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| Working Title<br>ARTS Coordinator         |   | Name   |                                   |
| Position Number                           | Reports to Position<br>No., Class & Level | Division, Branch/Unit<br>Executive Correspondence Unit | Ministry<br>Environment and Parks |
| Present Class<br>Administrative Support 4 |   | Requested Class<br>Administrative Support 5            |                                   |
| Dept ID                                   | Program Code                              | Project Code (if applicable)                           |                                   |

**PURPOSE:**

Reporting to the ARTS Administrator, the primary function of the Action Request Tracking System (ARTS) Coordinator in the Executive Correspondence Unit (ECU) is to facilitate the creation and delivery of action requests (ARs) from the Minister's Office (MO) and Deputy Minister's Office (DMO) to the Assistant Deputy Ministers' Offices (ADMOs), as well as to support the flow of information between Environment and Parks and other departments.

**RESPONSIBILITIES AND ACTIVITIES:**

**Ensures ARs are processed quickly and effectively by coordinating the assignment of ARs created by the MO, as well as creating and assigning ARs on behalf of the DMO**

- Monitors personal email inbox to ensure that email notifications from the MO regarding new ARs are processed.
- Monitors the shared AEP ARTS inbox for emails from the DMO requesting new ARs be created, and processes these requests.
- Conducts regular searches of ARTS to ensure all outstanding AR assignments are handled
- Reviews and analyzes background documents from an AR to determine if Environment and Parks is the appropriate lead, and which ADMO(s) would be responsible. When necessary, consults with ADMO staff by email, phone, or in-person to determine which area(s) would be most suitable to process an AR.
- Advises the MO or DMO how an AR can best be actioned, or if the item would be better referred to another department or organization for processing, and the reasons for why that would be (such as the program referenced in the AR being administered by another ministry).
- Conducts a search of working and archived ARs for any reference ARs that would help staff process the AR, such as ARs involving a similar subject or ARs from the same correspondent regarding the same ongoing issue.
- Conducts a search of the Internet for any additional background information or details needed to properly process the AR (for example, the Legislative Assembly of Alberta website to determine if a MLA is a member of the Opposition and would receive a letter instead of a memo, or the Alberta Energy Regulator website to determine if an AR requires input from that agency).
- Assigns ARs to the appropriate ADMO(s), and a writer if necessary, ensuring that all the necessary background documents are on the log, the appropriate response documents have been added, the subject and action match, and the due dates and instructions provided are as clear as possible.
- Coordinates changes to the action status of ARs (such as from a Minister response to a staff response) by forwarding requests for the change from the division to the MO or DMO and updating ARTS as appropriate.

**Ensures ARs are informative and responsive by coordinating input requests with other departments**

## RESPONSIBILITIES AND ACTIVITIES:

- Reviews the background documents of ARs when first being created and/or assigned to determine if input from another ministry is required.
  - Monitors personal email inbox and the shared AEP ARTS inbox for emails either from department staff or staff outside the department requesting input, and deals with them appropriately.
  - Emails other departments to request input as required, providing relevant background documents, the reason for the request, the specific information being requested, and the preferred due date for the input to be returned by.
  - Creates ARs with all necessary background information and reference ARs and distributes them to the appropriate ADMO(s) to gather input required for other ministries to process their ARs.
  - Follows up with ADMOs to ensure that input requested by other ministries from Environment and Parks is provided in the time requested, and conversely follows up with other ministries the same way to ensure input requested by divisions from other ministries is provided in the time requested.
  - Keeps the list of staff contacts in other departments up-to-date so that any staff providing backup has the best information to work with.
  - Ensures the process for requesting input to and from other departments is as effective by continuously reviewing and refining this process and keeping the process document updated.
  - To track input requests to and from other ministries, the ARTS Coordinator drafts and maintains an Excel spreadsheet that other staff can also use when providing backup support.
  - **Reviews procedures related to ARTS, assists with the development and delivery of ARTS-related training, and drafts reference documents**
  - Continuously reviews and refines ARTS administrative procedures to ensure they are as efficient and responsive.
  - Assists with formal and informal meetings with ADMO staff regarding best practices for matters such as processing ARs or drafting briefing notes, reviewing any documents drafted for these meetings by other ECU staff to ensure up-to-date information is provided.
  - Provides input into the ARTS Administrative Procedures document detailing established processes that are used as a resource by ECU, DMO, and ADMO staff.
  - Regularly updates a Topics and Functions List that breaks down what area of responsibility each ADMO has, as well as areas of responsibility for other departments and organizations outside the provincial government (such as the Alberta Energy Regulator or a municipal government).
- Provides backup support for ARTS Administrator**
- Forwards completed non-routine ARs (IRs, SRs, IR Bullets) on to the DMO or MO for processing.
  - Coordinates extension requests from the ADMOs to the DMO or MO, and updates the AR as appropriate when the extension is either approved or denied.
  - Adds new staff to the ministry ARTS security group and creates profiles in ARTS, as well as creates new ARTS user groups and updates existing staff profiles as requested by MO, DMO, and ADMO staff.
  - Collects documents sent from the MO in the courier pouch and processes them as appropriate, sending closed packages and document copies for filing and closing AR logs or returning them to ADMOs as necessary.
  - Prepares daily AR Due Report and distributes to the appropriate staff, ensuring the correct due dates are used for each area and any special comments (such as outstanding extension requests) are noted.
  - Prepares weekly DMO Assigned Report and distributes to the appropriate DMO and ECU staff.
  - Monitors the shared AEP ARTS inbox for emails requiring updates to ARs and/or follow-up with the MO, DMO, or ADMO (such as changing an AR to a RUSH or adding new background documents), and takes the appropriate action to resolve the request.

