

Reclassification

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Previously the position was part of the Stakeholder Engagement unit within the Stakeholder Engagement and Student Supports branch, and was one of two administrative positions that supported the branch. The position is being adjusted to report directly to the ED, with a much broader scope supporting 2 units, each with 2 sub-units, across the branch with a various of administrative and event coordination duties. This makes the position more comparable to the other AS5 roles within the division.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The position has two main administration roles: (1) provide administrative support services to the Executive Director of the Stakeholder Engagement and Student Supports Branch, (2) provide administrative support to the Directors, Managers, and the teams in the Stakeholder Engagement and Student Supports branch. This branch includes two units:

Stakeholder Engagement and Student Supports Coordination.

The position requires in depth knowledge of branch responsibility areas and the information technology systems used by staff, such as 1GX, Action Request Tracking System (ARTS), and the Learner Pathways System (LPS). It performs a lead role and coordinates the operational needs of the areas. This includes the delivery of administrative support services in a fast paced, high volume environment; coordination of information requests received from internal and external clients; liaising with staff from across the division, the Assistant Deputy Minister's and Deputy Minister's offices; the timely coordination of the workflow of correspondence, briefings, and ministerial requests for the branches utilizing ARTS; and acting as the workplace administrator in 1GX.

Other responsibilities include drafting documents, calendar scheduling, coordinating travel/accommodations, maintaining office equipment and supplies, managing and improving paper and electronic records, coding and verification of invoices in 1GX, and processing human resource reports.

The position provides an advisory role to other staff within the division for inquiries and training on administrative policies and procedures for the department, ministerial correspondence, letters, memoranda, briefings, 1GX, and ARTS protocols, policies, and procedures.

Responsibilities

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

1. Office Administration: Ensuring the efficient and effective operation of Executive Director's offices and branches within the division.

- Provide administrative assistance and support to the Executive Directors, Directors, Managers, and branch staff as required.
- Establish and prioritize daily office activities of the Executive Director's offices by reviewing calendars; scheduling appointments with staff, clients, and stakeholders; booking boardrooms; assembling and organizing logistics and background materials for meetings; and, organizing various engagement activities, from events such as orientations as well as high-level ministerial functions such as Ministerial receptions or town halls.
- Make travel/accommodation arrangements and schedule meetings.
- Manage the supply needs of the branches by ordering, receiving, and verifying ordered supplies and stock and by processing and routing packing slips and any invoices received for payment.
- Create and maintain paper and electronic filing systems for the Executive Director's offices and branches.
- Administration of contracts, including creating and reviewing contract documentation to ensure completeness, accuracy and compliance with policies and procedures,
- Assist the Executive Directors, Directors, and Managers by researching files containing past correspondence to gather relevant pieces of information to coordinate a response on a specific topic.
- Provide administrative assistance and policy interpretation to branch staff, providing information, explanation, and interpretation regarding administrative policies and procedures, such as claiming travel expenses, staff development, human resource issues, and action requests.

2. Operational Support: Ensuring coordination of operational support processes and services to facilitate effective communication within the branches.

- Liaise with the Assistant Deputy Minister's office and branches to ensure deadlines are met and administrative support efforts are consistent and coordinated.
- Liaise with department staff regarding purchasing, scheduling of conference rooms, telephone issues, parking, records disposition, document recall, and distribution of government materials.
- Assume leadership, as required, on special projects to enhance the efficiency and effectiveness of sector administrative procedures.
- Review incoming correspondence, prioritizing issues and taking appropriate action, as well as tracking and following up on tasks and action items to ensure that tasks have been completed within prescribed deadlines.

- Liaise with department staff, other government agencies and departments, the public, and institutional stakeholders.
- Administration of up-to-date and accurate contact lists of external stakeholders for the Ministry.
- Represent the branches and act as a worksite contact at various department meetings regarding items such as telephone and communication systems, technical equipment and training, as well as process and administrative purposes (i.e. FOIP administration and furniture acquisition).

3. ARTS Administration: Ensuring coordinated, timely, accurate, and appropriate responses to a high volume of action requests within the branch.

- Provide branch administration of action requests utilizing ARTS.
- Coordinate action requests: assign, distribute, track, monitor, review, and edit action requests for the branch, ensuring that all documents are processed within deadlines, and adhere to the ministerial policies, guidelines, and procedures.
- Provide ARTS guidance and support to the staff as required.
- Liaise with Assistant Deputy Minister's office staff regarding action requests and outstanding issues, providing branches with updated information or further instructions if required.

