

JOB DESCRIPTION

Working Title: Business Coordinator Name:

Position No.: Reports to Position No., classification and level: Division, Branch/Unit: CSS/Access & Service Delivery /Red Deer

Present Classification: Administration 1 Requested Classification: (if encumbered only) Administration 1

Position Summary: Briefly describe the main purpose of the position, and why it exists for the most part [See the Job Design Writing Guide for further assistance]

Reporting to the Senior Area Manager, this Administrative Professional is responsible for the Administration Business Unit's productivity, efficiency, effectiveness and quality of service delivery in all aspects of administration for Central Region which includes Red Deer, Rocky Mountain House, Drayton Valley, Olds, Stettler, Drumheller, Camrose, Wetaskiwin, Vermilion, Wainwright and Lloydminster.

This position provides highly complex and confidential assistance and support to Director, Senior Area Managers, Delivery Managers and Supervisors. The position interprets and implements legislation/regulations and government-wide policies and procedures related to: Budgets and Forecasting; the administration of Financial transactions; Human Resources; Facilities Management; and Records and Information systems to ensure accountability.

In addition, this position provides supervision to three Administrative Support Supervisors as well as direction and leadership to the entire administrative support team of twenty nine staff.

This position supports, monitors, identifies, and resolves issues/activities related to employee payroll, attendance and benefits administration, including interpretation and application of the Collective Agreement, personnel policies and directives.

Primary Accountabilities/Responsibilities:

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]

Budget: Financial, budget and contractual transactions are administered within the requirements of the Financial Administration Act, Departmental and Regional Program Policies, Regulations and Procedures and to standards required for efficient and effective operations.

- At the beginning of each fiscal year, prepare annual administrative and program forecasts to identify anticipated yearly expenditures for Access and Service Delivery annual budget. This annualized projection is prepared using history, current trends and local pressures. Recommendations are based on analysis and review of data.
- Responsible for the monthly preparation of the forecast and quarterly accruals, including travel, supplies and program totalling approximately 221 million dollars annually. This involves making independent decisions and in depth calculations and analysis of past spending for recommendation to the Managers.
- Reconcile monthly payment documents against financial reports, ensuring accuracy of coding and dollar amounts to ensure there are no discrepancies.
- Monitor and analyse Regional Office expenditures (supplies, travel and program) to ensure they remain within budget allocations and adherence to Ministry and Regional policies and guidelines.
- Maintain and update spreadsheets to aid in accurate budget forecasting and to provide information to the Managers.
- Access the area projections and account budgets to identify anomalies/possible problems and recommend solutions to meet the priorities

Financial - Accounts Payable/Receivable: Directs and administers the process required for the acquisition of materials and equipment, as well as the processing of payments to support ongoing operations.

- Responsible for the review and appropriate coding and approval/sign-off for the purchase and payment of administrative invoices including travel, supplies, fixed assets and repairs.
- Reviewer and/or reconciler of all procurement card purchases.
- Monitor accounts payable and expense accounts to ensure accuracy and that they remain within budget allocation.
- Oversee, organize and ensure coverage for all accounts payable/receivable processing, and provide release functions for payments in Exclaim and Imagis.
- Provide guidance and direction to all staff in regards to policies for expenditures, including limits, staff expense claim regulations or any other financial questions.
- Responsible for the completion of all office budget transfers and adjustments.
- Accountable for all negotiable documents ensuring that they are stored and handled in a secure manner
- Expenditure Officer authority for payments
- Provide explanation, justification and recommendations to Finance and Auditors on matters that need clarification

Human Resources: Manages personnel processes and systems to ensure efficient administration and supports the effective application of Human Resources (HR) guidelines within the requirements of the Master and Collective Agreements, the Public Service Act, Human Resources Policies and Procedures, Code of Conduct, Code of Ethics, Occupational Health and Safety Act, Freedom of Information and Privacy (FOIP), Regional Framework, Regional Culture and Guiding Principles, and other Acts addressing the delegation of authority. Acts as an information resource for the Management Team in the area of employee relations, recruitment, orientation, training and strategic HR planning

- Complete commencement documents and orientate new staff with regard to supplies, equipment, phones, vehicles, keys, parking, timesheets, OH & S, Working Alone, expense claims, etc.
- Complete and process all personnel documentation for various staff transactions including transfers, terminations, leaves, address changes, employee appraisal reports, etc.
- Clarify and mediate with Pay & Benefits on proper utilization of entitlements, balances remaining and pay discrepancies in compliance with Master and Collective Agreements
- Liaison with Pay and Benefits regarding personnel issues. Forward all documentation that is required to Pay and Benefits for official personnel files in Edmonton
- Provide guidance, direction, interpretation or appropriate contact for personnel policies, procedures and the Master Agreement, obtaining information and clarification to and from internal and external resources when needed. (i.e. EFAP referrals, pension, sub plan, Master and Sub Agreements and other benefits).
- Review and request salary distribution change forms as required.
- Create and submit staffing request forms as required.
- Consults with Human Resource Consultants regarding employee relations
- Act as Commissioner of Oaths for all personnel documents and program documents when needed.
- Coordinate the application of Commissioner for Oaths for applicable staff.
- Contact for WCB / LTDI applications for staff.
- Ensure all documentation is completed regarding accidents or incidents such as Near Miss reports, Supervisor Incident Reports, WCB forms, etc.

