

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Administrative Support 6

Current Class

Administrative Support 6

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Employment and Financial Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Administration 1

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Business Coordinators of Employment and Financial Services (EFS), this position is actively involved in overseeing and providing input as well as contributing to final decisions for office Administrative Support processes and procedures. This position assists the Business Coordinators with recruiting, interviewing, hiring and training of Administrative Support staff for Seniors, Community and

Social Services. This position consults directly with the Business Coordinators, Program Supervisors & Managers on a daily basis to discuss any issues or concerns requiring attention. This position performs a variety of complex administrative duties and requires thorough knowledge in various programs. This position supports Albertans in navigating through the Alberta Supports Income Support (IS) and Assured Income for the Severely Handicapped (AISH) programs and services including the Alberta Supports Resource Center (ASC), Child Support Services (CSS), and by providing information on local Community Resources.

The Administrative Support Supervisor provides highly complex and confidential assistance and support to: the AISH & IS Management Team, AISH Delivery Services Staff, Career and Employment Consultants (CEC), Child Support Services Team (CSS), and Supports and Financial Services Team (SFSC). This position is an integral part of the EFS Team handling confidential, sensitive and restricted information. The incumbent assists in managing the day-to-day organization and administrative operations, completes requests for service and may assist in tracking expenditures for the administration budget. This position also assists with HR commencements/personnel/payroll/accounts payable, purchasing, records management, inventory of fixed assets and accommodation. The incumbent must be able to manage multiple tasks, work under tight deadlines, ensure their work is of high quality and have a thorough understanding of the programs and services offered by all programs.

This position provides oversight of technical supports to EFS staff. Responsibilities include providing hardware, software and user support to maintain systems and resolve user issues. The incumbent oversees flow and time lines of all information received from the Mainframe system for the financial reconciliation on a daily basis.

As a senior administrative staff, this incumbent is called upon to interpret and act upon issues requiring immediate attention. This position will assist in providing support to the management team as well as EFS programs and projects. This position involves supporting staff and implementing and monitoring systems to ensure efficiencies, effectiveness and quality of the administrative/financial functions delivered. As a leader, the supervisor has a comprehensive understanding of the roles reporting into this position and ensures information is shared with staff. In addition the supervisor performs a variety of administrative services including accommodations and facilities, parking, government vehicles, telecommunications, leasing and Workplace Health and Safety (WHS) that supports the Business Coordinator and the business plan for the programs and operations of the site.

The incumbent must have a strong working knowledge of the financial processes/policies and procedures governing administrative services including budgeting and accounts payable.

Responsibilities

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

Supervise Administrative Support Team

- Create a positive work environment by building a fair, inclusive, diverse, safe, healthy and supportive environment that promotes and maintains a positive team atmosphere by modeling Alberta Public Service (APS) values. Encourage and empower staff to contribute to continuous improvement in how information and services are delivered through facilitating clear and open communication.
- Establish unit and individual objectives, monitor and provide feedback on performance on an ongoing basis as well as through the Employee Performance Agreement to ensure staff are feeling supported and confident in their role and to provide training, as required.
- Provide consistent application of the requirement to provide direct supervision of other Administrative staff ie., assigning work, monitoring and approving time, absences, PA, on-boarding, training.
- The scope of supervision includes the provision of remote approaches for staff working in hybrid arrangements.
- Mentor, model, foster and support personal and professional development of staff, assess staff training needs and support development of individual training plans to facilitate competency development. Ensure regular check ins with staff occur and ensure proper documentation is collected and stored to

support employee relation activities.

- Assist with personnel related inquiries from employees.
- Ensure confidentiality when dealing with staffing issues.
- Communicate and interpret policies and procedural changes for Administrative Support team.
- Assist with planning and facilitating meetings with the Administrative Support Team, to ensure efficiency and productivity in roles.
- Direct complex issues involving Administrative Support team and Program Staff to the Business Coordinators.
- Support and oversee training for Administrative Support team in dealing with difficult situations.
- Facilitate cover-off and back up, as required, for the Administrative Support team.
- Manage performance assessment, team productivity, results achieved; and overall performance in relation to team goals.
- Coordinate the overall performance, conduct and attendance of staff within delegated authority, consulting with managers on performance issues that may require action outside of delegated authority.
- Encourage staff participation in career planning processes that benefit individual and organizational development.
- Recognize staff accomplishments and foster team learning, development and capacity building.
- Lead change at the unit level and implement effective change strategies to assist the Administrative Support Team in dealing with change through modeling, coaching, mentoring, engaging and advocacy.
- Schedule/approve Administrative Support staff's annual vacation and other absence requests to ensure operational requirements are met.
- Create rotational schedules for Administrative Support staff.
- Work with Business Coordinators to review and assign Administrative Support duties as required ensuring adequate coverage of all necessary tasks.
- Review and approve Administrative Support staff's Online Time Entry for their direct reports in 1GX.
- Identify potential areas of concern and bring these to the attention of the Business Coordinators.
- Communicate and clarify area/zone/provincial operational goals and business plans through leadership and meetings.
- Provide guidance and interpretation related to program, personnel and financial policies as required.
- Assist Management in determining appropriate administrative support resource utilization and facilitate hiring procedures.
- Collaborate with Business Coordinators to assist with the recruiting process which may include creating requisitions in 1GX, screening, interviewing and providing orientation, training and cross-training.
- Assist with commencement and orientation of new employees as well as termination/transfer processes.
- Administrative Supervisors are working and supporting supervision for multiple EFS programs, including AISH, Income Support, Child Support Services, and the provision of supervision and oversight to front of house activities at Alberta Supports sites, including provision of information to clients and assessment of whether they require in-person services.
- Supervisory approach entails liaison and collaboration with other supervisor colleagues and business coordinators at other sites in the Zone to support an integrated and efficient approach to workload

