

Update

Ministry

Energy and Minerals

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Facilities Advisor

Current Class

Administrative Support 6

Job Focus

Corporate Services

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

Ministry Services, Business Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Updates related to movement into new template.
-Addition of end user support.

Responsibilities Removed:

-Re-profiling of RMI, business continuity and emergency management support to reflect organizational changes.
-Addition of reference to Senior Accommodations Planner position and re-profiling of accommodations planning duties in relation to the new position.
Accommodation Planning - work with Senior Accommodations Planner and clients to identify space requirements.
Activities:
Administers the inventory of Infrastructure allocated workspace.
Other support as required.
Furniture / Surplus / Recycle / Ergonomics:
Organize furniture selections, acquisitions and installations (new/recycle).

Consult with program areas and Infrastructure regarding the purchasing of new furniture or accessing furniture through the GoA furniture recycle program and/or surplus sales program.

Assess posture and workstation set-up to increase comfort and productivity of employee and decrease the chance of musculoskeletal disorders. Advise staff of the department ergonomic policy to ensure workplace equipment is fitting the employee' tasks and requirements.

Purchasing ergonomic equipment and furniture for both the Calgary and Edmonton office via furniture WORTS and in cooperation with Alberta Infrastructure.

Project Management - coordinate with the Senior Accommodations Planner on approved construction/ renovation/ tenant projects while ensuring that program area requirements are achieved.

Activities:

Communicate timelines / schedules to all involved to ensure objectives are met within given constraints. Create work order requests via WORTS that identify requirements and information provided by stakeholders (telecommunications, information technology, property management, etc.).

Participate in the RFP process regarding design consultants as well as participate in design meetings Identify and negotiate implementation of innovative solutions to resolve unforeseen requirements due to program area changes.

Participate in regular project meetings to ensure communication and understand progress of projects.

Other:

Prepare briefings and correspondence up to the Deputy Minister level in order to address accommodation issues.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Operational Support, the Facilities Advisor is the main point of contact for Parking, Access Cards, Telecom and Central supplies for Department of Energy and Minerals in the Edmonton area.

The Facilities Advisor has extensive knowledge of government legislation, directives, policies, standards, and guidelines in the areas of facility management, space planning, tenant improvements, occupational health and safety, telecommunications, ergonomics, parking, security, accommodation standards, surplus, central supplies, revenue processing, and budget planning and forecasting.

The position requires strong logical and methodical reasoning, priority planning skills and excellent customer service skills. The Facilities Advisor must be able to effectively communicate, plan, budget, investigate issues, provide options, make recommendations, and manage projects.

Responsibilities

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

Under the guidance of the Manager, the Facilities Advisor is the primary point of contact for the department. The

Facilities Advisor is responsible for:

Parking Administration and Coordination - educate, receive, review and process parking requests for staff.

Activities:

Process parking requests in accordance with the Treasury Board Directive and EM parking Policy.

Provide various reports and analysis of department parking utilization of assigned lots.

Initiate procedures for obtaining and returning parking stalls according to Infrastructure policy. Educate

parkers about the parking policy, terms of agreement, and regulations.
Communicate to staff regarding parking availability or loss of parking.
Work with Infrastructure on lost, stolen or damaged parking materials. Request new stall allocations, extensions on existing allocations and audits.
Record and maintain records containing data containing active parkers, and parkers wait listed.
Telecommunication Services Coordination - responsible for the day-to-day telecommunication (landline) operations, resolving client issues and complaints.

Activities:

Compiles user requirements into service orders for installation, moves, changes, terminations through the use of the Telecom Management System (TMS).
Coordinate with Service Alberta and telecom providers to analyze and optimize telecom usage and implement cost reduction strategies.
Train end users relating to the use of equipment and features.
Maintains and manages database of floor and telephone numbers for the Department.
Facilitate with end users and Service Alberta to ensure payments and account codes are correct via the Electronic Payment System (EPS).

Furniture Surplus-Organize and declare furniture to go to Surplus

Activities:

Identify furniture and equipment requirements for program areas; submit furniture WORTS on their behalf and work with Infrastructure to ensure that the current process for furniture acquisition continues to follow applicable guidelines/mandates.
Determine if the recycle or surplus item can be re-used with the Department or other Ministries.
Initiate and coordinate declaration of surplus furniture through the use of the On-Line Surplus Sales Information (OSSI) system.
Coordinate the pick-up and delivery of new/recycle/surplus goods.
Perform minor repairs and maintenance on smaller furniture (chairs, tables, workstations, etc.).
Coordinate and move furniture in-house (filing cabinets, tables, etc.).

End User Support - with guidance and direction from the Manager and Shared Services Analyst, assist staff with IT requests made through Technology and Innovation, advice on TI interactions.

Property Management - represent several Departments in the building (Edmonton) to ensure government and building property is maintained and meet operational requirements.

Activities:

Building maintenance -point of contact for concerns and maintenance for Energy staff as well as other sector staff (Alberta Justice, Public Service Commission, Community and Public Engagement) residing in the same building.
Identify to and coordinate with property management and Infrastructure the resolution of facility issues such as janitorial, health and safety, heating/air conditioning, security, parking, and minor improvement requests. Work Order Request Tracking System (WORTS) -process requests from staff (Edmonton) requiring tenant services such as electrical, data, installations, relocations, moves of office accessories, repairs, etc.

