

Ministry

Infrastructure

## Describe: Basic Job Details

### Position

Position ID

Position Name

Branch Action Request Coord.

Requested Class

Administrative Support 5

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

### Employee

Employee Name (or Vacant)

Vacant

### Organizational Structure

Division, Branch/Unit

Properties, Asset Management, EDO



Supervisor's Position ID

Supervisor's Position Name

Supervisor's Current Class

Administrative Support 6

## Design: Identify Job Duties and Value

### Job Purpose and Organizational Context

Why the job exists:

The Action Request Tracking System (ARTS) Coordinator ensures the efficient and accurate management of action requests (ARs) within the Asset Management Branch. This role is integral to supporting decision-making processes, ensuring compliance with legislation (such as the Real Property Governance Act), and maintaining operational efficiency within the branch. The position requires a comprehensive understanding of relevant systems, ministerial guidelines, and a high level of interpersonal skills to liaise effectively across departments and offices. Document quality control is a critical aspect of this role, as it ensures that action requests and related documents are free from errors in content, formatting, and language.

### Responsibilities

#### 1. Action Request Coordination:

- **Track and manage the Branch's ARTS:** Organizes and tracks the Branch's ARTS queue, Briefing Notes, and Action Requests to ensure timely access to status information. This includes setting return due dates, promptly routing requests, monitoring deadlines for ADMO submission, and following up on progress within the routing.
- **Assign, Distribute, and Manage Action Request (AR) Process Flow and Approvals:** Ensures ARs are

promptly routed by assessing and assigning them to the appropriate teams or individuals based on established policies. Manages the routing process through the proper hierarchy, ensuring requests are directed to the correct individuals at each stage. Ensures all necessary approvals are obtained before finalizing the action request.

- **Action Request document preparation:** Proactively determines and uploads all necessary documents for the Action Request, ensuring the correct templates and materials are included before routing. This includes selecting the appropriate Briefing Note templates, memos, letters, etc.; filling out coversheets; preparing contact lists for distribution of letters/memos; adding the required addressee information on the correspondence template; writing bios for meeting attendees; creating PowerPoint presentations from Briefing Notes; and assembling e-binders, electronic documents, and paper documents as required.
- **Reviews & Edits Action Requests:** Proofreads and edits action requests to ensure proper grammar, punctuation, sentence structure, and correct formatting; for accuracy, consistency, and adherence to ministerial style guidelines, standards, and formats. Edits documents to eliminate errors that could impact the quality and professionalism of the communication.
  - Identifying errors in grammar, spelling, punctuation, verb tense, and format, and correcting them; communicating errors and edit changes to the original writer, explaining errors, ambiguities, and inappropriate structures and wording, and overseeing their revisions.
  - Leads quality control for all official communications from the branch, ensuring consistency and correctness across different document types.
- **Liaise with stakeholders:** As the primary point of contact for action requests, the position communicates regularly with the Assistant Deputy Minister's Office (ADMO) to clarify requirements, gather instructions, and address concerns. It also collaborates with the internal Asset Management Branch team to ensure timely processing and alignment with expectations, including coordinating timelines, providing updates, and soliciting input from across the branch to compile a comprehensive response. Additionally, the position may gather and consolidate input from across the department as needed to ensure broader information is included in responses.

## 2. Coordinate the delivery of administrative support services to the branch.

- **Develop and maintain procedural documentation:** Ensures all documentation, process flows, and procedures are well-documented, up-to-date, and easily accessible for branch staff. This includes creating and updating procedure manuals, document formats, and operational guidelines, as well as communicating changes and making staff aware of updates.
- Formalizes mentorship for other administrative staff, especially regarding ARTS and Action Requests, government formatting standards, and action request protocols. The role is also responsible for creating a detailed onboarding guide for new staff, increasing their proficiency in ARTS-related tasks.
- **Design and Formatting of Publications and Presentations:** Creates and designs high-quality electronic and print materials, including reports, posters, articles, storyboards, PowerPoint presentations, and training materials, using various software tools. These materials support branch meetings, executive presentations, and organizational reports. Responsibilities include proofreading, integrating visuals (pictures, graphics, tables, charts, and graphs), and ensuring professional formatting and consistency in typography and branding. All designs adhere to GOA Visual Identity guidelines for colors, fonts, and styles, maintaining a polished and cohesive aesthetic.
- **SharePoint:** Designing, building, and maintaining SharePoint sites and libraries to meet team and project needs. Responsibilities include managing user permissions and organizing documents. The position also involves regularly reviewing and enhancing intranet content, preparing and maintaining branch documents on SharePoint, and participating in updates, migrations, and other related initiatives.
- **Administrative Team Support:** Provides support to the Branch's Executive Assistant and administrative team by sharing responsibilities and assisting during absences or high-demand periods, while continuing to

manage ARTS responsibilities. Tasks may include, but are not limited to:

