

## Update

Ministry

Infrastructure

### Describe: Basic Job Details

#### Position

Position ID

[REDACTED]

Position Name (30 characters)

Executive Support to DM

Current Class

Executive Support 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

[REDACTED]

Cost Centre

[REDACTED]

Program Code: (enter if required)

[REDACTED]

#### Employee

Employee Name (or Vacant)

[REDACTED]

#### Organizational Structure

Division, Branch/Unit

Infrastructure DMO

☒ Current organizational chart attached?

Supervisor's Position ID

[REDACTED]

Supervisor's Position Name (30 characters)

Supervisor's Current Class

[REDACTED]

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2024-11-19

Responsibilities Added:

[REDACTED]

Responsibilities Removed:

[REDACTED]

#### Job Purpose and Organizational Context

Why the job exists:

The Executive Assistant coordinates the Deputy Minister's (DM) schedule and will require a good understanding of the department's mandate and operations and the DM's priority items in order to make decisions regarding the calendar. This position also serves as the main contact for the coordination and review of administrative requests flowing through the DM's office, including establishing and ensuring deadlines and other requirements are met.

As the first point of contact for the DM's calendar, this position represents the DM's office when liaising with various levels of staff throughout the department (including the Minister's Office) and external stakeholders and clients at the executive level, and must have a high level of professionalism. The Executive Assistant is relied on to collect and coordinate information and calendars, and resolve any associated issues as the front-line representative for the DM. This position manages information and workflow pertaining to the DM's calendar and provides administrative support to the DM's office. The Executive Assistant applies an understanding of priorities, internal and external to the department, to assist the DM and support the effective and efficient operation of the DM's office.

The Executive Assistant also reviews, develops, implements, and monitors administrative policies and processes to ensure division administrative operations are current and consistent with government guidelines and standards. The Executive Assistant is the key contact within the DM's office for issues related to financial and human resources administration processes, facility, accommodations, and other operational services. This position is relied on to compile information from a variety of sources, alert the DM and the Director of Executive Operations to emerging administrative issues, provide associated recommendations and solutions, and confirm the status of assignments, projects and initiatives.

This position requires excellent organizational, coordination, and tracking skills, and a high degree of professionalism and confidentiality given that decisions and actions have a direct impact on the administrative operation of the department and the DM's ability to achieve priorities. This position requires strong organizational skills and the ability to multi-task in order to monitor and respond to tight deadlines on a continual basis. The Executive Assistant maintains effective working relationships with frequent interactions with all levels of staff, internal and external to the department and government, including executive level representatives of stakeholder organizations and other jurisdictions.

Under the direction of the Director of Executive Operations, this position works within applicable legislative requirements, department and government policies, standards, guidelines, and procedures.

## Responsibilities

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

### Scheduling

- Applies judgment and knowledge of department issues, priorities, and relationships to screen meeting requests, re-direct requests where appropriate, prioritize meetings, and incorporate other activities to ensure effective arrangements and time management for the DM.
- Negotiates and resolves conflicts in scheduling appointments and appraises the DM of meeting conflicts and potential issues.
- Liaises with various levels of staff throughout the department, government, and external stakeholders to schedule meetings.
- Tracks incoming and outgoing correspondence related to the DM's calendar and organizes the calendar accordingly.
- Issues Action Requests for DM meetings to ensure necessary meeting materials are prepared.

### Meeting Preparations

- Acquires, prepares, and arranges meeting materials to provide a complete daily package for the DM's day.
- Coordinates agendas for DM's one-on-one meetings with direct reports
- Make travel arrangements when required for any meetings, conferences, etc. by arranging transportation, accommodations, equipment and resources.

### Finance

- Reconciles and prepares DM expense claims in accordance with department and government financial policies and procedures.
- Reviews direct reports expense claims, invoices and associated forms for completeness, accuracy, and appropriate signatures, liaising with appropriate department contacts to ensure adherence to relevant financial and administrative process.

### Human Resources

- Review human resource related forms and documents submitted to the DM for accuracy, completeness, and compliance with department codes and government policies and guidelines.

