



**IDENTIFICATION**

Department	Position Title	
Education, Culture & Employment	Regional Administrative Coordinator	
Position Number(s)	Community	Division/Region(s)
71 00000114	Fort Smith	ECE Service Centre

**PURPOSE OF THE POSITION**

The position provides reception, secretarial and administrative support to the South Slave Regional Service Centres. Duties are performed in accordance with GNWT Acts, Regulations, polices and Education, Culture & Employment procedures.

**SCOPE**

Located in Fort Smith, this key position reports to the Regional Superintendent, Education, Culture and Employment and provides ECE Service Centres are a division of Education Culture and Employment with an annual budget of 7.3 million dollars and 19 employees.

The incumbent will provide a full range of secretarial and administrative support to the Regional Superintendent and the four (4) program managers located in Hay River and Fort Smith, by preparing and proof reading reports, outgoing correspondence, contracts and contribution agreements and maintains the Service Centre central administrative filing, DIIMS, and record management systems.

The position provides reception service to the Fort Smith Service Centre by receiving and directing walk in and telephone traffic, booking appointments for Officers and Managers and assisting clients with copies, faxing and employment related supports.

The position provides various administrative services to the entire region such as making travel arrangements for staff, booking flights and hotel rooms and ensuring that the travel is properly authorized; records, distributes and dispatches mail; maintains service centre supplies and ensures that office equipment is maintained and supplied as required.

## **RESPONSIBILITIES**

- 1. Responsible for the provision of reception support to the Fort Smith Service Centre**
  - In person and on the telephone, greets members of the public and responds to general inquiries and requests for information;
  - Determines client needs and makes appropriate referrals to other agency or internal staff person or career development resources.
  - Assists clients in finding a complete range of resources to meet their needs;
  - Assists clients in the appropriate use of resources in the Fort Smith Service Centre and ensure that they can use computer based resources to maximum benefit;
  - Ensures that clients are fully informed of all program criteria, deadline dates and application forms for all ECE program areas
  - Serves as a Designated First Aider under the Safety Act and represents the Service Centre as the Floor Warden
  - Maintains the First Aid Kits
  
- 2. Responsible for the provision of secretarial support to the Regional Service Centres**
  - Types and proof reads.
  - Prepares and updates templates for contracts and contribution agreements, requests for proposals, annual reports and other important documents.
  - Prepares routine correspondence such as acknowledgements and form letters.
  - Acts as recorder for the Service Centre meetings, by taking and preparing minutes, typing and preparing meeting agendas, maintaining central filing systems (paper and electronic) for minutes and correspondence and making logistical arrangements such as booking rooms, teleconferences and communicating arrangements to membership.
  
- 3. Responsible for administrative support and coordination to the Regional Service Centres**
  - Ensures the resources are well maintained and displayed.
  - Ensures the computers are in working order.
  - Develops signs or other mechanisms to assist clients to use all of the resources.
  - Orders and tracks the purchase of suitable materials to include in the Centre.
  - Makes all travel arrangements by planning travel itineraries for all personnel, ensuring appropriate authorizations for the travel are in place and hotel and travel booking are complete.
  - Maintains office supplies in neat and orderly manner.
  - Perform incoming/outgoing mail duties, including logging incoming checks.
  
- 4. Maintains central filing and records management systems of the ECE Service Centres**
  - Develop and maintain central numerical filing systems in accordance with GNWT standards.
  - Maintains record management system by recording, archiving and disposing records in accordance with GNWT standards.

- Maintains files in a tidy and up to date state and ensure that check-out logs for documentations are maintained.
- Maintains central electronic filing system for commonly used documents and authorization, such as policies, signing authorities, position description and contracts.
- Maintains file storage rooms and library in a tidy, neat and clean manner so that the facilities housing these functions are presentable and pleasant.
- Train staff in the proper use of filing and storage systems.
- Monitor filing and storage process and ensure that improper procedures are corrected promptly and appropriately.

## **WORKING CONDITIONS**

### **Physical Demands**

Majority of time is spent at computer with plenty of opportunity to move about the office. The incumbent is expected to lift file boxes on a recurring basis and be mobile throughout town.

### **Environmental Conditions**

There are no significant adverse environmental conditions that exist for this position.

### **Sensory Demands**

Incumbent frequently requires concentrated levels of attention to reading, analyzing and focused listening that are subject to frequent interruptions.

### **Mental Demands**

The incumbent is the first contact with the public who have high expectations and diverse needs. The incumbent is often faced with agitated or anxious clients who have missed deadlines or who have been denied benefits.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Advanced computer skills in word processing, spreadsheets, desktop publishing and presentations is required and basic ability in data base software would be an asset.
- The incumbent must possess good written and verbal communication skills, in order to provide exceptional and professional customer and client service and support in a confidential and sensitive manner.
- The ability to communicate clearly and effectively in order to establish good rapport (relaxed and trusting environment) and to gain support of staff and other internal clients.
- Excellent organizational skills and the ability to prioritize tasks and to work independently.
- The ability to work under stressful conditions during periods of extreme workloads and to meet critical deadlines.

- The incumbent shall possess time management skills required to meet deadlines along with the capability of working independently to meet varied job functions.
- An ability to take independent action when necessary and in appropriate circumstances.
- Adaptability – alters normal procedures or ways of working to fit a specific situation to get the job done and/or to meet goals. (i.e. performs coworkers tasks when needed).
- Active listening – An ability to demonstrate objective an active listening. This includes an ability to behave in a helpful and responsive manner and an ability to seek out the facts and pertinent information before drawing conclusions.
- Teamwork and cooperation – An ability to participate willingly and support team decisions. This includes doing share of work and sharing all relevant information.

**Typically, the above qualifications would be attained by:**

These skills and attributes are normally acquired through the completion of a recognized two year Diploma program in Office Administration or Secretarial Arts and five years directly related administrative and coordination experience in a demanding office environment that also serves the public.

**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:** To choose a language, click here.

- Required
- Preferred