

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title ARTS Coordinator	Name Vacant
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Position Number	Reports to Position No., Class & Level 50021095/ M41Z2	Division, Branch/Unit Deputy Minister's Office/Ministerial Correspondence Unit	Ministry Service Alberta and Red Tape Reduction
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Present Class	Requested Class Administrative Support 5
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Dept ID	Program Code	Project Code (if applicable)
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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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

The ARTS Coordinator is responsible for the execution of the administrative and operational service requirements for the Ministerial Correspondence Unit (MCU). The position's primary role is for coordinating activities in the Ministerial Action Request (AR) process, including systems, distribution, and tracking activities for the department. The ARTS Coordinator assists in responding to a high volume of requests from the Minister's Office, the Deputy Minister's Office and the Assistant Deputy Minister's offices; and assists the Writer/Editors and the Manager in ensuring the timely completion of ARs. Due to the complexity of inter-division and inter-departmental communication requests, the position is also responsible for handling confidential and sensitive information.

This position is often first-in-line to respond to Minister's office time-sensitive information and call requests. The incumbent must have superior knowledge of the department's tracking system, correspondence unit functions, department's overall responsibilities, branch/division specific responsibilities, and individual staff areas of expertise. The ARTS Coordinator must be vigilant in tracking ARs as they progress through the writing/editing/approval process, providing daily lists of ARs due to the Deputy Minister's Office, reminders to the line areas of ARs due to MCU, and requesting extensions as needed. As well, this position must have good rapport with all levels staff, as good communication is essential to this position.

This position may also provide cover-off for the Deputy Minister's Office as required.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Coordinate and track the flow of ARs using ARTS.

- Review incoming correspondence, including original and subsequent GoA transmittal correspondence.
- Ensure ARTS logs have complete information and instructions, and are routed to appropriate divisions.
- Once ARs have been assigned, follow-up with the designated individuals responsible for completion of pending ARs to ensure their timely completion.
- Contact divisions to determine the status of ARs.
- Work with the Writer/Editors to ensure smooth and timely flow of ARs.
- Review and make decisions regarding division/branch extension requests, and maintain extensions in ARTS.
- Seek information and negotiate with the Minister's office regarding extensions, cancellations, and status of ARs.
- Help to maintain or improve the department's on-time AR response rate.
- Serve as a contact with the Minister's Office regarding status of ARs and information requests.
- Proof draft responses to ensure they are properly formatted and basic information (e.g., name and address)

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is correct.

- Ensure correspondence packages are appropriately and expeditiously handled.
- Maintain AR files to ensure they are kept confidential and in adherence with FOIP, security and archiving/disposal (records management) policies.
- Identify and address process issues and propose solutions to continually enhance service.
- Address and resolve ARTS maintenance concerns; identify possible process and system improvements and bring them to the attention of the Manager.
- Adhere to ARTS government-wide best practices and department ARTS policy.
- Send out a daily AR report to determine what is due/overdue to the Deputy Minister's and Minister's offices.
- Alert the Manager and Writer/Editors of any concerns due to the AR timelines.

2. Communicate with staff to help produce ministerial correspondence

- Maintain contact with the Minister's office to ensure ARs are properly assigned and tracked.
- Receive and assign ad-hoc, urgent requests for information (verbal and written) to the appropriate area in the department.
- Provide clarification, verification of direction and advice, and confirm details with the Minister's and Deputy Minister's offices.
- Provide general advice to department staff regarding AR procedures, guidelines, and requirements.

3. Ensure the Minister is provided with timely and accurate information for items requiring immediate attention. Be able to take the initiative, with the MCU Manager's guidance, to:

- Maintain frequent contact with the Minister's Office to ensure issues are addressed and service delivery in response to any enquiries is smooth and seamless.
- Seek clarification, instructions from the Minister's Office and where necessary, provide background/history to department staff regarding individual requests.
- Provide feedback, recommendations, and advice to branches/divisions on best approaches when responding to requests.
- Receive process, monitor, and track information requests to provide information to the Minister's Office on time.

4. Provide administrative support to MCU

- Assist in preparation of standard responses to repeated issues.
- Print and compile AR packages.
- Proofread telephone action request summaries and other documents as needed.
- Provide word processing support, particularly as it relates to the drafting of ministerial correspondence and briefing notes.
- Assist with updating of MCU SharePoint site.
- Assist other staff by researching files containing past correspondence to gather relevant pieces of information to coordinate a response on specific topic.
- Monitor and place supply orders as necessary.

5. Provide department staff with ARTS services and troubleshooting

- Add and delete users from ARTS.
- Address and resolve ARTS maintenance concerns; identify possible process and system improvements and bring them to the attention of the Manager.

6. Perform other administrative duties as required.

- Provide administrative support to the DM and Minister's offices as requested.
- Provide administrative cover-off for DM office staff as requested.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The timeliness of correspondence directly impacts the credibility of the Minister, Deputy Minister, and department. As the main point of contact for AR tracking and timely response, the work of the incumbent contributes to the success of the Minister's communication with Albertans, key stakeholders and provincial/national leaders.

The incumbent must have superior knowledge of the department's tracking system, MCU, and the department's overall responsibilities and branch/division specific responsibilities.

The position must also ensure ARs are completed within strict timelines, must develop good rapport, clear communication, and smooth interaction with all areas of the department and the Minister's office. The incumbent must have excellent organizational and time management skills. This position functions with considerable independence and must exercise a large degree of judgement when reviewing ARs: requesting information, providing instructions, and responding to inquiries.

The position supports approximately four branch staff through the delivery of administrative services.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Sound knowledge of ARTS and best practices, ministerial correspondence guidelines, and procedures and processes for AR completion, distribution, and tracking.
- Attention to detail.
- Highly self-motivated and capable of taking initiative.
- Awareness of issues of political and program sensitivity, and confidentiality.
- Ability to prioritize workload and adapt quickly to changing priorities to best meet the Minister's goals and clients' needs.
- Good proofreading ability.
- Excellent time management and organizational skills are essential.
- Effective communication skills and the ability to build and maintain positive and collaborative working relationships.
- Ability to identify and resolve problems and issues.
- Familiarity with and good working knowledge of MS Word, Outlook, Adobe Acrobat, and the Internet. Knowledge of SharePoint and Excel would be assets.
- Understanding of government protocols and processes.
- General understanding of the roles and operations of the department.
- Some familiarity with the FOIP Act.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Staff in the Minister's, Deputy Minister's, and Assistant Deputy Minister's offices - provide/share/obtain information to assist in completion of ARs or the coordination of other materials as requested by the Minister's office.

Stakeholders – requests for publications, information, and assistance with locating other staff who are knowledgeable in targeted areas.

Other provincial government departments – provide/share/obtain information to assist in the coordination of AR responses.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

N/A

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

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 Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 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 (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

**Executive Team
Member**

Name

Signature

Date