

## Update

Ministry

Education and Childcare

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Executive Assistant

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

Teaching and Leadership Excellence EDO

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Executive Director/Registrar

Supervisor's Current Class

Executive Manager 1

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None

Responsibilities Removed:

None

## Job Purpose and Organizational Context

Why the job exists:

The Executive Assistant is responsible for leading and coordinating the daily operations of the Executive Director's Office: maintaining consistent, efficient, and effective correspondence and information flow, arrangement of appointments and meetings, and travel coordination. This position provides executive administrative support for the Registrar/Executive Director including researching, drafting, and summarizing briefing and background materials and manages the sector's Action Request program to ensure compliance with department guidelines and standards. The incumbent liaises, on behalf of the Executive Director's Office, with the ADM's Office, and external Alberta and pan-Canadian partners and stakeholders to provide/obtain information and maintains close communication links with sector staff.

The Executive Assistant also performs a range of administrative and secretarial services for the sector's branch directors and sector staff as required during peak times in support of the sector's mandate. The Executive Assistant provides cover-off for the ADMO's Executive Secretary and assists with other sectors within the division, as required.

The Executive Assistant requires comprehensive understanding and knowledge of sector and division objectives, business goals, operations, and issues as well as the functional responsibilities of other areas of the department.

This position functions within the parameters of applicable government and department legislation, regulations, policies, directives, and guidelines. The incumbent assists in monitoring all briefings, reports, and correspondence prepared by the Executive Director's Office to ensure that the information provided in these documents is consistent with principles and guidelines that guide sector and related department operations.

The Executive Secretary must be familiar with the following policy and guideline instruments:

- Guide to Education: ECS to grade 12
- *Education Act, Teaching Profession Act, CASS Act* and related regulations
- Government travel and subsistence regulations
- Human resources policies
- *Protection of Privacy Act*
- Correspondence Manual: A guide to writing for the Minister and Deputy Minister
- Records management guidelines
- Education Business Plan

## Responsibilities

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

### **The Executive Assistant must be able to:**

- Manage complex information flow and assignments with short time frames.
- Make decisions and judgments on sensitive, confidential issues requiring immediate attention.
- Adapt to changing priorities and demands of high-volume workload.
- Demonstrate sensitivity to the political environment, proactively identify trends, concerns, and issues and develop associated solutions and recommendations.
- Function independently as well as lead and contribute within a team environment.
- Demonstrate initiative, sound judgment, and creativity.

### **Manages the calendar and work schedule for the ED/Registrar:**

- Coordinates all activities related to the ED/Registrar's complex schedule. The incumbent screens meeting requests, redirects requests where appropriate, prioritizes meetings, and incorporates all activities to ensure effective arrangements/time management.

### **Makes or coordinates travel arrangements for the ED/Registrar as required:**

- Prepares all ED/Registrar travel request documentation and submits for approval.
- Arranges out of town/province/country meetings and conferences including registration, airfare, accommodations, vehicles, and

equipment requirements.

**Assists the EDO in coordinating sector activities involving multiple branches:**

- Ensures all equipment is working appropriately and troubleshoots as required.
  - Boardroom PC's, Screens, etc.
- Liaises and maintains contact with staff members from the department, other ministries, and external stakeholders.
  - Fosters/facilitates/leads relationships within the division, department, and external stakeholders.
- Develops and maintains strong relationships with the staff in the ADMO, other divisions and/or other departments by exchanging information and keeping informed of emerging issues and ongoing priorities.
- Ensures that all requests for information from internal and external sources receive accurate and timely responses.

**Correspondence management:**

- As the primary contact for ARTS, works collaboratively with the ADMO, directors, and Writer/Editor.
  - Assigns, tracks progress, ensures due dates are met, checks for completion, etc.
  - Prepares ARs for ED/Registrar for review.
  - Uses ARTS to prepare ED/Registrar meeting materials as required.
- Responds to ad hoc requests for information from the Minister's Office/DMO/ADMO and disseminates pertinent information and requests for action promptly to the Executive Director/Registrar.
- Manages *Protection of Privacy Act* (POPA) requests and is the sector liaison with the Office of the Information and Privacy Commissioner (OIPC) as required.
  - Ensures the EDO is kept apprised of incoming OIPC/POPA requests and timelines.
  - Ensures OIPC/POPA response timelines are met.
  - Reviews records provided by branches to ensure responsiveness.
  - Provides answers and clarification to sector staff as required.

**Budget and cash flow coordinator for the sector:**

- Monthly cash flow submission to the ADMO.
  - Monthly budget forecasting for the EDO and branches as needed. High attention to detail, working knowledge of all sector contracts and grants.
- Annual budget load for the sector.

**Implements and coordinates effective administration for the sector:**

- Provides Word/PowerPoint/Visio/Adobe/Excel support as appropriate for colleagues.
- Reviews a variety of forms for completeness, accuracy, appropriate approval, and ensures administrative process is followed.
  - Provides ED/Registrar with recommendation on final sign-off.
- Processes all ED/Registrar expenses and invoices through the 1GX system following rules and regulations in the 1GX system as required.
  - Ensures governing financial policies and procedures are followed.
  - On behalf of the ED/Registrar, prepares and processes expense claims.
- Updates branch and sector organizational charts, telephone lists, and floor plans monthly.
- Reviews and tracks requests for approval.
- Workplace Administrator (WPA) for the sector, incumbent must be comfortable initiating transactions on behalf of managers in 1GX.
- Prioritizes and follows up on multiple incoming issues and concerns addressed to the ED/Registrar, including those of a sensitive and/or confidential nature; determines appropriate course of action.
- Working knowledge of the Contract Resources Management System (CRMS). Creates new contracts and grants, processes payments, and creates financial memos for branches as needed.
- Works independently and anticipates issues and resolves or negotiates/proposes solutions.
- Brings issues forward to the ED/Registrar for attention and/or with a solution.

