

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This position support the work of the Communicable Disease Control Branch (specifically the financial coordinator and the provincial vaccine depot). Duties include a wide variety of administrative functions. These include bring a liaison with various senior level internal and external stakeholders to support scheduling, handling sensitive confidential health information, drafting various documents, IGX human resource and financial functions, managing shared team inbox's to support timely responses to health professionals, and reviewing and routing Action Requests.

Responsibilities

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

Correspondence/Reports

- ▶ Compose and/or assist the Executive Director with correspondence and reports as required, meet specific formatting guidelines.
- ▶ Edit reports as required for presentations, meetings and correspondence for internal and external stakeholders.
- ▶ Assist in prioritization and preparation of meetings for the Executive Director (assemble relevant correspondence, agendas, etc.)

Financial Support

- ▶ Reviews invoices and completes supporting IGX processes.
- ▶ Organize/maintain files using RIMHub for the purpose of ensuring organized access to necessary archived files.

Committee/Working Group Support

- ▶ Assist with the establishment of various internal department working groups and external meetings as required.
- ▶ Schedule committee and working group meetings. Organize travel arrangements, accommodations and hosting as required.
- ▶ Ensure that Agendas and back-up material are provided for meetings as per directions.
- ▶ Minute-taking (most often requiring documentation of highly technical information).
- ▶ Liaison for the Assistant Deputy Minister's office, ensuring all Ministerial requests are handled in a professional and timely manner.

Human Resource/Pay and Benefits Support/IGX

- ▶ Act as the Worksite Contact for the CDC Branch. Provide guidance with IGX processes.
- ▶ Complete new hire/termination processes with accuracy, adhering to the strict timelines involved.
- ▶ Act as a liaison with the Directors and Managers as required.
- ▶ Support the achievement of deliverables of the Human Resource Plan (ensure that orientation of new employees is completed, ensure that performance management processes are undertaken, etc.).
- ▶ Identify computer program access requirements and complete Service Requests for computer set-up for all new hires and terminations.
- ▶ Organize the preparation for new employee commencement, including setting up employee with Security ID Card access.
- ▶ Act as liaison between the employees, Human Resources and Pay and Benefits.

General Administration

- ▶ Prepare various Word, Excel, Access, Visio, PowerPoint documents and presentations.
- ▶ Order office supplies and supplies needed for the operations of the provincial vaccine depot.
- ▶ Arrange meetings, prepare agendas, book venues and minute-taking for various meetings.
- ▶ Responsible for the Executive Director's calendar by liaising with internal and external stakeholders.
- ▶ Make travel and accommodation arrangements as necessary.
- ▶ Ensure proper routing of documents (i.e. contracts, distribute/review/edit Action Requests appropriately)
- ▶ Provide input for cover-off duties for the financial coordinator, and other admin branch roles within the division in a professional and timely manner.

Problem Solving

Typical problems solved:

The CDC Branch receives multiple ARs on a daily basis. ARs need to meet ADM / MCU timelines. ARs need to be assigned to the appropriate Team and tracked to ensure timely completion.

Booking of meetings requires coordination of internal and external stakeholders to find the most appropriate time for all staff involved.

IGX support to support human resources and invoice processes.

Ordering supplies to support both policy and operations teams for multiple sites (e.g., downtown, provincial vaccine depot).

Types of guidance available for problem solving:

Public Health ADM Office staff can provide guidance re ARs and ABCs as well as other correspondence requests. Human Resource (HR) contacts are available to provide guidance re HR questions or concerns as well as for IGX. BERNIE self-serve requests inquires through the IT Service Desk.

Direct or indirect impacts of decisions:

ARs and ABCs do not meet the timelines set out by ADMO or MCU, respondent does not receive their correspondence in a timely manner.

HR issues are not resolved.

Invoices are not paid in a timely manner.

