Update

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

███████████████████████

Position Name (30 characters)

Exec. Correspondence Support

Current Class

Executive Support 2

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

██████████████████████████████   ☐ 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

2025-06-05

██
██
██
██

Responsibilities Removed:

None.

Job Purpose and Organizational Context

Why the job exists:

Reporting directly to the MCU manager and working closely with the staff members in the MO, DMO, and ADMO, the ECS position provides leadership and assists in the day-to-day operations by coordinating and managing a variety of executive support-level operations.

Responsibilities

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

This position is responsible for the coordination and hard copy assembling of ministerial and deputy-level document sets flowing through the department's Action Request Tracking System (ARTS). This encompasses the creation, monitoring, extending, and follow-up on documents flowing in and outside of the ARTS process. The position also compiles and summarizes background materials, and reviews, clarifies, and determines the action required for all incoming correspondence/instructions and their subsequent required responsive documents, such as briefing notes, memorandums, letters/emails, official documents, - inclusive of document sets intended for review and approval by committees of cabinet. The ECS position also acts as a resource to other staff members within the ministry (issues managers, executive assistants, legal assistants, and administrative support staff) by providing advice, direction, and assistance pertaining to specific ARs, ARTS processes generally, and on standard writing/style requirements as referenced in the MCU's process and correspondence style-specific notes and manuals.

Problem Solving

Typical problems solved:

Minister's staff members check in with the ECS staff members multiple times per day to request assistance in determining the appropriate action on the management of a variety of incoming correspondence and/or requests that may not even be affiliated with the department of Justice. The ECS reviews, researches, may consult internally and/or cross-ministry, and will eventually advise the Minister's staff member on how to proceed forward. As noted in the previous section, the ECS position also works cooperatively with or provides guidance to the staff members in within the DMO/MCU and the department's ADMOs. Examples of advice and assistance regularly communicated includes:
 - appropriate use of the ministry's document naming convention,
- how to determine what is date sensitive or urgent and to properly capture that information in the electronic and hard copy AR package,
- how to run and save reports to track timelines/due dates,
- consultation with the Alberta Crown Prosecution Service (ACPS) ADM issues manager on assignment of ACPS-related ARs in keeping with special-established protocols to adhere to ensuring there is no perceived political interference,
- appropriate selection and application of due dates as applicable to known hard deadlines,
- selection of the correct template(s),
- clarification on the overall expectation of the AR,
- the investigation of and instruction relative to version control issues,

- management of correspondents that may be deemed as more complex in nature by government's PSIO,
- the determination of next steps for an AR, and
- initial review and determination the management of an AR, which is inclusive of but not limited to:
    - advising the MO of the requirement to redirect the AR to a different ministry,
    - identification of when cross-ministry and/or cross divisional input is needed, along with providing guidance and notice to the appropriate staff members to ensure next steps are taken and all loops are closed and recorded accordingly.

Types of guidance available for problem solving:

The ECS position will seek advice from the MCU team (MCU manager, writer/editors, or ECS cohort colleague) as required on complex matters. Collaboration is encouraged; however, the ECS position manages their role-specific tasks independently with little to no supervision.

Direct or indirect impacts of decisions:

The impact of action taken, decisions made, and direction provided by the ECS position directly impacts the quality and timely submission of ministerial and deputy-level documents flowing through ARTS for review and approval by the Justice DM and Minister. Many of the documents progressed through the MCU may also be subsequently submitted for receipt, review, and/or approval by the Premier, Executive Council, other provincial Ministers of the Crown, Members of the Legislative Assembly of Alberta (MLA)'s, cross-ministry Deputy Ministers,cross-jurisdictional Ministers, federal Ministers, Municipal elected officials, stakeholders, and members of the public.

Key Relationships

Major stakeholders and purpose of interactions:

Major stakeholders include staff members in the MO, DMO, and ADMO, cross-ministry MCUs, and divisions and branches within the Ministry of Justice - as well as, members of the public. Communication with these staff members occur multiple times per day. This contact directly impacts the quality and timeliness of work coming forward for review and approval of the Minister and Deputy Minister of Justice. Delays in the submission of this work in its best presentation could negatively impact other intended recipients - those already identified in the section above titled: "Direct or indirect impacts of decisions".

Required Education, Experience and Technical Competencies

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

If other, specify:

Other as specified below.