- Provides clear direction and clarification to sector support staff regarding Assistant Deputy Minister's Office and Minister's Office processes such as ARTS and any new policies or procedures.
- Manages a variety of special projects for the ED/Registrar as required.

## Problem Solving

Typical problems solved:

The Executive Assistant needs to be familiar with the division's business functions, organization, staff members, and issues to support the Registrar/Executive Director through the coordination of a broad range of administrative and operational responsibilities.

This position works with minimal supervision in a fast-paced environment and interacts significantly with sector, division and department representatives. The Executive Assistant impacts the sector through the streamlining of information flow within and beyond the Executive Director's Office, including the offices of the ADM and DM, as required. Failure to successfully perform responsibilities can result in errors and delays in responses to Ministerial and DM Action Requests and adversely affect operations of the offices of the Executive Director and the ADM.

The Executive Assistant relays information and directions throughout the sector on behalf of the Registrar/Executive Director, coordinating processes and information to free up the Registrar/Executive Director to focus on sector business and responsibilities. This position also coordinates information flow between the Executive Director's Office and those of key stakeholders, requiring sensitivity to the diverse interests of stakeholders and the ability to balance the occasionally conflicting priorities of individuals representing a variety of programs and issues.

Creativity and analytical and problem-solving skills are required to support the Registrar/Executive Director and directors with the delivery of sector accountabilities. The volume, complexity, and diversity of issues dealt with require a high level of independence, initiative, and critical thinking. The Executive Assistant exercises considerable independence and decision-making authority in relation to the operation of the Executive Director's Office. This requires an in-depth knowledge and understanding of related processes, systems, and protocols and the ability to quickly research issues and precedents.

Excellent judgment and respect for confidentiality of information is critical, given that decisions and recommendations directly affect the operation of the Executive Director's Office and define many of the sector's operational and information-coordination processes. The Executive Assistant also plans and organizes workshops, consultations, and other stakeholder initiatives and develops associated materials and presentations, responsibilities that require significant attention to detail and sensitivity to working relationships.

The Registrar/Executive Director sets general objectives for the position; however, the Executive Assistant has considerable latitude and independence to determine areas of focus and priorities. This position exercises initiative and authority to ensure effective systems and processes are developed to meet the administrative and operational requirements of the Executive Director's Office.

Work is normally reviewed on completion for achievement of results and implications of decisions or recommendations. The ability to meet objectives in a professional, proactive fashion and in compliance with relevant legislation, policies, and procedures is essential. Highly unusual or sensitive situations and issues without established policies, guidelines, or precedent are discussed with the Registrar/Executive Director, mainly in terms of solutions and recommendations developed by the Executive Assistant to deal with the issues.

Types of guidance available for problem solving:

Supports other sector administrative staff with questions on process and procedures.

Responsible for keeping track of Action Requests through ARTS including assigning correspondence for action to ensure that deadlines for EDO, ADMO, and DMO are met on a consistent basis.

The position is also involved in assessing issues and to determine clarification, review/edit all responses for accuracy and completeness, if required.

Direct or indirect impacts of decisions:

Many issues arise that are complex and sensitive for the division and department. The incumbent must demonstrate political acumen and maintain professionalism while communicating with others. The incumbent must also be a creative problem solver and "solution finder."

## Key Relationships

Major stakeholders and purpose of interactions:

This position has regular and ongoing contact with:

- the ADM's Office to respond to information requests, exchange information, and resolve issues.
- the DM's Office to provide and exchange information and coordinate responses to Action Requests.
- sector and division managers and staff members to provide clarification on assignments and Action Requests and coordinate responses, follow up on assignments and issues, and provide support and information.
- school authorities and other government representatives and the public to exchange information, respond to inquiries, resolve issues and coordinate consultations, workshops, meetings, etc.,
- representatives of the System Excellence Division and the Teaching and Leadership Excellence Sector to exchange information and resolve issues.

## Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

2 years of experience or related experience

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

### Must know or understand:

- department policies and procedures.
- department/division programs and priorities.
- office management principles and procedures.
- Microsoft Office, Visio, Adobe, SharePoint, 1GX, and ARTS.
- division's business plans, performance measures, and strategic initiatives.

### Must be able to apply:

- information research, analysis, and evaluation skills
- advanced written, verbal, and interpersonal communication skills
- creativity
- conflict resolution skills
- public relations skills (professionalism and diplomacy)
- political acumen
- self-management skills (self-motivation, initiative, adaptability, intuition, resourcefulness)
- communication and influencing skills
- organizational skills and meeting management skills
- time management (priority setting and stress management skills)
- team development 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		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made</li> </ul>	

		projects successful; shares learning • Collects breadth of data and perspectives to make choices	
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**Benchmarks**

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

**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