4. Financial Administration: Ensuring accurate and timely recording and reporting of financial resources.

- Review, process, monitor and prepare financial documentation in 1GX, which includes coding, verifying the accuracy of, and processing invoices for payment; tracking expenditures; and preparing fiscal year-end accrual documents. Inconsistencies and anomalies found within invoices must be resolved by contacting vendors and Finance officials.
- Prepare and submit expense claims as proxy for the Executive Director, Director, and Managers.
- Review expense claims for branch staff in 1GX, ensuring claims are processed in a timely manner and in accordance with the Treasury Board and Finance direction.
- Review financial documents to ensure ministry policies and procedures are adhered to.
- Liaise with department financial staff and vendors regarding the processing of financial documents.

Problem Solving

Typical problems solved:

- Position requires good judgement and decision-making capabilities to assess and resolve ARTS and 1GX related process and content issues.
- Good judgement is also required when dealing with the assignment of action requests to the units, considering appropriate areas of responsibilities and tight timelines.
- The position does not formally supervise but performs a lead role to coordinate the delivery of administrative services.
- The position is required to have a good understanding of the division to carry out the coordinating role for ARTS and to ensure the high volume of action requests are responded to in a timely and accurate manner.
- The position must be accessible to all staff to provide information, interpretation, direction, and training concerning administrative policies and procedures such as claiming travel expenses, staff development, action requests, and records management.

Types of guidance available for problem solving:

- The position functions within the context of established statutes, policies, directives, and guidelines developed by Cabinet and Alberta Treasury Board and Finance, as well as the Minister and Deputy Minister.
- Key statutes and policies that set parameters and expectations for the work include the Financial Administration Act, Government Organization Act, Public Service Act, Freedom of Information and Protection of Privacy Act, and

various departmental statutes and regulations.

- The Executive Director and Directors determine branch goals, objectives, and priorities, assigns responsibilities and projects, and are available for consultation and guidance.
- The position works independently as well as collaboratively, and guidance is only received in order to complete assignments that do not exhibit well-defined procedures.
- The position refers new or unusual problems or concerns to their supervisor.

Direct or indirect impacts of decisions:

- Judgement must be used when answering queries on behalf of the sector and branch and based on the challenges of the tasks required. This requires a high degree of confidence and competence.
- The position must work well as part of a team, and have the ability to work well under pressure in a challenging and fast-paced office environment, under tight timelines to produce accurate and high-quality work, along with the ability to be flexible so as to handle a diverse range of responsibilities.

Key Relationships

Major stakeholders and purpose of interactions:

- The position reports to the Executive Director of the Stakeholder Engagement and Student Supports branch and takes direction from the Directors of Student Supports Coordination and Stakeholder Engagement, as well as a number of other professional and management staff in the branches.
- The position has considerable contact with the Assistant Deputy Minister's Office for coordinated efforts.
- The position requires strong communication and interpersonal skills to interact and network effectively with varying positions within government to provide support to branch staff as well as colleagues in other areas of government to share information and provide clarification.
- The position also has frequent communication and relationships with a broad network of external stakeholders across the adult learning system for the purposes of meeting and event coordination.

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:

- High School Diploma and four years of related experience or post-secondary diploma supplemented by relevant courses and several years of experience.
- Extensive knowledge of computer applications, including word processing, spreadsheets, and databases, and must possess a high level of efficiency and be attentive to detail to ensure a high degree of accuracy.
- The position requires:
 - superior organizational skills and time management, so as to carry out several tasks concurrently in order to meet deadlines;
 - ability to plan and host meetings and events;
 - ability to attend to details when editing and reviewing administrative and financial documents.
 - ability to take leadership and exercise considerable judgement in researching, processing and prioritizing work assignments;
 - extensive knowledge of Microsoft Office, Outlook, 1GX, ARTS, and Teams. Knowledge of Opinio survey software would be an asset;

- effective communication, interpersonal and liaison skills to support an effective working relationship with staff, consultants, and institutional stakeholders; and,
- In-depth knowledge of department/government administrative systems, policies and procedures in areas such as finance, human resources, correspondence style guidelines, records management, and FOIP.

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 	<ul style="list-style-type: none"> • Looks for ways to improve internal processes (e.g. ARTS routing/approvals) • Takes initiative to identify problems and to design solutions (e.g. seeking input and building agendas for team meetings)
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> • Willingness to shift workload to address critical priorities within the branch or division • Stays informed on systems and processes (e.g. 1GX) to be able to act when called upon.
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <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 	<ul style="list-style-type: none"> • Stays connected with teams to understand priorities - especially as they evolve or emerge • Maintains contacts with other administrative support staff to stay current on policies and procedures • Maintains contacts with external stakeholders • Able to anticipate and support emerging priorities