**SCOPE:**

- The position must, within a satisfactory time frame, respond to multiple AR assignment requests, AR creation requests, and questions regarding ARs from the MO, DMO, ADMOs, and other ministries that are often high priority and time-sensitive.
- By ensuring ARs are well-constructed, have all the necessary background material and reference ARs, and include clear instructions and due dates, the ARTS Coordinator directly impacts how efficiently and effectively an AR is processed by staff at the MO, DMO, and ADMO levels.
- By being up-to-date on administrative procedures and the functions performed by each ADMO, the ARTS Coordinator ensures AR reassignments are minimal by distributing them to the area(s) best able to handle them.
- The position impacts the daily work of the writers through the assignment of ARs, so the ARTS Coordinator communicates regularly with them for reasons such as clarifying if standard messaging can be used for a response rather than assigning the AR to an ADMO for input.
- The position impacts other departments handling their own ARs by being the lead contact for needed input from Environment and Parks to these other departments.
- Though the ARTS Coordinator can, when necessary, get advice from the ARTS Administrator and the ECU Manager, independent critical thinking is essential. Aside from the Topics and Functions List, there is no established guide or reference for the decisions the position makes concerning whether the department can respond to an item, which ADMO(s) are responsible, and whether input from another ministry is required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Extensive knowledge of ARTS to ensure efficient processing of action requests. Specifically, a thorough understanding of how to conduct searches and provide direction in ARTS is required in order to avoid the creation of duplicate ARs referencing the same item, to facilitate the search for similar ARs that can be used as references, and to ensure comments and routing instructions are as instructive as possible.
- In-depth knowledge of Environment and Parks' administrative procedures to effectively process ARs and provide comprehensive advice to staff throughout the department.
- Detailed knowledge of division roles and responsibilities to facilitate effective distribution of action requests, as well as a clear understanding of what other departments are responsible for so that items not handled by the Environment and Parks can be redirected to the most appropriate organization.
- Ability to efficiently prioritize tasks and manage time using tools such as the Outlook calendar to ensure the large volume of requests being received from a number of areas are quickly processed.
- As advice is provided to staff from all levels within Environment and Parks as well as staff outside the department, the ability to independently analyze and make decisions on how best to action correspondence and other documents is crucial.
- Ability to clearly and tactfully communicate verbally and in writing is essential for collaboratively working with staff from the MO, DMO, and ADMO, as well as other ministries.

**CONTACTS:**

- The ARTS Coordinator works directly with the MO, DMO, ADMOs, and other ECU staff to ensure ARs are properly created, effectively assigned, and efficiently processed.
- The ARTS Coordinator also works with staff from other department correspondence units to ensure that necessary

**CONTACTS:**

input is passed between departments and that government-wide ARs are effectively handled.

**SUPERVISION EXERCISED:**

The ARTS Coordinator does not supervise other staff, but does have a lead role in coordinating with other areas to ensure the efficient processing of ARs.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:**

**The position now handles ARs at a more significant period in the AR life cycle**

- The ARTS Coordinator used to manage ARs after their initial creation, ensuring they were smoothly processed from the ADMOs to the DMO and MO.
- The ARTS Coordinator is now involved with the initial creation and distribution of ARs, which has a more vital impact on how these ARs are processed (RESPONSIBILITIES AND ACTIVITIES, page 1, bullets 3, 5, 6, and 7).

**The position now requires a greater understanding of how the department functions and what each ADMO is responsible for**

- The ARTS Coordinator's previous duties did not rely on understanding what subject matter each division is responsible for.
- The new duties require the ARTS Coordinator to have a greater in-depth understanding of how the department functions and what each ADMO is responsible for (RESPONSIBILITIES AND ACTIVITIES, page 1, bullet 3; KNOWLEDGE, SKILLS & ABILITIES, page 3, bullet 3).

**The position now requires more independent critical thinking**

- Previously, part of the ARTS Coordinator's job was reviewing briefing notes and correspondence for formatting, style, and grammar. This required less independent critical thinking, as established guides (such as the Correspondence Guide) and procedures could be referenced.
- For the new duties, the ARTS Coordinator must exercise more independent critical thinking. (RESPONSIBILITIES AND ACTIVITIES, page 1, bullets 3, 4, 5, 6, 9; SCOPE, page 3, bullet 6)

**The position's contacts have expanded**

- The ARTS Coordinator previously dealt with staff from the DMO, MO, and ADMO.
- The ARTS Coordinator now works with staff from these areas, as well as staff from correspondence units in other ministries (RESPONSIBILITIES AND ACTIVITIES, page 2, bullets 11, 12, and 13; also CONTACTS, page 3, bullets 1 and 2).

*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 Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*