sharing and the provision of consistent services to clients.

Coordinating Requests for Services

- Liaise with staff to resolve computer hardware and software issues and direct to Bernie where appropriate.
- Complete service requests for new staff regarding access to all programs required. Reinstate staff access upon return from leave of absence.
- Coordinate move/add/change requests for workstations, which includes hardware/software requests for new equipment.
- Troubleshoot to resolve basic equipment problems (i.e. jammed printers) directly, or with assistance from service provider and provide administrative support to staff for all internal programs, as required.
- Complete hardware/software requests for new equipment.
- Maintain accurate IT inventory of hardware and software, who has access and removes access when an individual moves job functions or leaves the organization.
- Transfer and surplus computer equipment, furniture, office equipment, phones, etc. by entering it into the OSSI system and scheduling pick up.
- Manage and distribute record disposition reports.
- Coordinate various service requests to Service Alberta and the GOA Help desk for IT related issues (i.e. new accounts, distribution lists, and any additional issues).
- Responsible to generate and request various statistical reports and labels for mass mail outs to recipients of the AISH & IS Program.
- Coordinate IT roll outs.
- Conduct and support monthly CCD/LISA/Recoveries ID audits and reporting terminations to the provincial Information Controller's team.
- Conduct LISA/CCD/Recoveries Security Coordinator duties by completing, maintaining and retaining the appropriate forms and assigning ID's and functions.
- Maintain responsibility for TSO (FITSO) Printer Control Maintenance as required.
- Request access to GOA Networks and programs, shared mailboxes and distribution lists.
- Assist with contingency planning for system disruptions and implementing Business Continuity Plan as required.
- Escalate service problems including tracking of issues.
- Arrange after-hours access if and when required for staff/contractors.
- Act as Security Coordinator on the mainframe systems for sites and ensures mainframe and LISA SharePoint site reports are received, forwarded/assigned.

Financial Duties

- Track expenditures for Disability Related Employment Supports (DRES)/Assessments and Exposure courses.
- Purchase supplies, book accommodations for staff, client related purchases and reconciliation using a PCard or 1GX.
- Monitor and log Permanent Interface Module (PIM) rejects from LISA and CCD as per policy and

procedures and distribute to staff. Assist staff in error correction recovery and correcting PIM rejects.

- Order and ensure the safekeeping of all negotiable/control documents such as signature verifications, drug authorizations, bus tickets, cheques and vouchers. Provide to workers as required and ensure the proper logs and inventories are completed for audit purposes. Reconcile control documents quarterly.
- Complete 1GX supervisor duties as assigned, including coding, and Non Purchase Order (NPO) invoices reviewing, vendor look up/set up by contacting vendor if needed. Investigate vendor payment inquiries upon request to determine if the vendor has been paid; ensure they are paid correctly, and that the amounts are accurate according to policy guidelines and problem resolution for all Accounts Payable/ Procurement issues with Vendors with other Ministry contacts.
- Print, review and monitor Electronic Payment System (EPS) invoices and payments and notify Business Coordinator of any discrepancies or required updates.
- Supervise accounts payable processing, monitor, review and code service invoice expenditures.
- Review expense claims for direct reports as required ensuring proper documentation is attached.
- Complete bank deposits, electronic revenue forms as per GOA cash handling policy.
- Perform year end financial responsibilities, tracking expenditures and accruals.
- Managing invoices, time reporting, expenditures, staffing through 1GX and Bernie.

Program Support - Income Support, AISH, Child Support Services

- Complete a variety of legal forms including commission and witness documents as required.
- Act as FOIP contact, ensuring documentation is sent within designated time lines.
- Provide/arrange cover off for administrative roles at the site ensuring all duties are covered; travel may be required.
- Cover a number of roles at other sites if required.
- Record minutes for various meetings.

