

Working Title Administrative Support	Name
--	------

Position Number	Reports to Position No., Class & Level Senior Probation Officer - CSW 3 / Manager - M2	Division, Branch/Unit Correctional Services Division Community Corrections & Release Program Branch	Ministry Alberta Justice and Solicitor General
-----------------	--	---	--

Present Classification Administrative Support 4	Requested Classification
---	--------------------------

Dept ID	Program Code 34010	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 [Section 2.3](#)).

This is a senior administrative support position, which may have supervisory responsibilities. Ensure that administrative and office support services are provided to the Community Corrections Office in a professional manner. This includes inventory control, compilation of month-end financial reports and statistics, maintaining systems to monitor budget and purchasing control, typing confidential documents of a sensitive nature, computer Site Coordinator and other complex work.

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- Reception**
- Responsible for telephone and in person reception. Answering telephone inquiries including computer searches, accurately screening and directing calls, and taking messages for assigned officers.
 - As required, have clients fill out the applicable office reporting form.
 - As required, book appointments for clients on Probation Officer’s behalf in their absence.
- Administrative**
- Prepare a variety of time sensitive, confidential documents, routine correspondence and related documents relative to the probation office, which includes Court ordered reports.
 - As required, compose correspondence for the Manager, Senior Probation Officer or Probation Officers for his/her signature.
 - Respond to a variety of requests to provide information to the Manager or Senior Probation Officer.
 - Attend office/District meetings. When required take minutes and transpose them.
 - Liaise with service providers as required (i.e. Xerox, Pitney Bowes, Bell, Telus) to request service and resolve issues.
 - This position maintains and updates all Policy and Procedures manuals ensuring accuracy.
 - As required, maintain a Bring Forward System for the Manager or Senior Probation Officer.
 - Responsible for records management maintaining a filing system to ensure files are stored and transferred off site using the IRIS computer system (Inactive Records Information System) according to Records Management Schedules.
 - Research FOIP requests in a timely manner and provide file information as required.
 - Maintain offender files pursuant to guidelines including opening and closing files.
 - Sort and distribute incoming and outgoing mail.
 - May be responsible to liaise with Youth Justice Committees.
 - If applicable, reconcile fuel and maintenance receipts with ARI reports for fleet vehicles.
- Budget**
- Administer and maintain systems to monitor budget control, purchases and vendor accounts. Liaising and resolving problems with vendors.
 - Administer office budget including basic analysis of expenditures, monitoring of expenditures and forecasting.

Identify potential areas of concern and bring these to the attention of the Manager or Senior Probation Officer.

- Complete expenditure and variance reports on a monthly basis.
- If applicable, run Electronic Payment System (EPS) reports bi-weekly to ensure accuracy.
- Responsible for ensuring accuracy of employee expense claims using the Exclaim computer system.
- Assess vendor invoices for billing accuracy, code and submit to Expenditure Officer for signature.
- Responsible for purchases using the Alberta Government Procurement Card ensuring purchases are done within the rules and guidelines.

Statistics

- Responsible for the compilation of monthly statistics using the ORCA system.
- Responsible for compilation of various statistical requests.

Personnel/Payroll Administrator

- Working knowledge of the Master Agreement and Subsidiary Agreements.
- Prepare commencement/termination/transfer packages.
- Using the ETMS computer system (Electronic Time Management System):
 - * enter wage timesheets
 - * enter salary employee absences, overtime, training
 - * update employee demographic information

Inventory Control

- Responsible for inventory control and fixed asset management for the office. Ensuring accurate records are maintained.
- As required, issue and record building access cards and/or keys for staff within the office.
- If designated a Surplus Agent, ensure items such as furniture and equipment that are no longer required by the office(s) are processed through the Online Surplus Sales Information System (OSSI).

Site Coordinator

- Knowledge of Information Technology Service Management (ITSM) system and liaise with the Technical Services Unit as required.
- Computer Site Coordinator for the office. Responsible for requesting/monitoring of various computer I.D.'s., as well as requesting software updates and equipment refreshes.
- Responsible for troubleshooting computer problems within the office. Referring only those issues that require assistance to the Technical Support Unit.
- Submit the required documentation (i.e. network, ID requests) for commencement/terminations/transfers.
- Train and assist all staff on various computer systems ensuring that staff has a sound working knowledge of all computer programs.
- Parking coordinator for the office ensuring that accurate records are maintained for all parking stalls and assigned tags.
- Submit required office repairs/maintenance requests through the Work Order Request Tracking System (WORTS).