Security - responsible for maintaining security protocols to ensure physical security of personnel, equipment, resources and to protect property from damage or harm.

Activities:

Locally manage the access control system (ACS) to minimize the risk of unauthorized individuals to the workspace and ensuring employee and property safety.
Process requests to program (or deactivate) access cards for new/current staff.
Educate staff about security processes within the building to ensure their safety as well as their co-workers safety.

Acknowledge and escalate incidents or medical emergencies when required.
Manage documentation, resolve incidents and escalate to senior management, property management and others.
Maintain and manage security servers within North Petroleum Plaza.
Initiate and coordinate appropriate approval for security card access to other occupied buildings and parking lots.

Occupational Health and Safety (OHS) - collaborate with OHS to incorporate practices for compliance of health and safety standards and regulations within Energy-occupied buildings (Edmonton and Calgary)

Activities:

Work jointly with the Department OHS Committee to identify health and safety hazards and recommend corrective measures.
In partnership with the OHS Committee, design and implement workplace processes and procedures that help maintain a healthy working environment.

Other

Participation in the ongoing development and creation of departmental administrative policies and improvements.
Identify the need for and initiate development of new and/or revised policy, standards and processes to meet GoA standards.
Communicate relevant Ministry and Government goals, priorities and processes.
Collaborates with business areas to coordinate the acquisition and delivery of office equipment (multi-functioning printers).
Ensure GoA inventories are maintained to ensure facility systems like EIMS and OPRA are up-to-date with floor plans and parking.
Ensure requests and concerns regarding building and office space are resolved within a timely and efficient fashion and tracked within the appropriate systems (WORTS, ANGUS)
Represent Energy on various facility tenant committees and GoA-wide committees.
Provide back up support to the branch Administrator who provides monthly reconciliation and forecasting for Facilities management.

Problem Solving

Typical problems solved:

The Facilities Advisor provides accommodation services for Energy and other ministries located in the same building with a fluctuating population of anywhere from 400 to above 650 staff.
Collaboration with the Senior Accommodation Planner the Facilities Advisor is responsible for developing and maintaining department accommodation procedures and guidelines in adherence with GoA directives.
Conceptualize various accommodation needs and evaluate against available resources and capacity.
Apply initiative, technical, organization and interpersonal skills to ensure program requirements are met in a timely and cost-effective manner.
Looks at the “big picture” as there are a multitude of competing interests. Recognizing the complexity and interdisciplinary nature of the issue is vital to successful negotiation, coordination and completion of the tasks and projects.
Consults with and advises internal stakeholders impacted by existing or new accommodation requirements in order to facilitate a working team approach to address the program area's requirements.
Foster partnerships and joint program initiatives with other GoA departments through collaborative efforts related to accommodating joint uses in government space.
Requires personal initiative and self-direction - applying effective time-management, balancing priorities, meeting project timelines as well as annual program milestones.
Problem-solve, research, apply creativity and originality when unforeseen changes in client/corporate requirements deviate from the original scope - in order to resolve issues and implement revisions.

Types of guidance available for problem solving:

Guidance provided by Senior Accommodations planner and Manager

Direct or indirect impacts of decisions:

All business areas are directly impacted as this role shapes the physical spaces staff work in and ensures the functionality of those spaces to meet business needs.

Key Relationships

Major stakeholders and purpose of interactions:

Manager, Operational Support & other branch management staff; Ongoing, daily; As part of the team the incumbent will interact with, as well as get specific direction from many Business Planning and Services staff.
 Division senior & middle management; program staff; Ongoing, many times per week; Incumbent will interact with most divisions and extract information pertaining to their accommodation and facility needs as well as being a branch representative.
 Infrastructure; Daily and ad hoc, ongoing through the year; As part of the project team the incumbent will interact with Infrastructure to plan and implement maintenance projects.
 Vendors / Consultants ; On an ad hoc basis throughout the year; Consult with Vendors/Consultants as required for various projects/exercises/studies that may be internal or as a primary client contact for various accommodations projects.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Comprehension of government and departmental processes, standards, policies and procedures, procurement policies and limitations and resources regarding government accommodation.
 Sound working knowledge of government structure, acts, initiatives, policies and procedures in order to effectively communicate/represent/anticipate program accommodation needs.
 Strong interpersonal skills with a focus on client interaction.
 Ability to communicate verbally as well as in writing with individuals at different levels of government and the private sector.
 Computer software (MS Suite, IMAGIS, Visio, OPRA, OSSI, Tenant Services, BLIMS, WORTS, EIMS).

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"/>	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	Need to think of all the guidelines and processes then apply that against the ministries needs to drive a better working environment for the Energy and Mineral business teams.
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of	Explore options by researching how others have completed or solved

		<p>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>issues and contributes ideas about how tasks can be done differently, effectively and efficiently.</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>Strong interpersonal skills to facilitate team-building through client and stakeholder interaction as well as the ability to recognize potential conflicts, opportunities and communicate them appropriately.</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>Time constraints and competing tasks can be significant during peak periods. This position will need to balance various requirements while meeting deadlines.</p>

Benchmarks

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