

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Admin Asst Reg Admin and Acct

Current Class

Administrative Support 5

Job Focus

Operations/Program

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

CRSS, MVRA/Program Standards & Assurance



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Dir, Registries Admin & Acct

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

N/A

Responsibilities Removed:

N/A

Job Purpose and Organizational Context

Why the job exists:

Alberta is the only jurisdiction in North America where public registry services are completely offered through a network of individually owned private agencies. There are more than 200 registry agent locations where Albertans can access registry services. These registry agent locations vary significantly in size, transactional volumes, and number of employees. Registry services include

Motor Vehicles, Vital Statistics, Corporate Registrations, Land Titles, Personal Property Registrations, and Alberta Health. Providing consistent, high-quality service to Albertans while ensuring personal information is safeguarded through a private registry delivery system is unique and complex.

Reporting to the Director of Registries Administration and Accountability, this position provides secretarial and administrative services to the Director, and all other unit members. Main responsibilities include: composing, formatting and typing correspondence; designing and maintaining various office records and files; managing calendars, coordinating meetings including taking and distributing minutes; handling personnel functions; verifying timesheet records; initiating and tracking special projects; providing administrative cover-off for other administrative positions in the branch; and a variety of tasks.

This position requires an in-depth knowledge of unit operations, business planning cycles, human resource activities, financial accounting and processing, processing correspondence in accordance with Ministerial guidelines, the Action Request Tracking System, the Contract Management System, 1GX, and other systems as required. It is expected that this position will be able to work independently and provide accurate, appropriate, and timely information in a professional manner to a wide variety of individuals.

Responsibilities

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

1. Administrative support for Director, Registries Administration and Accountability and branch management (as needed) including:

- Manage Director's calendar, as requested.
- Assist the Director in preparing timely responses for the Executive Director to respond to the ADMO, DMO or MO.
- Review incoming mail for the Director.
- Prepare routine correspondence as needed for the Director, Contract Administration, Program Standards and Assurance, and Projects and Program Support in alignment with established GoA guidelines and directives.
- Protect confidentiality of documents.
- Perform a wide range of administrative support services for the Director and staff which includes: composing general correspondence, managing calendars, scheduling meetings, booking meeting room space, preparing related meeting materials, taking minutes at meetings, arranging hosting as necessary, making travel/hotel arrangements and researching files.
- Support input and processing of Action Requests including Briefing Notes as required. Initiate Action Requests in the ARTS system as required and provide back up/ cover-off support for ARTS Coordination for the Branch
- Track tasks assigned by the Director and Management Team, ensuring deadlines are met.
- Managing information routed through the unit in an effective and efficient manner, tracking of correspondence, and drafting correspondence as required, including proof reading for accuracy in content and grammar.
- Ensures confidentiality of sensitive materials and information that come through the Director's office are managed effectively, anticipating and resolving issues, proposing solutions, and

alerting the Director of urgent or sensitive matters and issues as appropriate.

- Processes a variety of complex documents, reports and tables using various programs.
- Coordinate documentation required by Human Resources for the Team.
- Contact with Human Resources as required relative to performance appraisals and training needs.
- Attend various meetings to take and prepare minutes.
- Identifies administrative issues with potential to impact the operations of the office and develops solutions and/or courses of action to deal with issues.
- Submitting and managing BERNIE requests on behalf of Director and Manager's to support the Registries Administration and Accountability (RAA) unit.
- Responsible for assisting with the on-boarding of new staff into RAA unit.
- Responsible for coordinating transfer/termination of staff to and from RAA unit.
- Coordinate RAA supply purchases by liaising with suppliers/vendors. Assist with the ordering of office supplies on an as needed basis and keeping everyday office supplies in stock.

2. General administrative support for Contract Administration and Investigations, Registries Program Standards and Assurance, and Projects and Program Support

- Provide administrative support for the data management and manual reconciliation for registry senior discounts.
- Act as a resource for unit members on all administrative, finance, and human resources matters.
- Coordinate and execute staff events.
- Manage and maintain data on shared Branch systems.
- Submitting and managing BERNIE requests on behalf of the Director/Managers.
- Responsible for assisting with the on-boarding of new staff into Registries Administration and Accountability (RAA) unit.
- Responsible for coordinating transfer/termination of staff to and from RAA Unit.
- Provides interpretation and advice to administrative staff members in relation to administrative and operational policies, directives, and procedures, including developing and guiding the implementation of standard administrative processes.
- Arrange conference calls and equipment for various staff members.
- Provide cover-off and assistance to the Executive Assistant to the Executive Director.
- Other duties as required.

3. Specialized administrative support for Training & Accreditation:

- Monitoring Training & Accreditation mailbox by processing email requests for exam bookings, rebooking request, rescheduling and cancellations.
- Responding to general inquiries related to eLearning, exams, and the learning management system.

- Updating personal information in databases and deactivating access.
- Supervising the Training & Accreditation mailbox - RT Inbox BOT by reconciling/analysing the RT Inbox BOT Status Reports. Rectifying any errors made by the RT Inbox BOT, specifically relating to data scraping for handwritten form submissions.
- Ensuring exam booking confirmation emails are sent out for all booked exams (daily).
- Reporting Bug/issue and working with staff to correct.
- Administering Learning Management System (LMS) duties by performing account creation, exam content group assignments, eLearning assignments and reassignment.
- Completing credential checks and confirmation of user account information, including updates, changes, and corrections.
- Resolving duplicate account reconciliations.
- Addressing system access issues. Updating the exams in the LMS when required.
- Overseeing ACT3 Data Management to ensure it is maintained with file reconciliation, manual file creations, and updates, changes, or corrections to database. Manual training record updates/changes/corrections. Credential checks/confirmations and report creations.
- General administrative duties including file management (e.g. maintaining naming conventions, file structures and retention/destruction management, Recording important outages in the RT Inbox Outlook Calendar.

