



IDENTIFICATION

Department	Position Title	
Municipal & Community Affairs	Administrative Assistant	
Position Number(s)	Community	Division/Region(s)
21-11169	Norman Wells	Sahtu Region

PURPOSE OF THE POSITION

This position is responsible for providing administrative, financial and secretarial support for the Municipal and Community Affairs office in the Sahtu region to ensure effective and timely administrative support for the Region.

SCOPE

The position is located in Norman Wells and reports to the Regional Superintendent. The incumbent is responsible for providing effective and efficient administrative support services to the entire regional office. The incumbent must ensure all assignments are carried out under the *Access to Information and Protection of Privacy Act*, GNWT/MACA records policies, Financial Administration Manual, UNW Collective Agreement, Human Resource Manual and any other applicable legislation. Work priorities are varied in response to requests from the Superintendent and other Departmental staff. Work may be assigned verbally and/or in writing.

The Administrative Assistant is the first point of contact with the public, and is frequently called upon to exercise judgement with regard to knowing when to forward phone calls, what meetings take priority, and what commitments to make on staff behalves. The incumbent must uphold positive customer service and maintain confidentiality as appropriate.

RESPONSIBILITIES

1. Provides administrative coordination and secretarial support to departmental staff and ensures administrative efficiency.

- Assisting in the preparation of briefing notes, and other reports, including research if necessary.
- Proofreads, edits and formats all correspondence prepared by regional staff for signatures of the Regional Superintendent.
- Creates and enters information into departmental databases and spreadsheets.
- Preparing, photocopying and mailing outgoing correspondence.
- Maintaining an up to date mailing and fax list.
- Sorts, opens and logs incoming mail, maintains an outgoing mail log and makes special courier arrangements as required.
- Maintaining a B/F system to ensure requested documents are received on schedule and tasks are completed when required.
- Maintains staff attendance sheet and travel calendars for staff.
- Maintains chrono files for the regional office.
- Receives phone calls and direct callers to the appropriate staff, and takes detailed messages if required.
- Greets visitors, answers any routine questions they may have and directs them to the appropriate staff.
- Acts as a liaison between the Superintendent and non-government and government officials by taking requests, passing information as directed, or occasionally discussing information using own discretion.
- Records and prepares minutes for Managers as required including staff meetings.
- Ensures that a full inventory of office materials and supplies is available for staff.
- Ensures office machines run adequately and calls for service as required.
- Makes travel and accommodation arrangements for the Superintendent and program staff if required.
- Maintains a work plan and follows up on task completion with various staff to ensure correspondence/reports are submitted to the Superintendent's office on a timely basis.
- Organizes office routines and support services providing advice to the Superintendent on any changes where necessary.
- Coordinates requests and resolves problems related to telephones, printers, photocopiers and office maintenance requirements.
- Assists with the training of casual employees and summer students as required.

2. Financial support activities for the department.

- Support the Assistant Superintendent with functions related to purchasing, cashier and accounts receivable, credit cards or other financial responsibilities as defined in the Financial Shared Services – Service Partnership Agreement.
- Maintains a VISA credit card account and makes purchases as requested by program officers for administrative purposes.

- Reconciles the incumbent's and supervisors' corporate VISA credit card accounts and forwards transactions to headquarters.
- Compiles financial information packages, with program managers that will be sent to Shared Financial Services for financial processing.
- Coordinates and manages the movement of paperwork between the department and Shared Financial Services.

3. Maintains departmental records management system for all O&M, WS&S, Capital, Service Contracts, Contribution Agreements, Client and Vendor files and administrative files for the Regional Office.

- Establishes, maintains and continues to update ARCs and ORCs system for the Regional Office, in collaboration with the department Records Coordinator, including overseeing the regions preparations for conversion to the Digital Integrated Information Management System (DIIMS).
- Files all paperwork from departmental staff, once file numbers have been assigned.
- Ensures that documents are correctly filed according to the proper file management system, records management schedule and that proper security is in place.
- Monitors and updates all records retention information and disposes of files as appropriate for either archival or destruction.
- Enters documents into computerized records management system and maintains online file list.
- Supports and ensures all staff knows where to access additional information and guidance on records management.
- Ensures participation in the Records Management Committee as and when required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to apply standardized office and administrative procedures;
- An ability to write, edit and format documentation so that they are clear, easy to understand and generally follow the rules of correct grammar, punctuation and spelling;
- Proficiency in English;
- Proven customer service skills;
- Proven interpersonal; skills and the ability to communicate effectively both orally and in writing;
- Proven organizational and time management skills;
- Proven ability to use computer software for such things as spreadsheets, word processing, databases and presentations (MS Office, Internet and Email applications);
- Knowledge of basic records management policies and procedures including records disposition, standards, and classification systems;
- Ability to exercise tact and diplomacy;
- Ability to work in a team environment;
- Ability to work effectively in a cross-cultural environment;
- Ability to maintain confidentiality as appropriate and required.

Typically, the above qualifications would be attained by:

Diploma in Office Administration and 3 years general office experience OR an equivalent combination of education and experience.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental conditions.

Sensory Demands

Incumbent is subject to constant disruptions from public, other staff and managers who require immediate information and who may pressure the incumbent to change priorities.

Mental Demands

No unusual mental demands.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Official Language Considerations (check one)

- Not required
- Bilingual required (state language): _____