Understands need for change and manages own emotions: • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers	

Build Collaborative Environments	◉ ○ ○ ○ ○	Works in an open honest manner with colleagues: • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations

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.

Employee Name	Date yyyy-mm-dd	Employee Signature

Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature

Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature

ADM Name	Date yyyy-mm-dd	ADM Signature

DM Name	Date yyyy-mm-dd	DM Signature