

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code Cost Centre Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

Digital Design and Delivery (DDD) supports the delivery and continuous improvement of digital products, services, and enabling processes that help government provide accessible, effective, and user-centred services. The division operates in a fast-paced executive environment that requires strong coordination, timely information flow, and consistent administrative support.

This position provides executive and administrative support within the DDD ADMO by coordinating schedules, correspondence, action requests (ARTS), and related office processes. The role also supports the ministry's Chief Operating Officer (COO) through the ADMO, adding complexity in scheduling, coordination, and the coordination of competing executive priorities.

By ensuring information, materials, and executive requests are organized, accurate, and timely, the position supports the efficient operation of the ADMO and contributes to effective decision-making, communication, and coordination across the division and the broader ministry executive environment.

The position reports directly to the Issues Manager in the ADMO and takes day-to-day direction from that role. It provides executive and administrative support to the DDD ADM office, including related COO responsibilities managed through the ADMO, by coordinating divisional information, schedules, correspondence, onboarding materials, and priority items in alignment with established procedures and direction provided through the Issues Manager.

This position provides executive support within the DDD ADMO. It coordinates information flow; monitors and tracks action requests, and onboarding activities; maintains effective working relationships; and ensures administrative and communication processes are carried out efficiently, accurately, and confidentially. The role requires sound judgment, strong prioritization, diplomacy, and discretion in a high-volume environment with shifting demands.

Responsibilities

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

1. Executive Office Administration and Workflow Coordination

- Coordinates day-to-day administrative operations within the DDD ADMO, including managing information flow, monitoring incoming requests, and ensuring matters are directed appropriately through the Issues Manager and established office processes.
- Maintains calendars, schedules meetings, coordinates logistics, and assembles meeting packages and background materials in support of the DDD ADM office, including related COO responsibilities managed through the ADMO.
- Handles confidential and sensitive information with discretion and ensures records are organized and accessible.
- Identifies administrative process improvements that increase the efficiency and effectiveness of the office.

2. Correspondence, Briefing and Action Request Coordination

- Monitors, assigns, tracks, and follows up on action requests, briefing materials, correspondence, and other executive products to ensure quality and timeliness.
- Reviews documents for completeness, formatting, grammar, consistency, and alignment with divisional and departmental standards prior to Issues Manager review.
- Prepares or coordinates background information, onboarding materials, and briefing packages to support meetings, divisional activities, and executive information needs for the DDD ADM office, including related COO responsibilities managed through the ADMO.
- Maintains tracking systems and status updates for action requests.

3. Liaison and Relationship Support

- Serves as an administrative contact between the DDD ADMO and divisional branches, the Deputy Minister's Office, and other departments on routine administrative matters.
- Builds effective working relationships to support the timely exchange of information and smooth coordination of executive office administrative business.
- Provides guidance to branch or divisional staff on executive office processes, templates, and timelines.
- Represents the DDD ADMO in a professional, tactful, and service-oriented manner when responding to routine inquiries.
- Supports coordination of divisional initiatives, meetings, and events as assigned.

4. Budget, Records and Administrative Support

- Supports budget administration by tracking expenditures, reconciling routine items, and preparing or verifying documentation for completeness and accuracy.
- Maintains office records, correspondence, and filing systems in accordance with records management requirements and established procedures.
- Coordinates administrative processes related to travel, invoices, supplies, on-boarding, and other office functions as required.
- Assists with routine reporting, status updates, and information requests to support divisional operations.
- Uses approved AI tools, where appropriate, to support drafting, organizing, and improving on-boarding

materials and administrative content, with all outputs reviewed for accuracy, confidentiality, and suitability before use.

- Participates in special projects and administrative initiatives assigned to the ADM office.

Problem Solving

Typical problems solved:

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The position addresses issues arising from competing priorities, incomplete or conflicting information, tight deadlines, and the simultaneous coordination of multiple executive products within the DDD ADMO. The role must determine how to prioritize routine requests, identify gaps, follow up with the appropriate contacts, and ensure correspondence, on-boarding materials, and meeting packages meet expected standards before review.

The work is performed in a fast-paced environment characterized by changing priorities and frequent interruptions. Judgment is required to triage requests, adjust schedules and workflows, maintain confidentiality, and resolve routine administrative issues independently, while escalating complex or sensitive matters as appropriate. Solutions are guided by established procedures, divisional direction, and knowledge of executive office practices.

Types of guidance available for problem solving:

Guidance is available from the Issues Manager, the ADM office, established ministry and divisional procedures, records and correspondence standards, financial and administrative policies, and subject matter experts in branch and corporate service areas. The position is expected to apply this guidance independently to routine matters and to seek direction when issues have broader operational, legal, or reputational implications.

Direct or indirect impacts of decisions:

Decisions made in this role directly affect the efficiency of the DDD ADMO, the quality and timeliness of executive materials, the reliability of tracking and records systems, and the effectiveness of routine communication and coordination across the division. The position supports effective executive operations by ensuring administrative information is accurate, complete, and available when required.

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Key Relationships

Major stakeholders and purpose of interactions:

- Issues Manager, ADMO - position reports to and takes direction from the Issues Manager; coordinates priorities and provides regular updates on workflow, action requests, on-boarding materials, and administrative matters.
- ADM and ADM office staff - supports schedules, executive materials, correspondence, and office processes for the DDD ADM office, including related COO responsibilities managed through the ADMO.
- Executive Directors, branch staff, and divisional contacts within TI - exchanges information, follows up on requests, and coordinates divisional inputs, timelines, and materials.
- Deputy Minister's Office, and other executive offices - coordinates routine administrative requests, timelines, and executive office materials.

- Corporate service areas such as finance, human resources, communications, and information management - coordinates administrative processes, records, on-boarding, and support requirements.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Minimum four years of progressively responsible related experience in executive office administration, executive support, issues coordination, correspondence tracking, or office operations; equivalencies may be considered. Experience supporting a senior executive through an executive office structure and working under the direction of a supervisor in a high-volume, time-sensitive government or similarly complex environment is preferred.

Technical competencies include advanced office administration, calendar and meeting coordination, records and information management, executive correspondence processes, document quality control, on-boarding coordination, office budget tracking, and proficiency with Microsoft 365 applications, including Outlook, Word, Excel, PowerPoint, Teams, SharePoint, and OneNote, as well as Adobe Acrobat and standard government administrative systems used for records, correspondence, tracking, on-boarding, and financial support.

The role also requires the ability to use approved AI-enabled tools, such as Microsoft Copilot or similar productivity tools, where appropriate, to support drafting, organizing, summarizing, and improving administrative materials, with all outputs reviewed for accuracy, confidentiality, and suitability before use.

Strong written communication, organization, prioritization, discretion, and client service skills are essential.

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"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Understands how the DDD ADMO connects to divisional, departmental, and cross-government processes and considers upstream and downstream impacts when coordinating information and requests.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted 	Organizes work, follows through on commitments, and ensures materials and requests are completed accurately and on time in a high-volume, fast-paced environment with competing priorities.

		<ul style="list-style-type: none"> • Reaches goals consistent with APS direction 	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <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 	Builds positive working relationships, shares information appropriately, and works cooperatively with branches, executive offices, and service partners.
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <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 	Seeks feedback, adapts to changing priorities and processes, and contributes to a supportive and effective office environment by sharing knowledge and best practices.

Benchmarks

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

313ES02 - Senior Administrative Assistant
313ES01 - Coordinator Senior Administration NOTE: this is an upper-bound comparator NOT a direct classification match

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.