Key Relationships

Major stakeholders and purpose of interactions:

- Act as an administrative resource for the Executive Director, Directors and Managers and the CDC Branch staff.
- Division administrative support employees - to exchange information and resolve problems.
- Department Executive Assistants - to exchange information, resolve problems, determine course of action.
- Directors, Managers and Nurse Consultants - to exchange information, resolve problems (related to administrative

support/questions).

- Interpersonal stakeholder contact with colleagues, superiors and clients. These contacts may be internal and/or external to the Department.

External:

- Alberta Health Services stakeholder contacts on behalf of the Executive Director - to exchange information
- Internal and External Stakeholder working groups on behalf of the Executive Director - to exchange information.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Knowledge

- › FOIP
- › Understanding of financial policies and procedures
- › Project management principals
- › Alberta Health and Wellness standards for written reports/correspondence
- › Current Microsoft software packages (Word, Excel, PowerPoint, Outlook, Visio, Teams)
- › Action Request Tracking System, Integrated Recorded Information Management System, Desktop Service Request Tracking System (BERNIE / ServiceNow)
- › IGX
- › Policies and Procedures with respect to Human Resources
- › Medical terminology

Skills

- › Ability to use electronic mail for internal and external communication.
- › Excellent interpersonal and verbal communication skills with an emphasis on client service and teamwork.
- › Strong organizational and time management skills with the ability to prioritize and meet deadlines.
- › Ability to handle pressure and work with minimal supervision in a team environment and independently resolve day-to-day operational issues.
- › Sound judgment and ability to make well-informed decisions.
- › Professional and diplomatic approach to providing information and solving problems. Ability to retain confidential/sensitive information.
- › Flexibility and adaptability to sudden unexpected changes.

Behavioural Competencies

- › Continuous Improvement/Adaptability.
 - Create innovative approaches to solving programs and does so within standard procedures.
 - Assist administrative staff with worksite challenges/issues and offering solutions for resolution.
 - Step into co-worker's tasks when needed or required.
 - Continuously assess business processes with the goal of improving overall internal and external customer service.
 - Constantly seek to improve current job processes in all areas of the position duties.
 - Create templates for accurate and timely management of daily tasks, enabling specific tasks to be completed as quickly and accurately as possible.
- › Performance Productivity and Planning
 - Plan effectively for a series of work tasks.
 - Work with minimal supervision.
 - Produce a high standard of work.
- › Communications
 - Share information with colleagues in other branches.
 - Seek to understand other's perspectives and issues and obtain information needed for administrative purposes.
- › Organizational Awareness
 - Learn what is required to do the job.
 - Develop knowledge of knowing who to ask for information required in effective branch operations.
 - Understand the role of one's own position in the branch, division, and department.

- Problem-Solving and Judgment
 - Break problems/situations down into simple components.
 - Identify simple links and the relationship between components of a problem/situation.
- Decision-making/Results Oriented
 - Define the problem and solution thoroughly and accurately.
 - Make decisions that are sound, have a lasting impact and integrate common sense.
 - Perform daily tasks to meet established standards.
 - Know and understand relevant goals for own role.
 - Follow through in ensuring duties and tasks are completed effectively.
- Interpersonal/Team Orientation
 - As a member of the team, keeps other team members informed and up-to-date.
 - Value the opportunity to identify common objectives.
 - Respect others and is actively interested in the opinions/ideas of others and helps build on these ideas.
 - Share all relevant or useful information as required.
- Relationship Building
 - Build relationships with clients, stakeholders, staff and colleagues, by following through on commitments, respect confidentiality, and demonstrate an interest in their work related issues and activities.
- Self-Management
 - Acknowledge areas where expectations about own service delivery performance or interpersonal interactions are not met.
 - Positively accept constructive feedback.

Formal Education/Courses

- Grade 12 Diploma and/or Business Certificate/Diploma.
- Secretarial training, including minute taking courses, GoA administrative processes.

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 	
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	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	
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 	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	
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: <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 	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing	

	<p>opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	
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Benchmarks

List 1-2 potential comparable Government of Alberta:

Most administrative assistants to Executive Directors have the same classification and position duties.

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	
		
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature