

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Assistant to the ED

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:

The Business Services Branch provides specialized/strategic corporate services for the Ministry of Public Safety and Emergency Services (PSES), including business transformation, acquisition of goods and services, capital, long-term, operational, accommodation and facilities supports, parking administration, management of vehicle fleet and fleet safety office, and emergency management services (business continuity, consequence management, facility emergency planning). In addition to functioning as the Assistant to the Executive Director, Business Services, this position provides office management support for the entire Branch including support for two Directors. This position does not formally supervise, but performs a lead role in coordinating the delivery of administrative services to the Branch and supports the delivery of programs within the Branch. The Assistant to the Executive Director manages the Executive Director's schedule and coordinates all signings and approvals. The Assistant to the Executive Director ensures coordinated and timely responses are provide for Action Requests (ARs), inquiries and correspondence that are assigned to the Branch and provides other administrative services essential to the effective and efficient organization and operation of the Branch.

Responsibilities

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

The primary role of the Assistant to the Executive Director is to assist in the coordination and management

of the internal administrative activities of the Business Services Branch and to assist in providing senior administrative assistance to the Executive Director and the other senior managers in the Branch. This includes coordinating information flow to ensure issues are addressed and problems are dealt with in a timely fashion. The following activities entail some of the key responsibilities of the Assistant to the Executive Director:

Action Requests

- Coordinates Branch responses to ARs and briefing notes for the Deputy Minister and Minister to ensure accurate high quality and timely responses to requests and inquiries are processed in a manner consistent with relevant GoA and Ministry policies, processes and procedures.
- Gathers information from various sources and researches background material prior to forwarding requests to appropriate Branch staff for drafting responses.
- Tracks and monitors status of responses and briefings using the Action Request Tracking System (ARTS).
- Reviews, edits and finalizes AR responses and briefing notes; verifies documents for accuracy, consistency and conformity to relevant guidelines and acceptable standards and formats.

Information Coordination

- Coordinates Executive Director's calendar, including scheduling appointments and meetings; coordinating arrangements for business travel, working sessions and committee meetings, preparing and/or reviewing expense claims.
- Gathers all relevant materials for upcoming meetings and ensures the Executive Director receives the meeting material in the required format and on a timely basis.
- Schedule meetings, prepare and assemble all relevant materials (agendas and subject matter documents) for meetings chaired by the Executive Director. Ensure all materials are distributed to participants.
- Attend meetings at the request of the Executive Director to take minutes. Finalize the minutes in the appropriate format, noting all action items, and distribute the minutes to applicable recipients in a timely manner.
- Reviews, assesses and tracks correspondence directed to and from the Executive Director and Branch Directors, identifying and bringing urgent and important concerns and issues to the appropriate Director's attention.
- Forwards correspondence to the appropriate area of the Branch for information, draft replies and/or comments; track status of replies and actions to be taken.

The Assistant to the Executive Director provides a comprehensive range of administrative and office management activities to the Branch managers and staff members to support effective and efficient Branch operations and ensure consistency with Ministry and GoA administrative policies and procedures.

Branch Administration

- Develops, implements, and maintains administrative systems, processes and procedures (i.e. paper flow, electronic and/or hard copy records management) to support business needs and enhance operational efficiencies of the Branch.
- Establishes and maintains effective communication and working relationships with Ministry staff to answer inquiries, coordinate activities, exchange information, and resolve administrative issues.
- Prepares documents using word processing and presentation software, formats, edits and finalizes correspondence and supporting documents, suggesting wording, content and format changes to draft correspondence as necessary; establishes formats for standard documents to maintain consistency within the Branch.
- Report creation (transaction volumes, contract expiry, project updates, annual parking report).
- Maintain Branch Intranet and SharePoint sites.
- Coordinates and compiles briefing binders for the Executive Team and Minister, compiles and distributes up to date versions of documents for resource binders, including maintenance of distribution lists.
- Maintains supply inventory, monitoring inventory to determine requirements, liaising with suppliers and vendors to obtain supplies.
- Purchase supplies and services using a variety of procurement methods including P-Card and web based standing offers/catalogs.

