



IDENTIFICATION

Department	Position Title	
Infrastructure	Office Manager ITH Project	
Position Number(s)	Community	Division/Region(s)
33-14431	Yellowknife	Transportation/HQ

PURPOSE OF THE POSITION

The Office Manager, Inuvik-Tuktoyaktuk Highway Project (Office Manager) is responsible for providing administrative coordination and support for the project by developing and implementing project administrative procedures; coordinating documentation and reporting; confidential project records administration, and event coordination and support.

SCOPE

The Department is delivering a mega civil engineering project connecting Inuvik to the Arctic Ocean at Tuktoyaktuk via a 137km highway. The project budget is \$300 million over approximately 5 years. The Office Manager will provide administrative coordination to assist with project delivery.

Reporting directly to the Director, Transportation, the Office Manager will coordinate the documentation and reporting of various aspects of the project. The incumbent will be the primary contact for the management and communication of information internal to the Department as well as between the Project Company, the Independent Engineer, and Regulatory Agencies.

Key responsibilities include: implementing organizational policies; developing and implementing project procedures and directives; as well as the acquisition and packaging of information requested by the three levels of Oversight Committees. The incumbent assists with preparing, organizing and monitoring several high level organizational activities and supports/facilitates various special projects.

The incumbent is expected to control sensitive information, including project budgets, risk

assessments, and contract negotiation documents on behalf of the project, and facilitates communication within the project organization and external stakeholders - including but not limited to government and non-government organizations. The incumbent must establish controls on documentation to ensure Project Staff can clearly discern the current versions and what information can be shared with which parties to the project.

The incumbent will work independently to coordinate activities related to office administration and must be able to coordinate the review of all information requests, invoices and claims to provide for a quick response time which will mean tactfully, but firmly, getting information from various offices to avoid endangering the cash flow of the Project Company, thereby putting the project at risk. Coordination will also be required for any information requested from any of the three oversight committees.

The position is the primary point of contact for Project Staff comprising of approximately 8 key senior technical staff and up to 30 project staff (the Project Company will likely employ close to 200 people). This position may directly supervise administrative support from a casual pool utilized for special projects as and when required. Under the direction of the Project Director, this position communicates office and project administration procedures to the Project Staff; facilitates the training and development of Project Staff; and assists project managers/administrative officers in quality management to ensure the effectiveness of administration support for the organization.

RESPONSIBILITIES

1. Provide administrative support to the Project Director and key Project Staff.

- Provides an administrative contact point for the organization, for internal, intergovernmental and public inquiries, responding to requests for information;
- Sets up and maintains an efficient electronic and paper filing system for the Project utilizing the GNWT ARCS and Organizational ORCS system, plus a specific project created filing system (Buzzsaw), develops and recommends office procedures and systems, analyzes and resolves office administrative and procedural issues;
- Maintains security and confidentiality of information held in the Project Office;
- Receives, logs, reviews and prioritizes all correspondence received for the Project and distributes to appropriate staff;
- Develops routine correspondence, proofreads and edits letters and minutes, and facilitates the preparation of forms, documents and letters for signature;
- Maintains leave and attendance records for the Project Office;
- Utilizes desktop publishing software as required including facilitating the production of newsletters as required;
- Ensures the Project Office reflects a positive and professional image through effective communication, protocols, policies and procedures;
- Makes travel arrangements, completes registration processes for conferences and other events, and prepares itineraries on behalf of the Project leadership.
- Serves as Notary Public or Commission for Oaths;

- Ensures contracts, such as contribution agreements, service contracts, etc. are signed, witnessed, filed electronically and submitted to Administrative staff in a timely manner;
- Obtains, tracks, reviews, codes and submits invoices for signature and forwards invoices, POI requests and other financial documents to appropriate Finance staff;
- Maintains, purchases and tracks office supplies for the Project Office;
- Receives, dates and forwards in a timely manner to the appropriate individual(s), such human resource related documents as job offers, amendments, extensions, transfers etc. that requires the Director signature;
- Develops and updates Organizational charts and Job Descriptions as required for the Project;
- Maintains current files on the SMT SharePoint Web site, the project website (Buzzsaw) and facilitates use of the site by Senior Managers and project staff;
- Receives and forwards all inquiries or complaints to the appropriate staff and ensures the Director is made aware of inquiries and complaints;
- Manages "bring forward" files and action lists for ongoing issues for the Directors attention, identifies matters of priority for the attention of the Director and, receives instructions on the subsequent course of action;
- Ensures that correspondence is followed through in a timely manner;
- Liaises and collaborates with the Director and appropriate Senior Managers and other Managers to ensure timely and accurate preparation of briefing documents and or follow up on issues;
- Schedules and organizes meetings and appointments; books meeting space; drafts agendas; prepares and distributes meeting materials; records minutes and prepares arising action list and status reports for follow up items and permanent records on a regular and as required basis.

2. Provide administrative support to the Project Management staff.

- Handles confidential administrative and Project related incoming mail and distributes to appropriate individuals;
- With guidance from the Project Director determines which agencies have a need to know for each of the project reports and returns and ensures timely distribution;
- Coordinates Project Meetings, including the development and distribution of meeting materials, arranging meeting space, drafting agendas, recording, distributing and posting minutes, preparing business arising action list and status reports for follow up items and permanent records on a regular and as required basis for the Project;
- Coordinates, prepares and submits advertising required for the Project;
- Maintains Project files such as correspondence and individual files, according to the ARCS/ORCS system, and uses an electronic document filing system such as Buzz- saw;
- Works with the Finance section to track Project costs on a monthly basis;
- Coordinates orientation for new Project members ensuring appropriate materials are available;
- Assists with the update of the Project website.

3. Facilitates Special Projects for the Director and Project as required.

- Coordinates, oversees and/or administers special projects and events, as required;
- Drafts reports from available material, such as those required by the ITH Corridor Working Group, the ITH Steering Committee, and the Cabinet Infrastructure Committee;
- Draft budgets and tracks expenditures for special events;
- Liaises and collaborates with the Director, Senior Managers and project staff Managers for follow up, monitoring progress on projects for timely completion;

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of practices and methods required for the efficient administration of a large civil engineering project office.
- Outstanding organizational skills;
- Ability to prioritize, multi-task and problem solve independently;
- Ability to learn organizational structures across various departments in order to ensure the documentation required by each is complete and communicated in a timely fashion;
- Work under pressure and with tight deadlines;
- Provides advice and support on all Administrative issues;
- Ability to understand and carry out detailed instructions without direct supervision;
- Ability to concentrate and listen for lengthy periods of time;
- Ability to record, format and compile information accurately;
- Ability to take and transcribe accurate meeting minutes and maintain an action list;
- Ability to interact with others with sensitivity and confidentiality;
- Ability to communicate effectively in writing and verbally to a variety of audiences with varying levels of background, knowledge, and education;
- Familiarity with engineering Project Management and construction terminology;
- Working knowledge of software programs including, but not limited to, Microsoft Office Word, Excel, Outlook, Visio and Publisher, Microsoft Project;

- Experience with filing systems, in accordance with the government-wide legislation;
- Sensitivity to the geographical and cultural diversity of the Northwest Territories;
- Ability to maintain a high degree of tact, discretion, and diplomacy in a fast paced, often changing environment

Typically, the above qualifications would be attained by:

- Diploma in Office or Business Administration and,
- Minimum five (5) years progressive secretarial and supervisory experience or equivalent training and work experience;
- Grade 12, with Administrative Studies, computer and management courses, twelve (7) years progressive secretarial and supervisory experience.
- Ability to be appointed a Notary Public or Commissioner of Oaths 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