



IDENTIFICATION

Department	Position Title	
Infrastructure	Bilingual Administrative Coordinator	
Position Number	Community	Division/Region
33-00473	Yellowknife	Compliance & Licensing

PURPOSE OF THE POSITION

The Bilingual Administrative Coordinator is directly responsible for providing licensing, inventory, and skilled administrative services to the Compliance and Licensing Division. This bilingual position provides front-line service to clients and the public in both French and English. This position also provides skilled administrative services to other divisions in the Department of Infrastructure.

SCOPE

The Department of Infrastructure is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the planning, design, project management, construction, acquisition, operation and maintenance of government infrastructure, including airports, buildings, ferries, highways and bridges, and to promote the development and increased use of energy efficient technologies. The department is also responsible for the provision of motor vehicle and mechanical/electrical/elevator regulatory safety services to the public, the provision of petroleum products to communities that are not serviced by the private sector, environmental assessment and remediation, property management, disposal of surplus property and goods, fleet management, and the marine transportation of cargo to Northwest Territories communities.

The Compliance and Licensing Division, Transport Compliance Section is responsible for providing compliance and enforcement activities in accordance with twenty-five acts and regulations in addition to various pieces of federal legislation, designed to improve commercial vehicle and driver fitness and the protection of highway infrastructure. The effectiveness of our educational, enforcement, monitoring, and inspection programs motivates and facilitates safe operators, thereby securing safer highways for residents, industry, and visitors in the Northwest Territories.



Located in Yellowknife and reporting to the Director, Compliance and Licensing, the Bilingual Administrative Coordinator performs administrative duties, maintains and administers the Compliance and Licensing inventory program and ensures that all written documentation conforms to departmental and government formats, protocols, procedures, policies, and requirements. The incumbent works closely with territorial colleagues both internal and external to the Department and responds to a wide variety of requests for information.

RESPONSIBILITIES

1. Administers and maintains the Compliance and Licensing Inventory Program.

- Coordinates the procurement of inventory from the license plate contractor and ensures satisfactory inventory levels are in stock and readily available.
- Issues and ensures the secure delivery of accountable inventory to the regional and contracted issuing offices.
- Maintains regional inventory discrepancy reports and coordinates with the Manager, Driver, and Vehicle Licensing Programs to ensure program needs are met.
- Ensures and manages the delivery of inventory to contractors, regional offices, and issuing sites.

2. Provides administrative support services to facilitate the effective and efficient operation for the Director, divisional staff and other divisions in the Department of Infrastructure.

- Receives, screens, and logs incoming correspondence and publications, assessing priorities and directing them to the appropriate staff.
- Receives and tracks invoices for timely processing.
- Assists with the preparation of correspondence and documents including formatting, proofreading, editing, and finalizing.
- Maintains a Bring Forward (BF) system for correspondence, reports, and other documents for the division to ensure necessary action has been taken and/or determine and communicate the reason for delay.
- Handles correspondence containing information of a confidential, personal, or protected nature.
- Administers the renewal notices and ensures their daily mail out.
- Administers client correspondence and ensures copies are kept on file.
- Receives and manages telephone inquiries and email requests, either by providing answers or directing the caller to the appropriate staff member.
- Maintains and updates all mailing and contact lists.
- Manages schedules and sets up in-person and virtual meetings and conference calls; distributes material to participants, confirming all arrangements and following up on action items.



- Develops e-binders using Adobe for divisional and departmental use.
- Ensures and procures satisfactory levels of office supplies.
- Provides data entry support for the DRIVES system.
- Maintains and arranges for servicing of all office equipment.
- Orders and manages inventory of office supplies.
- Completes travel and accommodation arrangements for staff duty travel, travel claims and VISA reconciliations.
- Arranges freight delivery and shipping.
- Provides program support when necessary.

3. Facilitates and maintains the divisional filing system.

- Supports staff in onboarding and offboarding to/from DIIMS, including arranging for necessary training and supporting the completion of paperwork needed for access.
- Maintains the operational and administrative central files in accordance with the Government of Northwest Territories (GNWT) Administrative and Operational Records Classification Systems (ARCS / ORCS).
- Maintains the central electronic filing systems in accordance with ARCS/ORCS and GNWT security and privacy policies.
- Processes, indexes, scans, electronically forwards, and files correspondence and other documents in a timely manner.
- Makes requested changes, additions, or deletions to the Active Filing List as directed and distributing as necessary.
- Undertakes any file or document management projects and other related assignments as required.
- Supports and maintains the Compliance and Licensing Resource Library by updating and adding resource materials.

WORKING CONDITIONS

Physical Demands

Physical effort is minimal but is required at times when dealing with inventories, records, or equipment.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.



Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of driver and vehicle licensing programs and procedures.
- Knowledge of logistics and inventory methods and applications.
- Organizational skills.
- Ability to multitask and manage interruptions without affecting work performance.
- Ability to use Microsoft (MS) Operating Systems, MS Office, Internet, Email, and Teams programs, including MS Word, Excel, PowerPoint, graphics, and tables.
- Ability to prepare e-binders using Adobe.
- Presentation and development techniques.
- Writing and proofreading skills.
- Knowledge of spelling, grammar, and sentence structure.
- Fluency in both English and French (oral and written).
- Knowledge of records management policies and procedures including records standards and records classification systems.
- Familiarity with filing systems.
- Ability to use tact and diplomacy when dealing with visitors, callers, clients, and staff, while maintaining confidentiality of sensitive matters.
- Ability to work within a team and work with people in an effective, tactful manner.
- Able to work independently with minimal supervision.
- 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:

Post-secondary training in a business or office management diploma program, and one (1) year experience in an office environment dealing directly with the public in a customer service setting.

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