Data Entry

- Upon commencement of Community Corrections Programs all offender Orders must be entered into the ORCA (Offender Records and Correctional Administration) data system ensuring initial proper name search is completed to avoid duplication of offenders. This includes entering information on several screens ensuring a high degree of accuracy is maintained.
- Transferring of files both in and out of the office, ensuring that ORCA is updated accordingly.
- Close files in ORCA according to policy. Ensuring files are closed appropriately (i.e. successful/unsuccessful), as well as ensuring all conditions are updated and closed appropriately.
- Ensure that the ORCA Exception List and Office Bring Forward List are monitored on a regular basis and due dates on casework and Court orders are met.
- Responsible for researching and updating information referenced on the ORCA Exception List and conducting the necessary inquiries concerning ORCA deletion or merge requests.
- Use browse functions utilizing ORCA and JOIN (Justice Online Information Network) to obtain offender information

to update offender files.

Duties may include supervision:

- In a moderately complex clerical work environment, the incumbent supervises Administrative Support 3 position(s), in addition to any other administrative support staff.
- Participates as a panel member in the selection and interviewing process for Administrative Support 3 subordinate staff.
- Review job descriptions and completes annual 'Performance Agreements' on subordinate staff.
- Responsible for the training of all new administrative support staff ensuring duties are performed as outlined in their Job Description and according to department policies and procedures.
- Assigns and evaluates work, conducts training, designs and implements systems and procedures to coordinate work flow.
- Responsible for approving and signing time sheets and absence requests for subordinate staff.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

Position provides day to day direction and leadership. Must be resourceful in dialogue with colleagues, diverse clients, public and agencies in order to address issues. Ability to multi-task, is a self-starter and a team participant. Ensures timely and accurate submission of invoices and procurement card reconciliation. Monitor office expenditures in order to remain within approved office budget. Responsible for ensuring that personnel/payroll issues are adhered to and the appropriate benefits are taken as per entitlements. Position answers inquiries from a variety of sources independently, including liaison with various agencies.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

Must have strong administrative skills including a working knowledge of software applications. Position requires strong communication skills, supervisory skills, and considerable organizational abilities in order to multi task and have the ability to deal with changing priorities. Position requires independence and decision making skills for handling of day to day administrative requirements, referring only circumstances of an unusual nature to their supervisor.

Requires extensive knowledge of the Branch, Division and Department, including systems and procedures. In depth knowledge of the programs for Adult and Young Offenders. Significant knowledge of Personnel Policies and Procedures including the Occupational Health and Safety Act, as well as the Master Agreement and various Subsidiary Agreements. Knowledge of the Community Corrections Policies and Procedures, Freedom of Information and Privacy Act, Criminal Code, Controlled Drug and Substances Act, Youth Criminal Justice Act, Young Offenders Act, and various Alberta Statutes and Regulations applicable to Correctional Services. Position interprets court orders/agreements in order to accurately enter data on offenders into ORCA as well as provide direction to subordinate staff. Substantial knowledge of the Records Management Storage and Destruction Schedules. Ensures all rules and regulations of the use of the government Procurement Card are adhered to.

This position requires high school graduation and several years' general office and supervisory experience. Must be able to work with a variety of office equipment, computer programs and have excellent keyboarding and data entry skills. Must possess advanced skills in Word, Excel, and Outlook, as well as extensive knowledge of all applicable computer programs in order to provide guidance and support to Administrative Support Staff, Probation Officers and Managers.

CONTACTS: The main contacts of this position and the purpose of those contacts.

This position has continual contact with the Administrative Support staff, Probation Officers and Senior Probation Officers. In addition has contact with the Business Manager, District Manager and Director. Also may require contact with various agencies and other government departments providing and/or obtaining information.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

NOTE: If supervisory role, insert position numbers and classification.

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

Not applicable.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

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 Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 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.

Incumbent

_____	_____	_____
Name	Signature	Date

Senior Probation Officer/Manager

_____	_____	_____
Name	Signature	Date

Division Director/ADM

_____	_____	_____
Name	Signature	Date