

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current 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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

division, including dealing with confidential and sensitive information on a continual basis.

The Executive Assistant is relied upon to provide comprehensive administrative support to the Assistant Deputy Minister, including preparing background material, compiling and integrating information from a variety of sources (e.g., stemming from FOIP or other requests); alerting the Assistant Deputy Minister and Strategic Issues Manager to emerging issues; confirming the status of assignments, projects and initiatives as appropriate; maintaining the calendar, scheduling appointments and making travel arrangements for the Assistant Deputy Minister; performing records and file management; monitoring and tracking timelines on all Action Requests (ARs); providing advice and assistance on ARTS and on writing correspondence; and responding directly to day-to-day administrative inquiries on behalf of the Assistant Deputy Minister. In addition, this position coordinates responsibilities with other Ministry administrative staff, including ongoing liaison with the office of the Deputy Minister, other ADMO's and other Ministry representatives to ensure the Assistant Deputy Minister and Strategic Issues Manager are informed, prepared and organized to carry out the business of the division and Ministry. The Executive Assistant briefs the Division's Leadership Team on administrative issues that may impact division operations, and coordinates complex and, on occasion, unprecedented administrative projects as assigned by the Assistant Deputy Minister or Strategic Issues Manager. This position provides guidance to administrative positions throughout the division to ensure administrative services are delivered in a coordinated manner.

Reporting to the Assistant Deputy Minister, this position functions within applicable government and Ministry legislation, policies, procedures, guidelines, and standards.

Responsibilities

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

1. Comprehensive administrative services are provided to support the effective and efficient operation of the Assistant Deputy Minister's office.

Activities:

- Develops and maintains administrative support systems and procedures for the Assistant Deputy Minister.
- Maintains a daily bring-forward system for issues and meeting materials.
- Reviews, tracks, and organizes incoming/outgoing correspondence to identify priority items, and responds to requests/complaints.
- Drafts general correspondence for the Assistant Deputy Minister's signature as required.
- Identifies administrative issues with potential to impact operations of the division and recommends solutions.
- Develops, streamlines and coordinates administrative systems and processes to enhance efficiencies (e.g., developing templates, advising management team of general administrative operational procedures).
- Builds collaborative working relationships within the division and across the department to facilitate effective and timely completion of administrative activities.
- Carries out day to day administrative functions within government systems, such as 1 GX workplace administrator, OPRA, fleet management, NPO coder, BERNIE and others, as required.
- Processes payments related to procurement card expenditures and supply purchases.
- Prepares complex reports, presentation materials, and other documents using appropriate software.
- Establishes and maintains confidential and working files for the Assistant Deputy Minister's office; coordinates storage of files with central records; follows policies for disposition and retention of files; and ensures files are handled in accordance with the Freedom of Information and Protection of Privacy (FOIPP) Act.
- Supports Issue Advisor and Strategic Issues Manager responses to FOIP Act requests, facilitates timely document signatures from ADM.
- Liaises with Human Resources to coordinate and manage division level employee career service recognition, including the distribution of career service milestone certificates, and organizing division level recognition events.
- Supports ADM to arrange meeting's for transitioning new staff and leaving staff.

2. Leadership and coordination to ensure the effective and efficient administration of the ARTS system.

Activities:

- As supporting ARTS administrator, to the Issues Advisor, for the division, ensures that the ARTS system is administered and used to track Action Requests in accordance with government and Ministry policies and standards. Assigns action requests, locates information and background material as required, and monitors progress of Ministerial action requests assigned to the division by the Deputy Minister's office and the Correspondence Unit; enters action requests and updates on the tracking system; follows up on action requests exceeding deadlines and requests extensions as necessary; and reviews and edits draft responses for grammar and adherence to correspondence guidelines prior to final review by the Issues Advisor, Strategic Issues Manager and Assistant Deputy Minister.
- Reviews prepared correspondence for accuracy, grammar and proper format.
- Reviews incoming action requests and correspondence and forwards to the appropriate branch(es) for action.
- Responds to questions regarding ARTS, and provides ARTS system resource support to division staff.
- Attends the Division on the Ministry ARTS User Committee, with the Issues Advisor. Provides guidance, advice, and assistance to administrative staff within the division and Ministry as necessary.

