



IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Administrative Assistant	
Position Number	Community	Division/Region
33-0111	Hay River	South Slave

PURPOSE OF THE POSITION

To provide front desk receptionist services, clerical, data entry and secretarial support to the Hay River Regional Office and provide secretarial and administrative support services to the Regional Superintendent and other staff in the regional offices. Position ensures that administrative duties are performed in a timely, accurate, efficient and orderly manner in accordance with the Government of the Northwest Territories (GNWT) and Departmental policies and procedures.

SCOPE

Reporting to the Regional Superintendent, the position is responsible for providing secretarial and administrative support and front counter receptionist services for the regional office to ensure the timely and efficient handling or referral of inquiries and messages. This position is responsible for assembling, recording and reporting regional road conditions for public and governmental advisory services. The incumbent will also provide secretarial and clerical services to the Regional Superintendent and other senior staff to support the administrative requirements of the Region.

RESPONSIBILITIES

1. Provides general information and reception services for the regional office.

- Ensures telephone calls and visitors are directed to the appropriate staff member, and that staff receive messages in a timely and efficient manner;
- Responds to general inquiries or requests for information based on a sound understanding of office operations and functions;

- Receives reports of road conditions throughout the region on a daily basis and assembles the computerized master regional road conditions report;
- Ensures road conditions' information is available to the general public through telephone recordings, Department Internet Web Site and by forwarding copies to other government office, designated transportation companies and radio stations for information purposes.

2. Provides timely and accurate secretarial services to the Regional Superintendent, Manager Finance and Administration, and other senior staff ensuring accuracy and confidentiality in the completion of assignments.

- Types a variety of financial and administrative reports and correspondence from hand written drafts or brief verbal or written instructions and proofreads all completed work to ensure correct format, spelling and grammar.
- Maintains bring forward (BF) action files for the Regional Superintendent to ensure matters are brought to his/her attention for required action.
- Assists in planning meetings and special events such as awards ceremonies or visits by government officials.
- Arranges travel for the Regional Superintendent or staff as required.
- Maintains the office administration filing system in accordance with established procedure ensuring documents are accurately filed for retrieval and extracting and compiling information from central files as required by program managers.
- Prepares ARCS and ORCS (Administrative and Operational Records Classification System) records for disposition and acceptance to the Records Centre.
- Designated contact for Digital Integrated Information Management System (DIIMS) assisting with the overall coordination and delivery of Region's records management requirements.
- Operates mailing, fax, scanning, copy machines as required and completes routine maintenance of the office photocopy machine or arranges professional repair and service to ensure that equipment is operational when required.
- Maintains and updates all relevant legislation used by the section.
- Ensures all manuals are maintained revised and kept up to date.
- Maintains regional telephone directory and organization charts.
- Purchases and maintains log for airline tickets and distributes to employees on an 'as required' basis.
- Maintains training database for the South Slave Region.
- Maintains Boardroom bookings.

3. Provides additional clerical and data entry support to the region in such areas as:

- Clerical and data entry support to the Central Repair facility and Shop foreman ensuring that EMS (Equipment Management System) data and work orders are recorded in a timely, accurate and efficient manner into the WebWorks program.
- Assisting, as required, the regional highways camps and airports with data entry support in WebWorks program for maintaining the Equipment Management System.
- Taking minutes during regular and ad hoc staff meetings.

- Initiating private access snow plowing agreements.
- Surplus office equipment on an as required basis by preparing the appropriate paperwork and arranging for pickup of surplus items.
- Initiating applications for credit cards, recording of credit card distribution and canceling of credit cards.
- Maintaining and monitoring daily attendance for the South Slave Region.
- Scheduling and recording appointments and arranging meetings for all staff.

WORKING CONDITIONS

Physical Demands

Majority of time is spent in an office environment with the opportunity to move about.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent responds to a high volume of telephone and walk-in inquiries throughout the day and must carry out other work assignments while dealing with constant work interruptions. Inquiries may involve difficult or upset clients requiring tact and patience in obtaining sufficient information to determine an appropriate response or referral.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office practices and procedures to provide effective typing, clerical and administrative assistance in a variety of support areas.
- Knowledge of filing procedures to set up files and maintain the central administration filing system and to extract and assemble information from files as required by program managers.
- Good interpersonal and oral communication skills to deal with the general public, department staff, vendors, and contractors when responding to a high volume of walk-in and telephone inquiries.
- Good articulation and enunciation skills are required for recording the road report. Good written communication skills to prepare correspondence, presentations, and reports, from hand written drafts or brief instructions and to ensure accurate spelling and grammar in completed work.
- Computer skills to operate software programs (word processing, spreadsheets, databases, PowerPoint, Internet, etc.) to prepare presentations and reports.

Typically, the above qualifications would be attained by:

- Grade 12 Secondary School Diploma and the completion of an office administration program and 3 years of related experience.
- A valid Class 5 Drivers License is required.

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

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Aboriginal language: Choose a language

- Required
- Preferred