

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Regional Business Supports		Name	
Position Number 50020024	Reports to Position No., Class & Level	Division, Branch/Unit North Region-Child Intervention Division	Ministry Children and Family Services
Present Class AS5		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Regional Business Administrator, this administrative role is responsible for supporting the Regional Business Support Functions in the North Region by providing high level administrative support to the office of the Executive Director, Directors, and the Regional Leadership Team.

Responsibilities include monitoring and reporting on overtime, budgets, forecasts, personnel/payroll, facilities management, telecommunications, fleet management, records management, purchasing, financial administration, inventory control and security. The position may support the management of the overall workload, supervision, personnel management, information, and policy maintenance/distribution. This role requires excellent knowledge of policies, procedures, and regulations to provide accurate interpretations and explanations to stakeholders. This position provides significantly complex administrative services/supports and must demonstrate a very professional, mature, and courteous manner always to ensure the best quality of service to all children and families, as well as all the regional staff. This is a highly complex position due to the wide range of programs involved, as well as the multiple worksites in the region. This position may support key regional activities such as Business Continuity, facility emergency response plans, and occupational health and safety and after-hours service coordination.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Monitor annual budget & expenditures, ensuring compliance with Financial Policies & Procedures and compliance with annual allotted budget.

Budgets and Monitoring

- Provide support to the supervision of all audited worksite Electronic Production System (EPS) reports monthly for Bell, Telus, Telus Wireless, and JPL Leasing costs and ensure correction of any discrepancies. Identify concerns to Regional Business Administrator.
- Support for monitoring of office and program expenditure patterns and compiles information on budget matters as requested. Identifies discrepancies for a budget consisting of Manpower/Supplies/Services and Program Costs.
- Soliciting input from program units where expenditures vary from month to month for problem resolution.
- Support to evaluating cost implications of program decisions, tracks and reconciles with monthly expenditure reports.
- Support to ensuring segregation of duties, establishment of audit trails and internal controls. Conducts random audits of financial documents to ensure compliance with policies, procedures, and regulations.
- Develops and maintains various costing mechanisms to assist with asset control. (Vehicle maintenance supply and service logs, etc.)

Departmental Accounts Payable System/Contracts Supervision (payments release)

- Responsible for supervisory control, approval, and release of all expenditures through CYFS/CMAS by assessing and reviewing invoices and contracts to ensure adherence to policies and procedures.
- Provide advice and training to the CYFS and CMAS operators on financial policies and procedures and assist them in interpretations. Return any discrepancies to operators for corrections. Maintain contact with Regional Office and ACSC to ensure consistent interpretation of policy.

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- Provides advice and support to Expenditure Officers in their performance of their role to ensure compliance with the Financial Administration Act (FAA).
- Requires extensive knowledge of the CYFS system, knowledge of financial practices, financial policies and procedures and the Fee for Service Guidelines.
- Ensures that sound financial practices are followed and advise Manager of problems encountered.
- Assists both internal Ministry auditors and the Auditor General during on-site financial audits.
- Trains operators when required.
- Acts as liaison with any vendors/suppliers who require more information or details on the financial process.

Human Resources/Personnel

- Assists when required in the recruitment of administrative positions, including interviewing, reference checks, etc.
- Orientates new employees on administrative and office procedures. Train employees on computer and office equipment usage.
- In consultation with the RBA, prepares staffing requests for the unit and forwards to Workforce Operations for approval.
- Assist with the regional tracking of staff overtime, absences, and vacations.
- Awareness of concerning issues relating to the Master Agreement interpretation, payroll, pensions, benefit packages and all other personnel related inquires always maintaining confidentiality.
- Awareness of the process for employee delegations. When required, assist with the preparation of documents.

Administration

- Provides administrative support for the regional Directors/Executive Director, managers, and supervisors as required.
- May participate as an active member of the regional Management Team and assists with any implementations requested.
- Updates and maintains information lists such as telephone lists and employee emergency phone lists.
- Recommends and implements changes to reflect improvement in development and delivery of various systems and methods practiced in the region.
- Recognizes the need for changes in procedures and/or the delivery of administrative functions, which impact the organization. Implements any changes to office procedures or practices.
- Prepare meeting packages, send out agendas, records and distributes minutes for a variety of meetings as required.
- Responsible for maintaining the North Region and Director On-call schedules. Sending notifications to the Region and CIIRT as necessary.
- Responding to all North Region FOIP requests. Notifying ATLs and ensuring they are completed within deadlines.
- Preparation of the Executive Director expense claims in 1GX ensuring governing financial policies and procedures are adhered to.
- Maintain multiple GOA distribution lists.
- Responsible for maintaining the North Region Overtime Tracker.
- Conducts an annual inventory of any supplies or equipment that needs to be sent to surplus.
- Regional oversight of all necessary equipment needed for office is acquired.
- Responsible for the maintenance of RBA SharePoint site including filing and archiving of Administrative Records, ensures that staff are trained on Records Management System Policy & Procedures. Oversee vehicle coordination, ensuring regular maintenance checks are performed so that the vehicles are safe for staff to drive and transport children.
- Ensure reconciliation is completed monthly by vehicle coordinator and review for any errors in charges against the vehicles.
- Prepare meeting packages, send out agendas, records and distributes minutes for a variety of meetings as required.
- Conducts assessments of staff needs regarding ergonomic work environments, safety issues, health needs, etc.
- Regional oversight of the maintenance of First Aid kits and ensures there are staff on site trained to administer First Aid.
- Ensures that staff in the region are advised of evacuation procedures.
- Coordinates travel and accommodation requests as required.

