



IDENTIFICATION

Department		Position Title	
Environment and Climate Change		Divisional Office Manager	
Position Number	Community	Division/Region	
23-3504	Yellowknife	Environmental Protection & Waste Management	

PURPOSE OF THE POSITION

The Divisional Office Manager is responsible for providing a wide range of services to ensure efficient operation of the Division office as well as providing direct administrative and general support to the Director. The position also provides research support to the Director and other staff, responds directly to requests for information from the public, and assists in maintaining and coordinating the Division's electronic hazardous waste and spills databases.

SCOPE

Located in Yellowknife and reporting to the Director, Environmental Protection and Waste Management (Director), the Divisional Office Manager performs administrative and office management duties and functions for the Director and other staff in the Division. The position oversees the work of one (1) casual employee who assists with data entry.

The Divisional Officer Manager coordinates and provides the Canadian Council of Ministers of the Environment (CCME) secretariat support including briefing materials and communications for the department as required. The position supervises administrative support staff and provides financial management and coordination of the divisional budget. Precise research information, accurate databases and analysis of trends are critical to sound decision-making by the Director and technical specialists as well as to ensure accurate information is available to the public.

The Environmental Protection and Waste Management Division (Division) is often involved in projects that must meet strict deadlines and output must conform to a high standard of excellence, both in terms of quality of the work and presentation. The incumbent ensures that all written documentation conforms to Departmental and Government formats, procedures and policies. The incumbent is responsible for coordinating, editing and



reviewing documentation produced to ensure completeness and accuracy.

The Divisional Office Manager works independently, as well as part of the team. In addition, the position will receive either written or verbal assignments from the Director and other staff members from time to time. The incumbent deals daily in person and on the telephone with a variety of contacts, including Departmental staff, officials from other Government departments, representatives from Indigenous organizations, and the general public.

The Divisional Office Manager ensures efficient day-to-day operation by undertaking activities such as re-ordering and maintaining office supplies, tracking expenditures to the Corporate Visa card, ensuring that general material is circulated among staff in an effective and efficient manner, preparing files for storage in accordance with Government ARCS and ORCS standards, and arranging appointments, travel or interviews. Project manages office services such as equipment purchasing and special projects. Decisions resulting in poor quality of work, delays in meeting deadlines and errors made in performing duties could create embarrassment for the organization. Breaches of confidentiality and/or the provision of inaccurate/incorrect information can have serious legal implications

RESPONSIBILITIES

1. Provides support to the division in order to coordinate timely work completion and flow of information.

- Communicates and coordinates the Director's instructions with various individuals and or groups across the division and the GNWT.
- Acts as a liaison with division managers and staff.
- Monitors and tracks progress of information requests including timelines and aggregation of information received for the review by the Director.
- Sets up and uses a bring-forward system tracking Divisional commitments, correspondence, reports and other documents for the Division.
- Provides receptionist services for the Division, including greeting and screening visitors and incoming telephone calls, answering routine inquiries and rerouting complex inquiries as required.
- Coordinates, edits, reviews, formats and proofreads correspondence, reports, briefing notes, responses to oral and written questions, statements, Cabinet and Management Board submissions and papers using approved formats and with complete accuracy for Director's, Assistant Deputy Minister, Deputy Minister and Minister's signature.
- Manages, sorts and classifies documents for daily filing, according to ARCS/ORCS/DIIMS procedures.
- Assists with the preparation of presentation materials, briefing books, promotional materials and annual work and business plans.
- Acts as an office resource for word processing and other applications.
- Revises and maintains office and administrative procedures and policies.



- Participates and supports in interdivisional, interdepartmental and intergovernmental projects and processes as appropriate.
- Prepares and analyzes trends and status reports, drawing data from a variety of sources within and outside the department.
- Provides office coordination of various projects.

2. Maintains inventory of office supplies and is responsible for ordering supplies, equipment and services.

- Ensures the Division's computer equipment is current, up to date and operating to accepted standards, acting as the primary contact for the Division with TSC.
- Requests/evaluates quotes for office services.
- Reviews or prepares all requisitions for office supplies via Public Works website.
- Arranges for maintenance, upkeep and surplus of office equipment.
- Coordinates contacts with internal clients, management, and internal and/or external suppliers.
- Executes all occurring administrative tasks within the division, including documentation.
- Coordinates the maintenance and usage of the trucks used related to division work.
- Receives, checks, documents and distributes supplies and ensures proper authorization is in place including coding of invoices etc.

- **Supports and contributes to the formulation of the department budget, business planning, and related financial tracking functions.**

- Coordinates the preparation of monthly variance reports and liaises as required with Division staff.
- Collects and examines monthly financial spending against the Division budget.
- Provides monthly pivot reports to Division managers via SAM.
- Organizes and aggregates information for the Director.
- Performs initial variance reconciliation for review by the Director.

3. Provides basic orientation and ongoing support regarding office procedures, policies, etc.

- Acts as liaison with Human Resources to complete on-boarding for new hires, assist with summer student hiring and ensure correspondence is received at HR.
- Maintains files and records of a confidential nature, including preparing periodic reports and checking documents for accuracy and completeness.
- Provide advice and assistance to staff regarding office procedures.
- Acts as the Division coordinator for health and safety by communicating related information; monitoring health and safety performance to ensure compliance with organization and government legislation; bring forward problems and opportunities; ensure related equipment and supply lists are maintained; etc.



4. Performs a wide range of administrative and general support duties for the Director of a highly responsible and confidential nature.

- Organizes and expedites the flow of work through the Director's office including the initiation of any follow up action.
- Researches a wide variety of information requests independently.
- Routes or responds to requests and correspondence not requiring the Director's immediate attention.
- Frequently communicates with senior-level and external contacts and is regularly exposed to confidential data.
- Obtains critical or time-sensitive information from others including other senior-level contacts.
- Receives and screens telephone calls, letters and/or visitors by responding to questions, obtaining and providing information in order to save the Director's time.
- Organizes and prepares complex documents requiring the integration of multiple office technology and software applications.
- Prepares special reports including the gathering, summarizing and analysis of information.
- Prepares correspondence for the Director's approval.
- Schedules appointments and arranges meetings, conferences, travel, etc. including planning, coordination, booking, logistics, etc.
- Coordinates with other administrative staff in the department.

5. Oversees the electronic hazardous waste and spills databases and respond independently and directly to information requests.

- Ensures secure access to the database; i.e., access is granted after specified criteria is met.
- Acts as the initial helpdesk, responding to technical issues related to granted access (e.g., forgot password)
- Conducts research responding to requests for detailed information from the public, industry, municipalities or government agencies, ensuring private and confidential information is redacted.
- Provides monthly spill reports to the Minister.
- Carries out research assignments as identified by the Director; including telephone inquiries, electronic and paper document reviews, and compiling and analyzing the results.
- Assists in maintaining the hazardous materials spill response system by informing government and response agencies when a spill occurs.
- Produces graphics and statistical tables for Divisional publications and reports.



- Oversees the maintenance of various electronic database systems (i.e., hazardous waste generators, receivers, carriers, spill contingency plans) to ensure data is entered correctly and in a timely manner.
- 6. Provides secretariat support to the Director related to the GNWT's seat on the Canadian Council of Ministers of the Environment (CCME)**
- Prepares materials for meetings and other events involving GNWT including preparation of briefing binders from senior leaders at the Director level up to and including the Minister.
 - Coordinates and organizes feedback from several working groups in order to coordinate a response.
 - Prepares documents and other related correspondence for the Director's approval.
- 7. Provides coverage on a regular and extended basis for the Senior Administrative Coordinator in the directorate office.**
- Acts as full back up to this position in order to keep the work of this office current.

WORKING CONDITIONS

Physical Demands

The incumbent may spend lengthy periods of time sitting at a desk and working on the telephone and/or computer working, which may result in eye strain or strain to the wrists, hands, neck and back. The incumbent has opportunity to move about the office and to participate in meetings and events outside of the office.

Environmental Conditions

No unusual environmental conditions. Work is performed in an office environment.

Sensory Demands

There is considerable need for attention to detail when editing, proof reading and drafting.

Mental Demands

The incumbent deals with shifting/changing priorities on a daily basis. Mental stress related to multitasking, dealing with confidential and politically sensitive information and working to tight deadlines on a daily basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Superior verbal and written communication skills, including sound knowledge of language and grammar and exceptional proofreading skills.
- Demonstrated skill in problem solving, research, analysis, planning coordination, monitoring and assessment.



- Strong computer skills in word processing, database, spreadsheet software, presentation software, tablets/I-Pads and correlating software, and knowledge of emerging administrative trends, as well as internet and electronic communications.
- Ability to work in a cross-cultural environment.
- Ability to exercise considerable judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Ability to work to deadlines and manage workloads including multiple assignments with potentially conflicting priorities while ensuring that the Director's and other senior leaders' needs are addressed.
- Independent decision-making skills to be able to reprioritize tasks and respond quickly to changes in scheduling and other requirements as needed.
- Fundamental understanding of the structure and processes of the government.
- Must possess an ability to build and maintain a good working relationship with colleagues throughout the GNWT, and with partners of other governments and organizations.
- Sound knowledge of ORCS/ARCS records management filing systems.
- In-depth organizational awareness of the structure, business, clientele and services of the GNWT.
- Must have a demonstrated ability to research, analyze and synthesize multiple concepts and priorities.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Grade 12 diploma, secretarial diploma or equivalent combination of education and experience, along with a minimum two (2) years of progressive related experience supporting senior executives.

Equivalent combinations of education and experience will be considered.

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

Indigenous language: Select language

☐ Required

☐ Preferred