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

High School Diploma and four years of related administrative/executive experience is required. A business administration diploma would be considered an asset as well as a working knowledge of 1GX, ARTS, TEAMS, WORD, Excel, Outlook, ADOBE.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	Examples: - **Letter writing campaigns.**The ECS reviews the incoming correspondence, researches previous examples of letter writing campaigns, and collaborates with others to develop a go-forward plan that would track the trending topic in a

			consistent manner, manage the approval of a standard response, and progress the approved response to distribution. This type of task requires the collaboration of all involved parties (MO, DMO, MCU, ADMOs, Communications, and divisional staff). This is a shared responsibility with one of the MCU writer/ editors at the PS3 level.
			- Provincial Security Intelligence Office (PSIO): The ECS, spearheads the management and coordination of a possible complex clients (e.g. completes an initial review and investigation, initiates review of the PSIO, coordinates an electronic profile, closes the loop with involved parties, and initiates a coordinated go-forward plan to ensure consistency in the management of future correspondence from a correspondent identified as being more complex in nature.
			- Version control: The ECS regularly monitors and identifies version-control issues that occur when staff members within the ministry deviate from established protocols. The ECS proactively investigates the matter and connects with the involved staff member(s) (all levels of staff in the MO, DMO, ADMO, and divisions) to explain the findings and educate the staff member(s) on how to

			prevent similar occurrences from repeating in the future.
			- **General public**: The ECS takes initiative to contact members of the general public to acquire more information about their concern when sufficient details were not captured during the initial point of contact. Depending on the conversations held, the ECS may also draft/ complete an initial telephone action request (TAR) form that will eventually be received and reviewed by the initiating office (e.g., MO and/or DMO). This is a shared responsibility with all MCU team members and is only elevated past the ECS as a result of workload distribution (e.g., every task is managed by the MCU staff member with the greatest capacity to take on additional workload if capacity is limited at the ECS level in real time.
			- **Initial review:** The ECS completes the initial review of incoming correspondence and/or instructional emails and independently decides how to advance the initiative/ask. This initial review and assessment cannot be understated as it requires a broad understanding of the business of all divisions within Justice, a general understanding of the business of ministries across government, as well as what is appropriate for

			progressing through Justice ARTS and/or for consideration of redirection elsewhere.
			- <u>Final review:</u> 1) Given the amount of workload and urgency in which edits and revisions occur as a result of changes in direction at any level (MO, DMO/MCU, ADMO, and Premier and Executive Council) and/or the regular review/ editing process, the ECS reviews the final document set, prior to proceeding with next steps. Often, the ECS will catch errors that were overlooked through every stage of review and approval and will correct the issue or bring it to the MCU manager's attention.
			2) The ECS reviews all reply-direct and TAR summary ARs that are completed by the division and submitted for ministerial or deputy-level review prior to closure. On occasion, the ECS finds errors made by the ADMO and returns the AR for correction - explaining what needs to be corrected prior to resubmission to the MCU for returning to the Minister's or Deputy Minister's offices based on which office initiated the AR.
			3) The ECS uses sound judgment on when to further engage Minister's office on the need to acquire Minister's signature on particular briefing material. For

| | | | example, the ECS reviews unsigned material and determines whether the lack of Minister's signature on any particular document is acceptable, based on subsequent action taken by Minister and/or the Minister's staff. For example, the signature on the briefing note may be purely administrative if Minister already progressed the only direction as recommended in the briefing note, such as signing and sending a letter that was recommended for signing and sending in the briefing note. Alternatively, a signature may still be required to support additional decisions in the briefing that may be over-and-above the progression of any subsequent material.

- **Competing priorities**: An understanding of the types of documents being handled and when the management of a particular document set should be prioritized over another, is something that the ECS does independently multiple times throughout their workday. More often than not, ARs are assigned to the DMO/MCU without the appropriate coding/ flagging of time sensitivities and may be labeled and assembled incorrectly in ARTS and/ or might even be incomplete (missing required documents). Following review of the incoming documentation |
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			and the assessment of the actual urgency, the ECS will take the initiative to correct the errors themselves, prior to submitting the AR package/document set to the MCU manager and closing the loop with the ADMO. Time permitting, the ECS will walk the submitting-office's staff member through all required steps in which to teach them how to correct their document sets, prior to submission to the MCU, to help with adherence to the documents standards established in the Ministry of Justice.
			- **Response to all oddball requests:** Because the ECS operates at an advanced level and is involved in ARs ministry-wide as well as liaisons with Minister's staff on matters over and above Justice [e.g., may provide advice as to the proper management of constituency-related material, non-justice government initiatives, and matters applicable to Premier's Correspondence Unit (PCU)], staff within the ministry at every level reach out to the ECS as a first point of contact. In the rare occasion when the ECS may not able to address/resolve an issue - one that is usually beyond their scope of regular day-to-day tasks, the ECS may then refer the matter to the appropriate office and/or defer to the MCU manager.

			It is imperative that an ECS in an MCU be able to think critically and problem solve independently task-by-task. The ECS assists/ mentors other staff (ministry-wide) in meeting the ministry's standards for AR work and ensures work flows efficiently through all levels of approvals right through to completion. The ECS in an MCU has a unique role whereby they are a key part in ensuring all steps for the complete life cycle of an AR is met - versus merely participating in a small portion of work involving an AR.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

A comparable EAS benchmark would be the excluded administrative support benchmark evaluation - 312ES01.

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.