Vehicle Coordinator (non-Edmonton and Calgary sites only)

- Maintain all GOA vehicles, monthly reconciliation, attend Fleet Management meetings.
- Ensure that vehicle protocol procedures are followed at sites and responds to questions.
- Ensure vehicle maintenance is completed as per GOA procedures.
- Act as first contact for reporting vehicle deficiencies.
- Ensure vehicle inspections are completed and logs are filed on vehicle files.
- Arrange for booking of appointments and delivery/pickup of vehicles for repair/service.
- Maintain vehicle calendar.
- Complete Holman vehicle receipt reconciliation against logs and 1GX 7001 reports.
- Ensures safety equipment is in vehicles and up to date.

Workplace Health and Safety (WHS)

- Ensure all new staff are oriented to WHS, legislation and procedures.
- Share updates, information and work with Wellness Health and Safety Consultant and staff to promote a safe and healthy workplace. Delegate duties required of the program to maintain WHS standards.

- Maintain Workplace Health and Safety documentation and ensure procedures are in place for emergency situations, regularly test panic alarms and contribute/participate in vacation and lock down procedures and reviews Hazard Assessments.
- Ensure that WHS bulletin board is up to date.
- Participate in WHS discussions and work with staff to maintain required standards.

Problem Solving

Typical problems solved:

Exercise judgment on day to day operational decisions within policies, procedures, routines and schedules, establish priorities and determine an appropriate resolution. Determine system issues including both hardware and software and assisting the users to resolve the problems. Refer to Help Desk and Chat if unable to resolve.

Position requires strong knowledge of office procedures and systems as they apply to the Seniors, Community and Social Services programs. Accounting knowledge and strong organizations skills. Must have an in-depth understanding of Seniors, Community and Social Services information systems, processing, forms, filing requirements and other administrative processes.

Position requires knowledge of hardware, software and other IT systems and processes for first level contact and troubleshooting.

Position requires independence and decision making skills for handling of day to day program administrative requirements. Must have strong written and oral communication skills. Participates in team environment for problem solving and implementation. Exhibit leadership by anticipating needs of staff and planning for change as required. Be able to support organizational goals and display professionalism and a positive attitude.

Types of guidance available for problem solving:

The Business Coordinator or Manager is consulted for direction in relation to unique or unusual circumstances, including situations where decisions do not involve an existing approach or framework to inform the approach. Recommendation for changes to administrative systems and processes with the potential to affect office operations are discussed with the Business Coordinator.

Direct or indirect impacts of decisions:

Position will be responsible for overseeing the day to day administrative functions of the office and area which covers a diverse range of responsibilities including providing leadership and training for Administrative professionals. Duties will include Accounts payable/receivable, procurement, budgetary monitoring, records management, accommodations, WHS and IT support.

This position supervises the first point of contact at the worksite to ensure administrative support activities are maintained. Provides administrative/finance support to all program areas, audits and monitors admin processes. Primary contact for the support of hardware, software and technical IT issues.

Key Relationships

Major stakeholders and purpose of interactions:

Position maintains working relationships and contacts with a diverse range of individuals from both inside and outside the Ministry including regional area staff, vendors, contractors, building managers, Infrastructure, Service Alberta staff, various leasing agents. Position is the primary contact on administrative matters for the site.

The position works closely with Leadership, IE: Directors, Managers, Program Supervisors and Business Coordinators.

Required Education, Experience and Technical Competencies

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

If other, specify:

| |
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| |
|--|

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

- Progressive supervisory experience
- Proficiency with Microsoft Office or similar

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 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"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices | <p>In response to system changes and identified issues, explore different ways to implement work processes.</p> <p>Collaborate in setting up processes to align with policy requirements.</p> |
| 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 | <p>Ensures resources are allocated appropriately to allow Albertans to receive timely services.</p> <p>Ensures program staff receive administrative support to perform their role in serving Albertans.</p> |
| Agility | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains | <p>As new processes are introduced for new projects, will adjust workflow, personnel resources, etc., to meet emergent needs.</p> |

| | | | |
|----------------------------------|--|--|--|
| | | <p>impact of changes</p> <ul style="list-style-type: none"> • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan | <p>Supports Admin during times of change and transition to new practices and procedures.</p> |
| Drive for Results | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations | <p>Sets goals and delegates resources to meet objectives.</p> <p>Seeks ways to improve outcomes and manages performance.</p> |
| 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"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | <p>Ability to build a collaborative environment outside of their geographic location to provide consistent messaging and direction to staff.</p> |
| Develop Self and Others | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports | <p>Engages staff in performance and career conversations as part of the individual performance plan, as well as when necessary.</p> |

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark