



IDENTIFICATION

Department	Position Title	
Northwest Territories Business Development & Investment Corporation	Administration Officer	
Position Number(s)	Community	Division/Region(s)
89-10533	Yellowknife	Business Services/Communications

PURPOSE OF THE POSITION

The purpose of the position is to provide administrative and secretarial support to the BDIC in accordance with the BDIC's regulations, policies and procedures to ensure the smooth flow of business within the Corporation. This position also provides timely and accurate communications and coordinates correspondence with the Minister's office and Board Chair.

The Administration Officer assists the Manager Business Services and Communications to provide BDIC business support services, administration of communications items, and executive support to the CEO of the BDIC. The incumbent is responsible for maintaining the security and integrity of Board records, facilitating Board meetings and upholding Board conventions for the BDIC's Board and the Boards of the BDIC's subsidiaries.

The incumbent functions as the key administrative support for the BDIC. As the front line contact for the BDIC, the incumbent deals daily, in person or on the telephone, with a variety of contacts. As well, the Administration Officer assists with delivering the BDIC's Business Services Program.

The position is also the health and safety coordinator for the BDIC and provides administrative support to the BDIC's staff.

SCOPE

The BDIC is a Crown Corporation of the Government of the Northwest Territories (GNWT) and provides a range of programs and services to help northern businesses succeed. The BDIC supports the economic objectives of the GNWT by encouraging the creation and development of businesses,

providing financial assistance to businesses, and making investments in business enterprises. The BDIC promotes financial independence, assists communities in capturing investment development opportunities, and helps develop a diverse and viable northern economy. The BDIC's role in promoting and maintaining economic development and employment has both economic and social aspects.

The BDIC's Business Support Program and Canada Business NWT (CBNWT) provide business information to entrepreneurs across the NWT.

This position is located in Yellowknife and reports to the Manager Business Services and Communications. The incumbent provides relevant information to assist entrepreneurs, consultants, and others with the development of new or expanded business opportunities.

The position monitors all correspondence and ensures that documents prepared by the Corporation are thorough, well-written and clearly presented. The Corporation's credibility and that of the Minister and the Board depend upon timely responses to correspondence, and production of documents that are grammatically accurate and comply with the BDIC's visual identity and communications protocols.

The position is responsible for setting standards for production of written documents, establishing mail and document tracking policies and procedures, and coordinating the allocation of staff resources to ensure there is adequate coverage.

The Administration Officer is the first point of contact for the BDIC and will be required direct phone and email communications appropriate staff members. This position will need to exercise judgment with regard to knowing when to forward phone calls to the staff, what meetings take precedence, and what commitments to make on the organizations behalf. The BDIC relies upon the Administration Officer to coordinate meeting times, locations, identify potential overlaps and conflicts and make suggestions about which meetings take priority, re-scheduling meetings as necessary.

The Administration Officer processes documents of a confidential nature, dealing with staff issues and also government initiatives, and must exercise extreme discretion in the execution of his or her duties. This position is responsible for maintaining a healthy and safe working environment for BDIC staff.

As the front line contact for the BDIC and CBNWT, the incumbent deals daily, in person or on the telephone, with a variety of contacts including BDIC staff, other GNWT staff and the general public.

The position also assists the Manager Business Services and Communications with special events.

This is an exempt position.

RESPONSIBILITIES

1. Provides administrative support to the BDIC.

- Screens telephone calls and visitors, and responds to requests for information.

- Coordinates and schedules appointments, meetings and conferences, as well as duty travel and accommodation for the CEO and the Board.
- Proofreads all Ministerial, Board and Cabinet correspondence and ensures proper format.
- Coordinates and supports management team meetings by preparing agendas, maintaining the BF/status report and assembling relevant correspondence.
- Photocopies and collates documents for distribution, mailing and filing.
- Maintains the CEO, Board Chair and Minister chronos.
- Monitors progress of assigned tasks by maintaining a BF system.
- Assists with monitoring current events in order to keep divisional contact/ mailing lists current and accurate.
- Manages and logs all incoming and outgoing mail for the BDIC.
- Prepares and monitors purchase orders, and office supplies from GNWT warehouse.
- Ensures office equipment is operational and arranges maintenance as required.
- Liaises with equipment suppliers when dealing with technical problems (e.g. photocopier).
- Responsible for the monthly attendance register for BDIC staff.
- Provides support in arranging travel for the BDIC's management and staff.
- Performs telephone functions including directory updates.
- Liaises with NorthwTel /Shared Services/TSC on telecommunications related issues.
- Exercising \$5000 spending authority through credit card purchases and maintaining proper log of such purchases.
- Verifies and pays invoices.
- Verifies credit card statements and formulates reconciliations.
- Establishes and maintains the BDIC's records management system.
- Establishes filing systems according to the proper codes and disposition schedules.
- Arranges for both archiving and retrieval of documents from the GNWT warehouse.
- Files documents for the BDIC while ensuring confidentiality of the material.
- Creates new ARCS/ORCS files, closes old ones and updates appropriate document listings and databases.
- Develops and revises ORCS schedules as required.
- Maintains databases for all records and filing schedules for all BDIC records.
- Closes financial program files and prepares the contents for archival storage.
- Coordinates the BDIC's internal and external events.
- Provides general financial and administrative support.
- Monitors the BDIC Info email box and distributes messages for response appropriately.
- Assists with the BDIC's newsletter.
- Assists in preparing briefing materials and books.
- Coordinates with service providers the printing and creation of communications items such as business cards and brochures.
- Assists in coordination French language service delivery.
- Assists in organizing the Northern Economic Development Practitioners' (NEDP) conference.
- Formats and finalizes correspondence for the CEO's, Board Chair's and Minister's signature.

2. Maintains a safe and healthy working environment at the BDIC.

- Liaises with the landlord to ensure that maintenance and safety issues are promptly addressed.
- Acts as Fire Marshall for the BDIC.
- Ensures that safety equipment such as fire extinguishers, emergency lighting, and first aid materials is up-to-date and fully functional.
- Provides first aid support when required.

3. Provides logistical support to the BDIC.

- Collates Board meeting packages for review by the CEO and arranges for their distribution.
- Manages meeting logistics and preparations for meeting execution and works with the CEO to prepare briefing books, reports and Board information.
- During Board meetings, advises on the code of conduct, potential conflict of interest and general meeting procedures.
- Ensures Board members' statutory and fiduciary requirements (for example, statement of disclosure) are understood and are current and that those obligations are met.
- Contracts with external expert service providers (legal, financial, governance, etc.) for specialized services as required by the Board, and monitors and evaluates the contracted service delivery.
- Ensures that all Board members are registered through the Department of Justice and tracked accordingly.
- Administers Board members' honoraria and per diem payments, and monitors and reconciles Board members' expenditures.
- Administers the Board's budget and provides forecasts.
- Maintains and prepares board minutes, files and records pertaining to all meetings.
- Maintain minutes of Appeal Committee meetings.
- Prepares correspondence for the signature of the Chairperson, President or Directors and maintains a log and record of the Chairperson's, President's and Directors' correspondence.
- Maintains the corporate records for each subsidiary, including ensuring annual filings are completed in a timely manner.
- Manages meeting logistics and preparations for meeting execution, assists in the preparation of briefing books, reports, Board information, and prepares presentation materials.
- Maintains custody of the BDIC's corporate seals.

4. Assists members of the public to access business information through the BDIC's Business Services Program and Canada Business NWT.

- Responds to client inquiries by either researching and providing answers to inquiries directly, or directing clients to other service providers.
- Provides internet access and video conferencing for clients' use, ensuring technical services are maintained through contracts for servicing.

- Makes CBNWT a “user friendly” facility through effective signage, library maintenance and presentation.
- Inputs service numbers and tracks client interactions.
- Keeps library records and identifies resources that could assist clients
- Discusses the BDIC’s services with new and established clients and acts as a liaison for clients who wish to consult a BDIC Business Advisor.

WORKING CONDITIONS

Physical Demands

Required to sit in one location much of time in an office environment.

Environmental Conditions

No unusual demands.

Sensory Demands

Sensory attention required for reviewing large volume of written material requiring quality assurance.

Mental Demands

Demands for thoroughness and accuracy in work, often performed under strict deadlines, can cause stress. Incumbent works in a politically sensitive working environment in which activities may be highly visible to the public. Some travel required.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven knowledge of office and administrative procedures.
- Knowledge of BDIC policies and procedures.
- Knowledge of NWT political, economic and social environment.
- General NWT business knowledge.
- Knowledge of ORCS and ARCS.
- Advanced level knowledge of MS Office operating systems, MS software (Word, Excel, PowerPoint) and internet and email applications.
- Knowledge of record and file management systems and procedures.
- Ability to deal with the public and respond to a wide variety of enquiries and problems.
- Time management skills and ability to meet deadlines.
- Proven organizational skills.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to work with people in an effective, tactful manner.
- Ability to accurately process large amounts of information and complete routine tasks.

Typically, the above qualifications would be attained by:

5 years of experience in general office/business administration or a suitable combination of education and experience. Experience working with corporate Board's and the ability to provide services in French is an asset.

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 applies)

- 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