3. The Assistant Deputy Minister's calendar and schedule are effectively administered and coordinated.

Activities:

- Applies judgment and knowledge of division and Ministry issues, priorities, and relationships to respond to requests for meetings with the Assistant Deputy Minister by booking appointments, meetings, and conferences, or consults with Assistant Deputy Minister to refer requests for meetings to senior division and/or Ministry staff.
- Works closely with the Assistant Deputy Minister to coordinate meetings with the Deputy Minister, Minister, stakeholders, public agencies, colleagues in other departments, and federal/provincial/territorial contacts.
- Schedules and arranges travel and accommodations for the Assistant Deputy Minister within government guidelines and regulations; confirms reservations and prepares detailed itineraries for trips; prepares expense claims and forwards for processing once approved.
- Coordinates and organizes the Assistant Deputy Minister's schedule and incoming folders in terms of priority.
- Collects and organizes materials for meetings; prepares agendas and minutes; ensures Assistant Deputy Minister has appropriate material and background in preparation for meetings; and follows up on action items.
- Prepares and distributes agendas for Division Leadership Team meetings, including current topics and related information; attends meetings; and records, transcribes, and distributes complete and concise minutes.
- Liaises with Division Leadership Team representatives to ensure appropriate staff are available to attend meetings with the Assistant Deputy Minister and issues for discussion are captured and communicated.
- Coordinates acting responsibility by an Executive Director within the division in the absence of the Assistant Deputy Minister.

4. Effective communication flow to and from the Assistant Deputy Minister's office is facilitated and coordinated.

Activities:

- Directs and/or handles inquiries through email requests or telephone calls from the public, other departments, and senior officials regarding division activities and information; uses discretion to respond to inquiries on behalf of the Assistant Deputy Minister, or refers to appropriate division representative for reply; and follows up on assigned inquiries to ensure responses occur in the appropriate time period.
- Liaises with Deputy Minister's office, Communications and Public Engagement, and Minister's office to coordinate responses to action items and other requests for information.
- Coordinates requests for action to division staff members on behalf of the Assistant Deputy Minister and ensures that assigned tasks are completed accurately and on schedule; keeps the Assistant Deputy Minister

informed of upcoming issues and time sensitive matters.

5. Background information, research, briefing materials, and special projects are coordinated and administered.

Activities:

- Works with other Ministry staff to coordinate and organize meetings and supporting documentation for cross-ministry initiatives.
- Collaborates with the Strategic Issues Manager to ensure that briefings are prepared for the Assistant Deputy Minister.
- Compiles and assembles background information, research, and briefing materials.
- Coordinates projects for the Assistant Deputy Minister and division (e.g., researching and implementing databases, software, and other solutions for effective administrative management and retrieval of information).
- Assists the Strategic Issues Manager in the completion of projects assigned by the Deputy Minister's office or the Minister's office through the liaison with appropriate areas of the division and Ministry.

6. Administrative support services are provided to the Deputy Minister's office on a cover-off and as needed basis.

Activities:

- Provides administrative support as the acting Executive Assistant to the Deputy Minister during vacation periods and short-term absences of the incumbent, including:
 - Working closely with the Assistant Deputy Minister to coordinate meetings with the Deputy Minister, Executive Directors, stakeholders and intergovernmental counterparts.
 - Coordinates and organizes the Assistant Deputy Minister's schedule and incoming folders in terms of priority.
 - Collects and organizes materials for meetings; prepares agendas and minutes; ensures Assistant Deputy Minister has appropriate material and background in preparation for meetings; and follows up on action items.
 - Liaises with Assistant Deputy Ministers to ensure appropriate staff are available to attend meetings with the Deputy Minister and issues for discussion are captured and communicated.
 - Coordinates and collates meeting packages for Executive Team and Minister/Deputy Minister meetings and ensures necessary information is included and meeting packages are distributed in a timely manner.

Problem Solving

Typical problems solved:

The Executive Assistant is expected to apply creativity and initiative to all responsibilities. The incumbent anticipates changes in priorities and responds in a proactive manner. Excellent judgment and respect for confidentiality of information is critical, given that decisions and recommendations may impact directly on the operation of the ADM's office and define many of the administrative processes used in the division. In addition, this position must have the ability to prioritize a high volume of time-sensitive incoming requests from the Minister's office and Deputy Minister's office, and bring those items to the attention of the ADM in a timely manner.

Types of guidance available for problem solving:

This position works within the parameters of established Ministry policies, processes and procedures as well as within directives established by the Minister, Deputy Minister, and ADM. The ADM sets general objectives for the position; however, the Executive Assistant has considerable latitude to determine areas of focus and priorities. The Executive Assistant exercises initiative and authority to ensure that effective administrative systems are developed and maintained to meet the requirements of the ADM's office and the division. This includes leading administrative staff across the division to provide consistent, high quality and coordinated services to support the division's operations.