- Reviewing, assessing, and tracking incoming correspondence for the Director and unit, forwarding it to appropriate staff for information or action.
- Assisting staff with expense claims in 1GX, handling BERNIE requests, WORTS requests, and 1GX.
- Guidance and cross-training support to other Branch staff.
- Mail requirements for the unit and other support requirements for the branch.
- Ordering office supplies for the unit and/or providing information as required to the Branch Administrator.
- Assisting with the coordination of divisional document submissions for operational planning, annual reports, and related submissions.
- Supporting special projects, including organizing events.
- Other related duties as required.

• **Maintain a records management system:** Ensures records, documents, and correspondence are well-organized, easily retrievable, and in compliance with GOA-specific records management standards and the Freedom of Information and Protection of Privacy Act (FOIP). Maintains and improves electronic and hard-copy filing systems, applying proper classification techniques, file naming conventions, and retention schedules. Additionally, documents procedures for the records management system and provides orientation and training to staff to ensure adherence to established standards.

- Oversees the broader document management strategy across the Asset Management Branch, ensuring documents related to ARTS are categorized, archived, and retrievable per government standards. This may involve collaborating with IT departments to enhance SharePoint usage and improve records retention strategies.

### 3. Process Improvement:

- **Identify and recommend improvements:** Is proactive in identifying inefficiencies in the ARTS processes and works collaboratively with the administrative team to recommend and implement innovative solutions. This could involve refining procedures, adjusting workflows, or introducing new tools to improve the overall system.
- **Collaborate on process revisions:** Working with the administrative team and other branch representatives, the Coordinator contributes to process improvement efforts aimed at enhancing consistency and operational efficiency across the division.

### 4. Team Leadership:

- **Provide training and guidance:** The ARTS Coordinator supports staff across the branches by providing advice, guidance, and training on best practices for handling action requests. This ensures that team members adhere to established requirements and meet deadlines efficiently.
- **Contribute to team discussions:** Participate in Branch Administrative Team meetings to engage in collaborative discussions to identify process improvements, address challenges, and develop solutions that benefit both the broader administrative team and the Asset Management Branch. Discuss and plan for coverage during absences or busy periods, ensuring support is provided when needed.
- Represent the unit in various initiatives, projects, committees, and teams at the branch, division, and ministry levels, providing input and participating in special projects as needed.

### Problem Solving

Typical problems solved:

- **Managing tight deadlines:** Ensures that action requests are completed within specified timelines despite

competing priorities or last-minute changes in requests. This requires careful management of time and resources to avoid delays.

- **Resolving technical or procedural issues:** Resolves issues related to the ARTS database or other technical challenges, often requiring coordination with IT or other departments. This includes troubleshooting problems with tracking systems or identifying and resolving discrepancies in documentation.
- **Ensuring document consistency:** Ensures all action requests and briefings adhere to ministerial style guidelines and government formatting standards. This role requires attention to detail and involves resolving issues related to grammar, punctuation, and sentence structure to maintain policy compliance and ensure properly written materials.
- **Understanding Branch Operations:** Must have a strong understanding of the branch's operations, including its programs, activities, projects, and outputs. This knowledge is crucial for managing action requests effectively, as it enables the Coordinator to perform foundational work, establish processes, and provide valuable support to streamline tasks. This understanding enables the position to provide the team with effective support needed to work more efficiently.
- **Administrative Expertise and Leadership:** Extensive administrative expertise is essential to provide leadership and guidance to other administrative support staff regarding branch administrative policies and procedures, including action requests, correspondence, and records management. The position requires the ability to recommend viable and effective administrative solutions and to participate in initiatives to continuously improve the administrative operations of the branch. Demonstrates professionalism, commitment to confidentiality, tact, and diplomacy, as well as initiative, sound judgment, and flexibility in adapting to changing priorities and workload.