-Coordinates maintenance requirements and scheduling repairs/updates for office equipment.
-Perform Service Request Coordination (SRC) duties for the Branch. SRC duties involve coordinating responses and action related to IMT specific requests through the BERNIE portal, which includes generating and submitting service requests, initiating support calls, and escalating any service issues.

Problem Solving

Typical problems solved:

The position could be the first point of contact for Branch inquiries. As a result, the individual must possess a foundational understanding of functions/duties performed by the Business Transformation, Procurement Services, and Facilities, Fleet & Emergency Management Services sections within the Branch. The position must have a strong understanding of client needs/interests and the importance of establishing relationships with clients and stakeholders to be able to respond to inquiries and requests for information and to resolve administrative issues.

Types of guidance available for problem solving:

A variety of tools and resources are available to support the position including the Procurement Accountability Framework, Direct Purchase Regulation, Trade Agreements, Facility Emergency Planning Program, Business Continuity Planning, etc. in addition to reliance on Branch Executive Director and Directors for leadership and guidance.

Direct or indirect impacts of decisions:

The position plays a key role in collecting and distributing information within the Branch, to Program areas, and senior executive. This position can impact process, project completion, and the timely delivery of information/communication.
Decisions and recommendations made by the Assistant to the Executive Director directly impact the effectiveness and efficiency of Branch operations and the allocation of the Executive Director's time and availability for meetings and appointments.

Key Relationships

Major stakeholders and purpose of interactions:

The Assistant to the Executive Director has regular and ongoing contact with:
-The office of the Assistant Deputy Minister to coordinate schedules, exchange and prepare information, and coordinate responses to action request and briefing notes.
-Ministry and Branch staff members to clarify and discuss administrative policies and procedures, exchange information, respond to inquiries, coordinate schedules, and facilitate administrative operations of the Branch.
-Offices of key stakeholders and senior government representatives to coordinate schedules, respond to inquiries, and exchange and prepare information.
-Suppliers and vendors of office equipment and supplies to obtain supplies and coordinate equipment maintenance.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Other		

If other, specify:

Office Administration

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

-Operation of business machines and office equipment and related ability to troubleshoot problems
-Software tools and automated systems and applications used to carry out responsibilities (Microsoft Office: Word, Outlook Excel, Access, PowerPoint, Visio; ARTS, 1GX)
-Verbal communication and interpersonal skills, including ability to communicate with Ministry staff, clients, and stakeholders and negotiate acceptable solutions to administrative problems or conflicts.
-Analytical and problem solving skills, including ability to recommend viable and effective administrative solutions and compile, summarize and coordinate information.

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>-Strong understanding of client needs/interests and the importance of establishing relationships with clients and stakeholders to be able to respond to inquiries and requests for information and to resolve administrative issues.</p>
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"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>-Ability to work within a team environment, and to support staff and management within the Branch.</p> <p>-Willingness to seek guidance and support in developing action requests and briefing notes.</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>-Continually seeks process improvements within the Branch. This could include re-formatting or restructuring of reports, and development of net new reports.</p> <p>-This position demonstrates initiative, creativity, and sound judgment in order to develop and implement administrative procedures and processes that improve Branch operations and enhance support provided to the Ministry.</p>
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"> • Reflects on performance and identifies development opportunities • Takes initiative to stay 	<p>-Position will perform a back-up role to a number of positions including: Purchasing Agent Parking and Telecom Coordinator Surplus Agent</p>

		current • Shares with the team even when not asked • Actively coaches and mentors direct reports	-Position will allow opportunity for exposure to all lines of business within the Branch and is envisioned as a developmental role for other Bargaining Unit roles within the Branch.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assistant to the Executive Director, Finance Services Branch, Financial Services Division, Justice

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