### Information

- Manages the flow of information through the Action Request Tracking System (ARTS) by creating, assigning, processing, reviewing, and editing documents.
- Actions and coordinates information to respond to Freedom of Information and Protection of Privacy (FOIP) requests.
- Coordinates and tracks various DM requests and actioning items to ensure they are completed within deadlines

### Administration

- Establishes and maintains confidential working files for the DM's office, as well as day-to-day filing and records systems, in accordance with department and government retention and disposition schedules.
- Compiles records from the DM's office to respond to FOIP requests.
- Provides administrative assistance and support to the DM's office in relation to projects and initiatives as required.
- Identifies administrative issues and potential to impact division operations; recommends solutions to deal with issues; and develops, streamlines, and coordinates administrative systems and processes to enhance efficiencies.
- Reviews incoming correspondence to determine appropriate action required.
- Issues service requests to coordinate furniture, telecommunication, and information requirements for the A-DM's office.
- Utilizes the BERNIE portal to request IT services, report IT issues, and follow up on previous tickets for the DM's office.
- Prepares and processes applications for approval of access cards and parking assignments in accordance with government policies and guidelines.

## Problem Solving

### Typical problems solved:

This position must have an excellent and thorough understanding of the department and divisional issues. They must have knowledge of relevant policies and an awareness of the political environment. This requires good judgment, discretion, critical thinking, and effective interpersonal skills. This position is responsible for the timely completion of correspondence by tracking and imposing deadlines and obtaining necessary approvals where required. The work of this position depends on establishing and maintaining effective communications and working relationships with a variety of stakeholders.

### Types of guidance available for problem solving:

The Executive Assistant uses established processes and resources to guide problem solving. Processes must be responsive to legislative, audit, policy, and executive requirements. Deadlines must be met, content must be correct, and processes must be sound.

The DM, Director of Executive Operations, Issues Managers, and ARTS Coordinator are available to provide guidance for problem solving on a day-to-day basis and the Executive Assistant has access to peers and colleagues, including Assistant Deputy Minister (ADM) assistants in the department.

### Direct or indirect impacts of decisions:

Responsibilities have department-wide impacts in that the Executive Assistant ensures the timely, consistent, and effective delivery of information and assignments from the DM's office. This position coordinates information flow within the DM's office and those of other senior representatives, including the Minister's office and other departments. This position requires superior communication skills given the considerable interaction with various levels of staff in the department.

## Key Relationships

Major stakeholders and purpose of interactions:

This position maintains contact with a number of key department resources for the purpose of exchanging information and following up on timelines for ARTS to ensure deadlines are met and responses are appropriate.

- Minister's Office
- Deputy Minister's Office
- Director, Executive Operations
- ADMs
- Executive Assistants
- Issues Managers

Contact with all of the above is for the purpose of exchanging information and following up on timelines for ARs or meetings to ensure deadlines are met and responses are appropriate.

## 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:

- Five years progressively responsible related experience in supporting senior managers and executives.
- Experience with the Government of Alberta processes and applications used in the processing of program applications and unit operations (FOIP, 1GX, ARTS, BERNIE, SHAREPOINT)

## 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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"><li>• Identifies alternative approaches and supports others to do the same</li><li>• Proactively explains impact of changes</li><li>• Anticipates and mitigates emotions of others</li><li>• Anticipates obstacles and stays focused on goals</li><li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li></ul>	<ul style="list-style-type: none"><li>- Five years progressively responsible related experience in supporting senior managers and executives.</li><li>- Experience with the Government of Alberta processes and applications used in the processing of program applications and unit operations (FOIP, 1GX, ARTS, BERNIE, SHAREPOINT)</li></ul>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"><li>• Takes holistic long-term</li></ul>	Ability to review, develop, implement, and monitor administrative processes using a long- term view of challenges and opportunities

		<p>view of challenges and opportunities</p> <ul style="list-style-type: none"> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	at multiple levels.
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Collaborates effectively and efficiently with staff across the department and builds strong relationships with key contacts.</p> <p>Actively seeks to understand the constraints of staff they are collaborating with and finds mutually agreeable solutions to get work done in a timely and effective manner.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	<p>Determines what outcomes are important and maximize the use of resources to achieve results that are aligned with the goals of the organization, while maintaining accountability to each other and all stakeholders.</p>

## Benchmarks

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

Executive Scheduler