

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Office Administrator

Current Class

Administrative Support 5

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

CRSS, Strategic Policy, Education and Innovation

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, SPEI

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-03-10

Responsibilities Added:

Service Alberta and Red Tape Reduction Appeal Board administration support - ensuring appeal board members appointed to an appeal are electronically provided with the required documentation and legislation, reviewing claims for remuneration and adherence to GoA requirements, and providing monthly tracking and reporting of appeal board status, including expenditures on honoraria.

Responsibilities Removed:

This position was transferred from Shared Services to Strategic Policy, Education and Innovation (Consumer Services) and reporting levels have changed to Director (SM2) level rather than reporting to an Executive Director (EM1). No job responsibilities have been removed.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Strategic Policy, Education and Innovation (SPEI), the Office Administrator provides administrative services to the Director, Manager and professional staff. This ensures that the SPEI staff are appropriately supported. This position is responsible for the day to day administrative requirements of SPEI, appeal board administration support including reviewing the accuracy and

completeness of invoices and honorarium claims prior to Director's approval, management of SharePoint Online for policy projects, education, and HR confidential information, project assistance for SPEI, and action request coordination. The position also supports the Director with budgeting and forecasting for the SPEI Unit.

Responsibilities

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

Provide high level technical and administrative support to the SPEI Director, Manager and professional team:

- preparing letters, memos and reports, documents, and tables
- review incoming correspondence, prioritize issues and take appropriate action through assigning tasks, and bringing items of concern to the Director's attention
- developing and maintaining tracking spreadsheets
- prepare and assemble reports, power point presentations, charts and graphs as needed
- scheduling meetings, booking travel arrangements, rental vehicles, catering and meeting rooms when required
- maintain the Director's calendar and schedule
- maintain records in conjunction with FOIP, working files and electronically stored information
- prepare meeting materials, take minutes and distribute documents for branch meetings
- draft routine responses and correspondence for Director, including emails, letters or memos
- provide liaison and contact with staff in other departments and Assistant Deputy Minister's office
- review, process and keep records of staffing requests and staff/contact list

Financial Management and Procurement activities:

- review incoming invoices and honorarium claims requiring Director's approval.
- review expenditure reports requiring Director approval, and advise Finance of any discrepancies and work with Finance to resolve.
- review invoices for telephone long distance charges, telephone and rental charges, and cell phone charges, and resolve any discrepancies or errors
- review incoming expense claims as a proxy for Director
- prepare budget and forecast for Director's office
- order maintenance of office equipment, and manage equipment repairs, purchases and lease
- monitor and order office supplies using the government procurement card
- verify procurement card purchases in 1GX

Appeal Board Administration Support:

- liaise with potential chairs and panel members regarding availability, willingness, and confirmation of no conflict of interest, to sit on appeal boards
- review claims for remuneration to ensure they comply with the O.C. requirements and Consumer Services Appeal Board Remuneration policy
- review travel and accommodation claims and ensuring they are in compliance with the GoA Travel, Meal and Hospitality Expenses directive
- provide monthly reporting of appeal board statuses to Director/Executive Director
- track active appeals to ensure appeal board decisions are received within required time frames, and follow-up with appeal board chairs as needed
- submit appeal board decisions for posting online

Establish and maintain SharePoint Online (SPO) site for SPEI:

- establish and maintain SPO design
- establish and implement standards for SPO document meta-data (document categories, types and other descriptors) needed to aid in document classification, collaboration and retrieval
- establish and maintain library permissions, security and access groups and ensure confidentiality of restricted pages and documents
- ensure appropriate delegations of specific documents/pages/and site management to SPO stewards (director's, managers, professional staff).