Supervision: Through providing effective supervision, ensures administrative staff are supported in their efforts to meet operational goals, and held accountable for meeting operational and departmental expectations. Maintains prescribed administrative management systems to promote operational efficiency and to demonstrate compliance with audit processes

- Ensure administrative staff are oriented and trained in their roles, and cross trained to provide cover off in all administrative support functions as required.
- Coordinate and monitor staff work to ensure accuracy and compliance with policy/procedure.
- Look for efficiencies and ability to streamline processes and procedures across the Region
- Establish individual goals and formally appraise performance of direct reports. This includes having regular supervision meetings
- Facilitate administrative meetings
- Contact for all staff regarding administrative functions and procedures. Responsible to follow up and help resolve any areas of concern.
- Responsible for recruiting, training, and resolving performance issues, and work assignments of administrative staff

- Promote positive leadership, relationships and team building between all administrative staff.
- Develop and maintain staff competencies to support succession planning

Accommodation: Liaison with building operations staff to ensure that department staff have adequate and safe working environments and facilities which support efficient workflow. Identify and address accommodation issues within department policies and budgets to ensure efficient and appropriate utilization of resources. Ensure departmental assets and leased equipment are accounted for, inventoried and maintained according to the various lease arrangements, the Financial Services Act, and departmental policies.

- Identify and address telecommunication, accommodation and IT needs for approximately 170 staff.
- Identify and address accommodation complaints, space shortages and deficiencies. Partner with Managers and Infrastructure in relocation opportunities, expansion projects and improvements to existing space.
- Co-ordinate building maintenance requests and oversees any renovations or expansions. This includes acting as liaison with the property management company to ensure maintenance issues are addressed in a timely manner.
- Liaise with accommodations planner in renewing lease agreements
- Co-ordinate the acquisition, installation, maintenance and contracts of all phones, fax, photocopiers, furniture, computers and equipment.
- Liaise with Service Alberta regarding the acquisition and/or replacement of leased vehicles.
- Oversee that 26 government vehicles are maintained and repaired as necessary and in accordance with established guidelines and maintenance schedules.
- Responsible for updating Business Continuity Plans, staff emergency contact list, Radio Control Centre list and working alone documents
- Responsible for signage changes for the building when required.

Administrative duties: Supports the day-to-day operations. Implement and maintain administration systems including Records Management, correspondence, provide assistance with word processing, special projects and other duties as required, to promote efficient operation and demonstrate accountability through audit process.

- Maintain and implement prescribed Records Management functions ensuring they are completed accurately, including archiving files and file destruction as per legislation and policy.
- Suggest and implement corrective action as required for administrative duties within the Region
- Liaises with other Business Coordinators in our program and other programs in our region regarding issues of mutual concerns
- Create and maintain organizational chart and spreadsheet for identifying staff vacancies/hires to assist Director and Senior Managers

Knowledge/Experience/Competencies:

Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]

Knowledge/training/experience:

- Flexibility and the ability to work under pressure and on short timelines to carry out heavy workload.
- Independent decision making and problem solving skills required.
- Ability to maintain confidentiality, discretion and display ethical and professional behaviour in all aspects of the role
- Strong supervisory skills and diplomacy in dealing with issues and conflict/dispute resolution, converting adverse situations into opportunities
- Excellent interpersonal communication skills and strong written communication skills
- Ability to communicate and work collaboratively with employees at all levels of the Ministry, including the ability to negotiate, mediate and deal with conflict.
- Ability to solve problems and make informed decisions based upon consideration of a variety of perspectives and prioritizing
- Excellent time management and organizational skills and ability to establish work priorities, as the Business Coordinator is responsible for several functions that may place simultaneous demands on their time.
- Knowledge of accounting policies and procedures.
- In-depth knowledge of HR practices and procedures.
- Analytical skills are required to interpret legislation, collective agreements and do cost/benefit analysis.
- Extensive knowledge of software and computer programs is required. These include but are not limited to: Windows, MS Office (Outlook, Word, Excel,), TOI, Visio, LISA, CCD, IMAGIS, WORTS, Exclaim, and MyAgent.
- Relevant knowledge of office Equipment; such as the Telephone System, Fax Machine, Photocopier, Shredder, Scanner, Webcams/Office Communicator, Projectors, Laptop and Network Printers.
- Knowledge of a variety of Acts and Legislation, Policies and Procedures, Regulations and Agreements, such as the Freedom of Information and Individual Protection Act, Public Service Act, Human Resource Policies and Regulations, Collective Agreements, Records Management Policies and Occupational Health and Safety Regulations.
- The ability to identify and resolve issues affecting the region and the ability to communicate and perceive any potential problems to the Delivery Managers and/or Senior Managers.

Educational Requirements:

- This position requires a high school diploma with relevant courses and several years related progressive office administration experience including supervisory experience.
- Commissioner of Oaths.
- Expenditure Officer.

Primary Relationships/Contacts:

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]

| Clients | Frequency | Nature/Purpose of Contact |
|-------------------|-----------|-------------------------------|
| Director | Weekly | Overall operations/high level |
| Senior Managers | Daily | As a direct report |
| Delivery Managers | Daily | Day to day operations |
| Service Alberta | Weekly | Personnel/HR/IT/Vehicle |
| Finance Unit | Weekly | Budget projections |
| Supervisors | Weekly | Day to day operations |
| Infrastructure | Monthly | Accommodation |

| | | |
|-------------------|---------|------------------------------|
| Building Managers | Monthly | Accommodation issues/concern |
| Other Ministries | weekly | Shared space/consultation |
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| | | |

Organization Chart:

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]

Changes Since Last Review: (if applicable)

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

- Budget duties

Signatures:

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned [See the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]

Incumbent _____

Manager _____

Division Director/ADM _____

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 Human Services Human Resource office at 780-644-3798 or HS.JobEvaluation@gov.ab.ca.