4. Financial Responsibilities:

- Review expense claims.
- Assist the Executive Assistant with the coordination of office supplies for the branch by coordinating supply order request for the RAA units.
- Provide back up and have knowledge of budget processes including forecasting and fiscal year-end procedures is an asset.

Problem Solving

Typical problems solved:

Typical problems or issues faced by the role include:

- This position must have a working knowledge and ability to resolve any concerns with the branch- administrative, financial, personnel, and records management.
- Provide assistance to Director in responding and managing incoming inquiries for RAA unit.
- This position will need to establish priorities to carry out workload.
- This position will determine appropriate formatting and templates utilized for Ministerial correspondence, Action Requests, etc.
- The Administrative Assistant will determine whether administrative or financial irregularities have occurred while conducting their regular duties and bring these to the attention of the Director.
- The Administrative Assistant drafts correspondence, formats documents to look professional and reviews documentation for errors, making decisions to correct as required.
- This position determines administration and maintenance of working files and central filing system, including SharePoint site.

Types of guidance available for problem solving:

Daily discussion/touchpoint with the Director of Registries Administration and Accountability and Manager and/or Team Lead of Training and Accreditation. Other guidance includes senior administrative support within the Branch (Executive Assistant to the Executive Director, Branch Coordinator) as needed.

The Administrative Assistant will rely on past experience, training and on-hand training that will be provided.

Relevant legislation, regulation, and related policies, procedures and processes are a resource for this

position. This includes, but may not be limited to:

- GOA policies, procedures, processes and related documents, forms.
- Government Organization Act.
- Operator Licensing and Vehicle Control Regulation
- Registry Service Charges Regulation
- Freedom of Information and Protection of Privacy Act
- Collective Agreement between the Government of Alberta and the Alberta Union of Provincial Employees

Direct or indirect impacts of decisions:

This position is integral as the central contact of the Director, Registries Administration and Accountability requiring exceptional knowledge, organizational and communication skills in dealing with both internal and external stakeholders to the Unit. Day-to-day and emergent situations, the demands of the Director's schedule and the effective flow of information require the incumbent to be able to exercise sound judgment and adapt quickly.

Key Relationships

Major stakeholders and purpose of interactions:

- Executive Director Offices, Directors, Managers, other staff within Division and Ministry
- Vital Statistics, Land Titles, Corporate Registry, Special Investigations Unit, Compliance and Accountability
- Senior Ministry and Government representatives and officials, including the offices of the ADMO, DMO.
- Registry Agent Network - Agent Owners, managers, supervisors and staff
- Association of Alberta Registry Agents (AARA), Alberta Motor Association (AMA)
- Various Vendors
- Registries Clients

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

Other

2nd Major/Minor if applicable

Other

Designation

If other, specify:

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

Two years of related experience. Experience with an administrative government, registry agent or other regulatory environment is preferred. Related post-secondary administrative training is an asset.

- Strong oral and written communication skills to deal with a broad spectrum of clients.
- Exceptional attention to detail.
- Excellent customer service focus.
- Exceptional organizational and time management skills, including the ability to complete tasks with minimal input on final product.
- Excellent software and word processing skills.
- Excellent writing and editing skills.
- Strong skills and ability to work within the Action Request Tracking System.
- Knowledge of financial and administrative procedures.
- Direct experience with the administrative duties required to support a senior manager.

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">• Sees impact of work on organization; anticipates change in own area based on activities in other areas• Considers how own work impacts others and vice versa• Ask questions to understand broader goals	Looks beyond the immediate: Contributes ideas to the development of broader priorities, strategies and approaches. Understands connections: Seeks information and analyzes long-term outcomes.


		<ul style="list-style-type: none"> Aware of how organization adds value for clients and stakeholders 	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> 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 	<p>Supports change: Proactively seeks advice and support when priorities change to appropriately assess, prioritize and meet changing demands.</p>
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> Breaks down problems into small parts Constructively questions and challenges the norm Open to other's perspectives and aware of own Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Identifies Solutions: Looks for ways to improve activities and results by doing something that may be new and different in the organization.</p> <p>Integrates perspectives: Explores different methods in how work is completed, with a goal to achieving more efficient and effective outcomes.</p>
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> 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 	<p>Facilitates communication: Demonstrates that he/she/they genuinely values and respects others' input and expertise and is willing to learn from others.</p> <p>Addresses conflict: Encourages or facilitates conflict resolution directly by initiating open and respectful discussion of issues. Confronts and deals with inappropriate behaviours.</p>

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.

<u>N/A</u>	<u></u> Date yyyy-mm-dd	<u></u>
<u>Supervisor / Manager Name</u>	<u></u> Date yyyy-mm-dd	<u></u> Supervisor / Manager Signature
<u>Director / Executive Director Name</u>	<u></u> Date yyyy-mm-dd	<u></u> Director / Executive Director Signature