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- Responsible for maintaining the North Region and Director On-call schedules. Sending notifications to the Region and CIIRT as necessary.
- Monitor and responding to all North Region FOIP requests. Notifying ATLs and ensuring they are completed within deadlines.
- Preparation of the Executive Director expense claims in 1GX ensuring governing financial policies and procedures are adhered to.

Facility Management and Accommodations

- Assists in determining space requirements for worksite offices and work with Infrastructure and the site leadership to develop plans to meet needs.
- Assist with developing space layouts to accommodate relocation of staff, furniture equipment, electrical outlets, telephone jacks, and computer outlets for general office moves within existing space in consultation with leadership.
- In consultation with leadership, may be required to access services of moving company, telephone company, electrical or general contractors. Ensuring building management works within set timelines and fee guidelines where applicable.
- Maintains working system of security access to the buildings.
- Tracks Regional WORTS and service requests for wiring, movement of furniture etc. through Property Management.

Purchasing and Inventory Control

- Provides recommendations to leadership regarding major purchases/leases and performs cost and quality comparisons necessary to provide appropriate recommendations.
- Ensures appropriate guidelines are followed when any purchase is made with either on-line purchasing, or direct billed. Ensures proper expenditure officer signatures are received prior to ordering and proper payment structure is followed and that all purchases are in accordance with regional policies and procedures.
- Data enters orders on-line with the appropriate vendor through the Internet.
- Regional Inventory equipment and fixed assets control.

Telecommunications

- Supports the RBA with ordering and repairs for through BERNIE for telecommunication requirements.
- Support regional review of EPS payment system and monitoring of monthly reports.

Supervision

This position provides liaison and support to the Director/Executive Directors and Regional Administrative staff who:

- Supervision of administrative support positions that perform a wide variety of complex duties when required such as CYFS, RCD, Fee for Service Contracts, Reception, Case Management, Family Enhancement, and Records Management for all program areas.
- Support and completion of all performance appraisals, standards, and objectives, delegating and planning assignments, preparation/organizing various schedules.
- Advises the team of any personnel policies, procedures, and requirements as per the Master Agreement.
- Orientates all new administrative staff on administrative and office policies and procedures.
- Assigns work to ensure continuity of workflow.
- Provides training and development to enhance employee competencies.
- Ensures random audits of files are completed.
- Addresses any work performances or discipline issues that arise in the team effectively in consultation with the Manager.
- One to one supervision.
- Communicates relevant information on policy and procedure and/or system changes to staff.
- Ensures proper job descriptions are in place and kept up to date.
- Acts as liaison between RBA and support staff,

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- Establishes standards and goals for administrative staff.
- Assesses unit requirements, including staffing, reassignments, training etc.
- Exercises full confidentiality at all times
- Ensures that direct supervision is provided to all administrative staff at the worksite.

Information Technology

- Extensive knowledge of all IT systems in Children and Family Services: CICIO, CYFS/CMAS (Accounts Payable System), CYIM, 1GX, BERNIE and ARIBA
- Extensive knowledge of Microsoft Office M365 Suite, SharePoint, and TEAMS,
- Provides instruction and assistance in above systems for all staff when required.
- Ability to quickly learn and instruct others in the use of new software programs.
- Working knowledge of network systems etc. and the ability to set up computers and connect / setup printers.
- Provide worksite support for troubleshooting / problem solving of IT problems as required.
- Ability to provide ad hoc reports for various programs such legal permanency, Indigenous children in care, group care etc.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge:

- Sound working knowledge in Ministry GoA financial policies and procedures (Fee for Service Guidelines)
- Sound working knowledge of administrative policies and procedures within a worksite.
- Expenditure Office Authority knowledge to accommodate worksite and/or client expenses.
- Applicable current legislation (Master and Collective Agreements, FOIP, OHS, Child/Youth & Family Enhancement Act)
- GoA and Ministry administrative and financial policies, processes, standards, and guidelines
- In-depth working knowledge of Ministry information and financial payment systems including but not limited to: CYFS/CMAS/CICIO/CYIM/Expense Claims/BERNIE/EPS/Info Mart/1GX)
- Applicable business and operational priorities and goals of the office/region
- Working knowledge of other regional programs and service providers and community resources.
- Provincial file standards when creating, opening, closing, transferring, and accepting files.
- Cultural sensitivity and awareness of multicultural protocols.

Skills and Abilities

- Leadership and supervisory skills, including team building, motivation, and coaching.
- Well-developed communication and interpersonal skills, written and spoken.
- Conflict resolution mediation, negotiation, analytical and problem solving.
- Sensitivity to diversity in the workplace
- Ability to work in a fast-paced environment.
- Keen attention to detail
- Well-developed keyboarding and data entry skills.
- Ability to work independently within existing policy and process, using sound judgement to determine the best path forward among various options
- Excellent time management – ability to adapt to change and shifting priorities.
- Ability to navigate and extract pertinent information from multiple Government systems.
- Ability to maintain confidentiality and ethical behavior.
- Proficient in computerized information systems and Microsoft Office products

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Education and Experience:

- Minimum recruitment standards of high school diploma and 3 years related experience. Directly related experience or education considered on the basis of one year of experience for one year of education or one year of education for one year of experience.
- Post secondary schooling is an asset.

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
Internal Teams Associate Directors Executive Director Worksite Managers Corporate Services	Daily Daily/Weekly Daily/Weekly As Required As Required	<ul style="list-style-type: none"> • provides updates and reports on administration functions; raise awareness to opportunities for administrative improvements. • Provide support. • Provide support. • Provide support. • Provide support.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Administrative support staff – whomever 1GX associates the cascading of administrative positions

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

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

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 Writing Guide **Page 16**)

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date