

Update

Ministry

Energy and Minerals

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Facilities Coordinator

Current Class

Job Focus

Corporate Services

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

Ministry Services, Business Services, Site Services

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

2025-02-13

Responsibilities Added:

Responsibilities Removed:

Support for Minister/Deputy Minister in the Calgary office has been changed to reflect support on a cover-off basis only, if needed.

Job Purpose and Organizational Context

Why the job exists:

This position provides support to accommodations/facilities and other central administrative functions to ensure the smooth operations of the Energy and Minerals staff within Calgary and would support the Minister/Deputy Minister when in their Calgary offices during absences if required.

This position requires an understanding of government policy, standards and guidelines as it relates to daily accommodations, tenant improvements, telecommunications, surplus, security/access, equipment contracts, inventories, end-user support and on-boarding of new staff.

This position will provide support to the business continuity team, emergency response team and act as an Evacuation Warden for the floor in which position resides.

In addition, this position will provide basic support to Minister/Deputy Minister Calgary office as required, as well as, reception, mail, and revenue collection during peak times and or for cover-off as needed.

Responsibilities

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

Under the guidance of the Manager, this position will:

Provide daily accommodation services to support the Calgary office

- Build and maintain working relationships with department staff and cross-ministry/government stakeholders to improve knowledge networks and maintain operational and strategic awareness
- Ensure Manager is informed on issues affecting corporate space and operational business areas and work with them to develop options/alternatives/responses for consideration
- Manage equipment contracts for multi-function printers (MFP's).
- Address concerns for cleaning, HVAC, repairs, electrical/data, telecommunications, etc. using the appropriate platform, e.g. WORTS, Cafe Portal
- Coordinate surplus of furniture and equipment using the appropriate platform On-line Surplus Sales (OSSI)
- Provide end user support to staff, e.g. set-up of new equipment, printer access/set-up, boardroom and visitor office equipment, and telecomm training on features as needed
- Prepare documentation and provide an on-boarding orientation for new staff by providing a floor tour pointing out key office areas, their office/workstation, photo ID, IDisc access, boardroom bookings, standard building/office hours, purchasing process, mail & courier and introductions to key contacts.
- Maintain accurate inventories for telecom, IDisc access, furniture keys, parking and floor plans and ensure current
- Process requests to activate/deactivate IDisc access for new/current staff while maintaining security protocols
- Communicate to staff, as required, to address issues/concerns and provide updates on events and/or building notices that may impact them
- Conduct routine log-in to visitor offices, Minister/DM offices and meeting rooms to ensure systems remain online and updates occur in a timely manner
- Conduct routine floor inspections, identify hazards, and resolve to ensure space is maintained and safe

Tenant Improvements:

- Assist in the coordination of approved construction/renovation projects to ensure program area requirements are achieved
- Communicate timelines / schedules to staff to ensure objectives are met and minimize disruption
- Create WORTS (Work Order Request Tracking System) that identifies requirements and information provided by stakeholders
- Facilitate staff moves once location(s) identified and approvals granted and maintain floor plans

Other:

- Provide input to the ongoing development and maintenance of procedures manual and Process Model
- Provide support to business continuity team and maintain Process Assessment and Resumption Plan (PARP).
- Represent accommodations/facilities on the Emergency Response Team
- Act as an Evacuation Warden for the floor
- Identify the need and initiate development of new and/or revised procedures and standards to meet department and GoA standards.

- Attend and participate in team and branch meetings
- Communicate relevant information to Manager and staff in a timely manner
- Provide support to Reception, Mail and Revenue collection as required
- Provide cover-off support to Minister/Deputy Minister office by liaising with onsite ADMO office to ensure supports are met in a timely manner, if required

This position works 5 days per week in the office from 8:15 am to 4:30 pm. No flex time or hybrid arrangements available.

Other duties as may be required and identified by Manager, Site Services or management team.

Problem Solving

Typical problems solved:

- Handling requests promptly, courteously and with discretion, while maintaining high level of confidentiality
- Coordinating information and ensuring timely flow is achieved by following deadlines
- Conceptualize various accommodation needs and evaluate against available resources and capacity
- Applies initiative, technical, organization and interpersonal skills to ensure program requirements are met in a timely and efficient manner
- Looks at the "bigger picture" when competing interests which is vital to successful coordination and completion of the tasks and projects
- Advises internal stakeholders impacted by existing or new accommodation requirements in order to facilitate a good working relationship to address an areas requirements
- Fosters partnerships and joint initiatives with other GoA departments through collaborative efforts
- Requires personal initiative and self-direction - applying effective time-management, balancing priorities, and meeting deadlines
- Problem-solve, research, apply creativity when unforeseen changes in client/corporate requirements deviate from the original scope

Types of guidance available for problem solving:

Guidance provided by Manager, Site Services.

Guidance may come from Executive Assistant within the Assistant Deputy Minister's office when supporting Minister/Deputy Minister Calgary office during cover-off

Direct or indirect impacts of decisions:

All onsite business areas are directly impacted as this role shapes the physical space staff work in and ensures the functionality of the office to meet organizational objectives

This position is critical ensuring space and equipment is maintained to support the Minister/Deputy Minister when using their Calgary offices

Key Relationships

Major stakeholders and purpose of interactions:

Liaising with the on-site Assistant Deputy Ministers office and/or Minister/Deputy Minister offices to achieve results and outcomes as required

Interact with Manager and operational staff on a daily basis as part of a team and to receive specific direction

Division/Branch senior management and program staff a few times a week to provide and extract information pertaining to their accommodation and facility requirements

AB Infrastructure and sub-contractors (Edon Management) on a weekly and ad-hoc basis to plan and implement accommodation projects and to ensure end result meets GoA standards

Vendors/contractors on an ad-hoc basis on various projects, that may be internal or as a primary client contact for various services required

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Comprehension of government and departmental processes, standards, policies and procedures regarding government accommodation
- Strong interpersonal skills with a focus on client relationships
- A professional demeanour, an awareness of political sensitivities, effective communication (both verbally and written) with different levels of government and the private sector
- Proficiency in various software packages, including Microsoft Suite, Visio and SharePoint. Familiarity with in-house programs like 1GX, OPRA, OSSI, WORTs and CARS is an asset
- A willingness to provide a service excellence approach to delivering support. Strong organizational and time management skills with the ability to prioritize work independently

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"/>	Considers inter-relationships and emerging trends to attain goals: <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 	Expected to consider guidelines and processes to apply them against the business needs to drive a better working environment for all business areas.
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <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 	Look for improvements of internal processes and procedures they can administer. The position is expected to liaise with other colleagues to identify areas for improvements.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill:	Expected to communicate clearly and effectively with all team members

		<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 	and branches/divisions as required to achieve a common goal. Ability to recognize conflict and opportunities and communicate in a respectful manner.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <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 	Expected to focus on what is important and timelines while successfully managing multiple priorities by implementing follow-up mechanisms to ensure timely delivery and quality.

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.

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