- train new staff, managers, and director's on SPO usage
- liaise with information technology as needed to ensure site is managed effectively and to resolve any issues
- act as primary owner for SPEI SPO

SPEI Project Assistance:

- assist Director, Manager and professional staff with special projects and branch wide activities
- coordination of tasks as needed
- developing, assembling, updating and maintaining communications
- maintaining project libraries
- editing and proofing final documentation

Action Request Coordination (ARs):

- review AR's assigned and determine the appropriate individual responsible for preparing the response
- track status of written responses and ensure they are prepared accurately and in accordance with ministerial guidelines
- prioritize and track the circulation of all ministerial and executive requests
- maintain communication with Director, Executive Director and ADM's offices to ensure deadlines are met.
- follow-up as directed by management with ADM office for clarification of requests
- communicate templates, correspondence or guidelines standard changes to branch staff in a timely manner

SPEI Contract Administration:

- review incoming contract documentation (briefing, contract summary routing form, contract, RFP, successful proposal, evaluation plan, legal review comments, amendment, evaluation summary, etc.) for accuracy and completeness of submission
- look up vendor in 1GX and complete contract summary routing form
- submit and request approval of Director
- oversee and track submission to ADM, Contract Management Unit and SARTR executive committee
- maintain official contract files, ensuring files are fully compliant with SARTR policies and procedures and compliant with audit requirements
- oversee work of contract managers to ensure files contain vendor's insurance records
- maintain list of contracts and contracting actions

Other Duties:

- act as the Wireless Account Authorization Coordinator (WAAC), responsible for ordering new phones (desk or cellular) and accessories
- provide backup support for Executive Director and ADM office in the absence of executive support

Problem Solving

Typical problems solved:

- position works independently within established guidelines and organizes day to day work
- the Office Administrator is relied upon to ensure the smooth functioning of the SPEI unit, providing the tools and services management and staff need to fulfil their functions
- the position is expected to understand and adhere to established GoA, departmental and branch policies and processes, policy directives and guidelines, and must exercise good judgement in applying these guidelines.
- this position is responsible to engage with Finance about issues with submission of financial information in 1GX, including invoicing, honorarium claims, and resolving problems relating to branch SharePoint site, in a timely manner.
- incumbent must have the ability to establish priorities and meet tight deadlines
- duties must be performed with accuracy, using tact and diplomacy and with little supervision

Types of guidance available for problem solving:

Policy directives, procedure manuals, 1GX guides, engaging with Finance, Director/Manager or professional

staff as appropriate.

Direct or indirect impacts of decisions:

Decisions relating to accuracy of entries for financial information and invoicing into 1GX could result in non-payment to vendors. Initial honoraria claim reviews must be completed with accuracy prior to obtaining Director approval.

Key Relationships

Major stakeholders and purpose of interactions:

This position is required to liaise with internal stakeholders including Executive Director's Office, Director, Managers, Professional and Administrative Support Staff, Assistant Deputy Minister's Office, Deputy Minister's Office, IT, and Finance. External stakeholders include contract vendors and appeal board chairs and members.

Required Education, Experience and Technical Competencies

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

If other, specify:

Three years of progressively related administrative experience

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

Expert knowledge of Microsoft applications including Outlook, Excel, Word, PowerPoint and SharePoint.
Knowledge of Minister/Deputy Minister writing guidelines
Good knowledge of government records retention and information management policies and systems
Experience using the Action Request Tracking system (ARTS)
Experience with 1GX and financial transactions and invoice processing
Must have exceptional organizational skills and time management skills
Good writing and grammar skills in order to edit and format various types of documents
Good written and verbal communication skills
Good typing skills

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 | | |
| Creative Problem Solving | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none">• Breaks down problems into small parts• Constructively questions and challenges the norm• Open to other's perspectives and aware of own• Contributes ideas for improving processes, and adapts existing practice to address problems | - The Office Administrator will apply this competency when problem solving various operational, logistical, and administrative challenges facing the unit and branch. |
| 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 | - The Office Administrator will apply this competency when adapting to new |

| | | | |
|----------------------------------|--|--|---|
| | | improve work processes <ul style="list-style-type: none"> • 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 | processes and technologies, for example 1GX and related systems, and SharePoint Online. |
| Systems Thinking | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Observes and understands larger impact of role: <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders | - The Office Administrator will apply this competency through understanding how the SPEI Unit and Consumer Services Branch fit into the larger divisional, ministry, and GOA context, and adjusting work processes accordingly. |
| Build Collaborative Environments | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Works in an open honest manner with colleagues: <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations | - The Office Administrator will apply this competency when working collaboratively with other units and branches, as well as ADMO and DMO, in order to foster and maintain positive working relationships. |

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Comparable benchmark: 015AS08 - Office Administrator

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

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