Direct or indirect impacts of decisions:

The responsibilities of this position have division-wide impact in that the Executive Assistant ensures the timely, consistent, and effective delivery of information and assignments to and from the ADM's office. This position coordinates information flow between the ADM's office and those of key stakeholders and senior government representatives and officials, including the Minister's office, the Deputy Minister's office and other departments. The Executive Assistant must be sensitive to diverse interests of stakeholders and able to effectively consult with division, Ministry and stakeholders, balancing occasionally conflicting priorities of individuals representing a variety of programs and perspectives.

Key Relationships

Major stakeholders and purpose of interactions:

Internally, the Executive Assistant has regular and ongoing contact with:

- the Deputy Minister's office and the Minister's office to coordinate schedules, organize and distribute information, provide information and assistance, and resolve administrative issues;
- offices of senior government representatives and officials to coordinate schedules, organize and distribute information, respond to inquires, and provide information and assistance; and
- staff members throughout the division, including Executive Directors and Directors, to interpret administrative policies and procedures, assign projects and requests for action or information, schedule meetings, and exchange and clarify information.

Externally, the Executive Assistant has regular and ongoing contact with:
offices of key Advanced Education stakeholders to coordinate schedules, organize and distribute information, respond to inquires, and provide information and assistance.

Required Education, Experience and Technical Competencies

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

If other, specify:

High School diploma plus a minimum of three years progressively responsible experience.

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

The Executive Assistant requires considerable knowledge and understanding of:

- relevant Ministry, business plan, and divisional goals, objectives, and strategies
- Ministry and division organizational structures, mandates, programs, and services
- division priorities and issues, to balance with client and stakeholder demands for the Assistant Deputy Minister's limited time available for meetings and discussions applicable Ministry and government policies, procedures, and guidelines for the delivery of administrative services, including those pertaining to action requests, expense claims, purchasing, contracts, travel and hosting, records management, and the Minister's Style Guide and Correspondence Manual. Microsoft suite of programs in order to respond to, create and maintain calendars and meeting requests, action requests, prepare and edit correspondence, and respond to inquiries.

Excellent verbal and written communication skills and advanced knowledge of political sensitivities and the diverse interests of stakeholders are required including impact of applicable legislation on division operations, including Freedom of Information and the Protection of Privacy Act automated systems and software tools used to carry out responsibilities (e.g., 1 GX, BERNIE, Concur, EPS).

The Executive Assistant must be able to:

- plan and coordinate multiple tasks and projects under significant time pressures;
- coordinate complex information flow and assignments within short time frames;
- pro-actively identify administrative issues, identify potential solutions and recommendations and implement;
- function independently as well as lead and contribute within a team environment;
- adapt to changing priorities and demands of high volume workload;
- build and strengthen positive working relationships;

- demonstrate initiative, flexibility and creativity; and
- demonstrate sound judgment in a context of politically sensitive and confidential 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>In addition to requiring a thorough understanding of the division and ministry mandate, programs and services, this position requires an excellent understanding of broader division objectives, priorities and relationships with key stakeholders to coordinate the ADM's schedule and manage office administration. Applies a variety of strategic lenses when reviewing materials, provides a challenge function with political acuity, and considers linkages to GOA priorities, platform commitments and priority initiatives.</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>The Executive Assistant is expected to apply creativity and initiative to all responsibilities. The incumbent anticipates changes in priorities and responds proactively. Works across the division to resolve issues and mitigate their escalation within the politically and fiscally dynamic and complex higher education landscape.</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 	<p>The Executive Assistant must be sensitive to the diverse interests of stakeholders and able to effectively consult with division, ministry and stakeholders, balancing</p>

		<ul style="list-style-type: none"> • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>occasionally conflicting priorities of individuals representing a variety of programs and perspectives.</p> <p>Assesses, prioritizes and reviews division work on time and in accordance with the ADM expectations.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>This position coordinates administrative and operational requirements to support the ADM in achieving Ministry and division goals and objectives. This includes building collaborative working relationships within the division and across the department, and working effectively with a diverse range of staff, to ensure coordination and consistency in administrative processes.</p>
Drive for Results	○ ● ○ ○ ○	<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>Anticipates potential challenges in advance. Gains cooperation of others in the division and across the department to work together and cultivate a shared responsibility of the outcome.</p> <p>Proactively keeps up to date on ministry activities and key priorities, and provides support as required to ensure successful completion of initiatives within deadlines.</p>

Benchmarks

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

Excluded Administrative Support (312ES01)