

Update

Ministry

Infrastructure

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Furniture Request Coordinator

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

Properties Division, PMPI/Furniture Team

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Furniture Team

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None

Responsibilities Removed:

The first job description for this position (approx. 2016) had anticipated that incumbents might train up to become Furniture Coordinators (Tech 6). This is no longer the case, and all references to succession planning have been removed. This does not alter the core responsibilities of the position.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Team Manager, the Furniture Request Coordinator (FRC) is the gatekeeper for the furniture Work Order Request Tracking System (WORTS Furniture). The FRC reviews all requests for completeness and communicates with Ministry staff if required information is missing. Requests are then assigned to the appropriate resource within the Furniture Team.

The FRC provides financial and contract administration services in support of the Furniture Team and Manager.

The FRC conducts comprehensive training of the Furniture WORTS system for internal users and client ministry accommodation contacts (CMAC). As well, determines access, permissions, changes and edits to internal and external portfolios. The FRC acts as primary contact with Business Application Support Branch for enhancements to the system, reporting and trouble-shooting.

The FRC provides information to CMACs about the furniture program utilizing their knowledge of furniture/building standards, GoA standing offers and procurement processes.

Responsibilities

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

Gatekeeper for WORTS Furniture

Reviews WORTS Furniture requests submitted by CMACs to ensure they are valid and pertinent information is provided, collaborate with stakeholders, assign work order based on workload or other criteria, review status and information within work order prior to sending for sign-off.

- Review requests to establish the legitimacy, urgency and accuracy of information provided.
- Confirm all required information is provided including, but not limited to, floor plans, pictures, and complete description of work required.
- Verify approvals from Facilities and SAAP have been included where required.
- Complete regular audits of work orders ensuring comments, status, financial information and attachments are complete prior to sending for client sign-off. Consult with Furniture Coordinators or Manager on audit results.
- Main point of contact with Business Application Support for enhancements to the system, changes and issues as a result of internal stakeholder or ministry contact use.
- Performs User Performance Testing (UAT) and provides feedback and approval to Business Application Support to move into production.

Financial and Contract Administration

Provides financial administration services to the Furniture Team in support of the delivery of GoA submitted furniture requests.

- Review invoices for validity and adherence to terms and conditions, identify inconsistencies/anomalies and resolve issues in consultation with Furniture Coordinators, Manager and/or vendors.
- Prepare invoice packages for EO approval ensuring all required documents are included.
- Receives, verifies, and processes year-end accruals in accordance with the Financial Administration Act and department guidelines.
- Review contract documents:
 - a) automobile and liability insurance documents to ensure they are compliant
 - b) Workers Compensation Board clearance confirming coverage and good standing
 - c) maintain a Bring Forward (BF) system to obtain renewals prior to expiry and clearances as required
 - d) monthly review with Furniture Team for vendor performance
 - e) record all non-compliance and review with Furniture Manager
- Provides furniture budget information for monthly forecasting.

Training for WORTS Furniture

The FRC provides training for internal stakeholders and ministry contacts for the WORTS Furniture system. This includes providing detailed orientation for new users, and acting as a primary contact for questions and

concerns about the system.

- Review requests for access to WORTS Furniture, determining access required and granting permissions as required.
- Maintenance of WORTS Furniture user lists, completing changes as required and retaining lists of current access.
- Detailed orientation of the system for internal stakeholders and ministry accommodation contacts. This includes clear direction on processes, each field and responsibilities within the system.
- Maintenance of the WORTS Furniture User Manual and communications to all users pertaining to changes and enhancements as required.

Furniture SharePoint Support

The FRC provides ongoing maintenance and support of the Furniture Team SharePoint site.

- Review and update the material found on the Furniture SharePoint site to ensure documents and information are current.
- Maintain the organization and appearance of the SharePoint site to ensure ease of navigation.
- Review and update the Project Tracker within the SharePoint site.

Problem Solving

Typical problems solved:

This position serves as the primary point of contact for WORTS Furniture managing all furniture requests to align with program needs and business objectives for client ministries and Infrastructure. This role is responsible for training stakeholders, maintaining the system, recommending improvements, and overseeing the implementation of changes.

The position addresses a variety of challenges by ensuring smooth administration of contracts and financial processes. This includes resolving issues related to the preparation and review of documents, invoice verification, and contract compliance. It also involves troubleshooting and monitoring the budget, identifying discrepancies, analyzing variances, and preparing reports as needed. The FRC ensures that all relevant data is accurately updated in the WORTS Furniture system, 1GX, Contract Management System, and the Cost Summary Spreadsheet to prevent errors and discrepancies, so to maintain financial integrity and operational efficiency.

Types of guidance available for problem solving:

GoA furniture standards, building standards, Systems Furniture and Seating Standing Offer contracts, Financial Administration Act, Expenditure Officer Reference Manual

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

- Client Ministry Accommodation Contacts to assess furniture needs, exchange information, facilitate problem solving and ensure satisfaction with finished solutions.
- Facility Coordinators and Managers, Senior Accommodation Planners and other branch/division representatives to lead and support the planning and coordination of furniture projects, resolve issues, exchange information and negotiate solutions.
- Branch Administrator, contract administrators, ministry finance representatives for payment / contract inquiries or concerns, discrepancies, etc.
- Service AB staff to coordinate the surplus sales processes.
- Government resources to obtain technical reviews, resolution of issues, troubleshoot problems, make enhancements to changes to systems.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Business		

If other, specify:

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

- Knowledge of ministries organization structure, goals, and business plans.
- Sound knowledge of government policies and standards relating to accommodations.
- Knowledge of current vendor/contractor services that relate to the delivery of accommodation needs and the ability to deliver sound recommendations.
- Detailed knowledge of GoA standing offers with furniture vendors and associated blanket contracts.
- Government and Ministry guidelines pertaining to budgeting, forecasting, accruals, expenditure approvals and tracking.
- Direct Purchase Regulations and processes for tendering furniture products.
- Knowledge and experience with (WORTS Furniture) and facility support requirements for ministry computer systems (BLIMS) and 1GX systems.
- Good understanding of GoA and Ministry financial policies, regulations, guidelines and procedures.
- Good working knowledge of contract administration including interpretation of relevant sections of contract documents.
- Sound working knowledge of Microsoft, Word, Excel and PowerPoint.
- Well developed analytical skills, innovative open thinking, strategic thinking, decision making, negotiating skills and time management skills.
- Strong verbal and written communication skills, active listening skills, understanding client needs.

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		
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	
Drive for Results	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Actively sets goals and remains open to advice on reaching them: <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	

Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <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 	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	