Types of guidance available for problem solving:

- The ARTS Coordinator works within established policies, procedures, and ministerial style guides, ensuring decisions are made within the boundaries of operational guidelines.
- The Coordinator receives advice and guidance from supervisors and colleagues on complex issues or situations that require specialized judgment. Routine decisions are guided by precedents and internal training.
- While routine tasks are clearly defined, the Coordinator is expected to apply creative problem-solving when addressing unusual or new challenges in the ARTS process, especially when no clear precedent exists

Direct or indirect impacts of decisions:

- Accurate and timely processing of action requests ensures that decision-making processes at both the ministerial and departmental levels run smoothly, supporting high-level decision-making and minimizing operational disruptions.
- Mistakes or delays in processing action requests could impact trust and damage the reputation of the branch or ministry, particularly when requests involve sensitive or high-profile matters.
- The ARTS Coordinator's ability to effectively communicate and manage action requests impacts the satisfaction and trust of stakeholders, including the ADMO, Minister's and Deputy Minister's offices, as well as external partners and collaborators.

## Key Relationships

Major stakeholders and purpose of interactions:

- **Executive Assistants and Directors:** Works closely with the Administrative Team and Directors to align action request completion with operational priorities, ensure approvals are obtained, and confirm document requirements are met. Also keeps them informed of the status of action requests and provides timely updates.

- **Executive Director:** A significant aspect of this role is its daily involvement with the Executive Director. Constant communication is vital to coordinate, exchange important information, prepare daily requirements, and ensure timely responses to action requests.
- **Administrative Team:** Close collaboration with the cross-unit Administrative Team helps to streamline administrative processes, identify areas for process improvement, foster consistent procedures across the branch, and ensure branch admin coverage.
- **Assistant Deputy Minister's Office (ADMO):** The Coordinator liaises with the ADMO to obtain clarification, gather instructions, and ensure alignment with departmental priorities, expectations, and deadlines.
- **Branch and Division Representatives:** The Coordinator works with staff within the Branch and across the division and department to exchange information and resolve issues.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

- **Supplemented by administrative courses or an administrative diploma**

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

### Experience:

- Several years of relevant experience in administrative roles, including familiarity with ARTS, governmental procedures, and complex document management; required to effectively manage action requests and support branch operations.

### Technical Competencies:

- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint, SharePoint): The ARTS Coordinator is skilled in using these tools to manage documents, track data, and communicate effectively.
- Knowledge of ARTS software and document formatting: Expertise in ARTS software, document creation, and ministerial style guidelines is essential for this role.

### Skills:

- **Strong writing, proofreading, and editing skills:** Must possess strong writing, proofreading, and editing skills to ensure all written materials are grammatically correct, accurate, and aligned with ministerial style guidelines.
- **Organizational and time management abilities:** Excellent organizational, problem-solving, and time management skills. Ability to prioritize and deal with changing priorities. Ability to compile, summarize, and coordinate information, and multi-task to manage and monitor timelines for several tasks simultaneously.
- **Strong interpersonal and communication skills:** The Coordinator must engage effectively with internal and external stakeholders, providing guidance and resolving issues efficiently. Ability to work independently, as well as contribute within a team environment.

## Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	●	○	○	○	○	<b>Observes and understands larger impact of role:</b> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures efficient management of action requests within the Asset Management Branch.</li> <li>- Liaises with various</li> </ul>

		<p>on activities in other areas</p> <ul style="list-style-type: none"> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	<p>branches to ensure timely processing and alignment.</p> <ul style="list-style-type: none"> <li>- Proactively identifies inefficiencies and implements innovative solutions.</li> </ul>
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<ul style="list-style-type: none"> <li>- Proactively identifies inefficiencies in ARTS processes and collaborates with the team to recommend solutions<sup>1</sup>.</li> <li>- Continuously refines procedures and introduces new tools to enhance system efficiency.</li> <li>- Participates in team discussions to identify process improvements and shares successful strategies.</li> </ul>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<ul style="list-style-type: none"> <li>- Identifies inefficiencies in the ARTS processes and collaborates with the administrative team to recommend and implement innovative solutions.</li> <li>- Manages tight deadlines and adjusts workflows to ensure timely completion of action requests despite competing priorities<sup>1</sup>.</li> <li>- Ensures accurate and timely processing of action requests, maintaining professionalism and composure even when dealing with last-minute changes or high-pressure situations.</li> <li>- Liaises with the Assistant Deputy Minister's Office (ADMO) and other stakeholders to gather input and ensure alignment with departmental priorities.</li> </ul>

			- Designs and formats high-quality electronic and print materials, adhering to GOA Visual Identity guidelines while incorporating creative elements to support branch meetings and presentations
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