



IDENTIFICATION

Department	Position Title	
Health and Social Services	Administrative Assistant	
Position Number	Community	Division/Region
49-10768	Yellowknife	Territorial Health Services

PURPOSE OF THE POSITION

The Administrative Assistant is responsible for providing professional secretarial and administrative support to the Director, Territorial Health Services. The incumbent will also coordinate the provision of services in French within the Division and provide clerical support to various areas of the Division, and other Divisions within the Health Programs Branch, as required.

SCOPE

The position is located in Yellowknife and reports to the Director, Territorial Health Services. The incumbent performs secretarial and administrative duties and functions as the key administrative and secretarial support to the Director and Managers within the Division.

The incumbent will provide this support according to established Government of the Northwest Territories (GNWT) and office guidelines and procedures to ensure matters are dealt with in a timely and accurate manner. 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 provided by the Director, Managers, and consultants within the Division.

The incumbent is also responsible for expenditure control related to the procurement of supplies for the Division in accordance with the GNWT's Financial Administration Act, policies, and Procurement Guidelines, which are approved by the: Manager Primary, Community and Acute Care Services; Manager, Oral Health Initiative; and the Director, Territorial Health Services.

In addition, there exists a close working relationship between the Administrative Assistant, Territorial Health Services and the Administrative Assistant, Seniors and Continuing Care Services; Executive Assistant to the Assistant Deputy Minister (ADM), and the Deputy Minister's (DM) Senior Administrative Coordinator. A high degree of cooperation is required between these positions, as common issues, urgent requests, and other subject matter will require collaboration to complete most tasks. They must have complementary skills, knowledge, abilities, and compatible work styles.

The majority of the work is self-initiated; however, advice and guidance may be solicited from the Director, and/or Managers. The incumbent works independently within established procedures for the position. In addition, the incumbent will receive either written or verbal assignments from the Director from time to time. Daily, the incumbent will deal with a variety of contacts, in person, or on the telephone, including departmental staff, officials from other government departments, representatives from non-government organizations, and the public.

Decisions resulting in poor quality of work, delays in meeting deadlines, and errors made in performing duties could result in public distrust, inability for the work of the Department to be conducted, and inability for the Minister to provide accurate information. Breaches of confidentiality, and/or the provision of inaccurate/incorrect information can have serious legal and reputational implications.

RESPONSIBILITIES

1. Provide professional and confidential secretarial services to the Director, Territorial Health Services and other members of the Division, as required, by:

- Coordinating, editing and reviewing documentation produced by the Director, Managers and Consultants within the Division;
- Accurately typing correspondence, minutes, reports and documents from handwritten, or electronic notes for, or as directed by, the Director and/or division Managers;
- Arranging, confirming, and recording the Director's appointments/meetings within, and outside the office, assembling relevant files and related information for these meetings;
- Arranging for courier services for outgoing correspondence and other documents;
- Performing receptionist duties for the Division by receiving and transmitting telephone calls locally or long distance, answering inquiries, handling messages and directing calls and visitors to the appropriate staff.

2. Responsible for expenditure control related to the procurement of supplies, which includes:

- Custody and use of the Division's Corporate Visa and maintaining a purchase transaction log for the division;
- Reconciling the purchasing card statement, ensuring that all relevant invoices and receipts are attached and returned to Finance as per guidelines, or project/program needs;
- Ensuring that all payments for Division expenditures are processed in accordance with the Financial Administration Act, manual and policies;

- Making travel and accommodation arrangements for the Director, Managers, and Consultants, as required;
 - Preparing and documenting requisitions and other documents, including but not limited to: Travel Authorizations and Expense Reports in SAM, travel and accommodation warrants, cheque requisitions, and charter aircraft requests;
 - Arranging for the purchase of office supplies, and processing requisitions for supplies for the Division, as required.
- 3. Provides senior administrative and clerical support services to ensure the effectiveness and efficiency of the day-to-day office administration. Recommendations are made with respect to file systems and records management.**
- Maintaining an electronic document tracking systems, prioritizing all correspondence, directing tasks to senior staff, assigning "bring forward dates";
 - Monitoring and tracking progress of tasks assigned to staff within the Units reporting to the Director;
 - Maintaining a record of a "bring forward" retrieval system for all correspondence;
 - Maintaining a record of all correspondence signed by the Director;
 - Forwarding and tracking responses and correspondence sent to the Directorate as assigned to the Division;
 - Organizing, recording and maintaining a personal and confidential filing system;
 - Maintaining the confidentiality of incoming and outgoing email messages and sending of email messages;
 - Working with staff within the Division to ensure that they are kept up to date with department standards and formats;
 - Providing computer and office procedure training to casual employees as and when required;
 - Photocopying and distributing a variety of documents
- 4. Provide professional support to the Director with respect to general secretarial/ office procedures.**
- Assisting in the completion of briefing notes for the Minister and Executive Leadership options papers, decision papers, and Info Item; and FMB Submissions and Info Items;
 - Format and review briefing notes, speech material, correspondence for Deputy Minister/Assistant DM/Minister's signature and other support material as required;
 - Preparing summary reports on incoming tasks and status reports on current tasks;
 - Researching information required by the Director and divisional staff;
 - Making recommendations for the improvement of office procedures which will improve effectiveness and efficiency;
 - Assisting in developing solutions to day-to-day problems; and,
 - Provide orientation and assistance to new administrative staff.
- 5. Oversees and maintains supplies, resources and publication inventories, and equipment.**
- Manages and maintains resource and publication inventory;
 - Requests and evaluates quotes for printing;

- Organizes and maintains office supplies inventory and supplies/photocopy room;
 - Arranges for maintenance, upkeep and surplus of office equipment.
- 6. Provides support function to the Assistant Deputy Minister's office.**
- Liaising and collaborating with the ADM's Executive Assistant to resolve issues and facilitate departmental support;
 - Providing the Administrative Assistant, Seniors and Continuing Care Services with support and coverage during absences from work or holiday relief.

WORKING CONDITIONS

Physical Demands

Normal office environment.

Environmental Conditions

The incumbent works in a busy, open work environment impacting ability to concentrate. There is a lack of privacy due to constant interruptions, heavy traffic area and high noise levels.

Sensory Demands

Must be able to perform precision on work especially with regards to senior level correspondence and report preparation. This requires the capability for a high-level of productivity and quality control.

Mental Demands

The incumbent will work in an environment where there are frequent and competing demands which at times can result in stress. The Administrative Assistant plays a pivotal role in ensuring that deadlines are met, output is quality controlled and staff are adequately supported. The incumbent handles, and is exposed to a variety of confidential and sensitive documents and delicate issues, which can result in stressful situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Exceptional knowledge of computer information systems including databases, website maintenance, and Microsoft Office programs.
- Excellent knowledge of general office practices and procedures.
- Knowledge of GNWT Financial Administration and Procurement Guidelines
- Advanced knowledge of GNWT ARCs and ORCS filing systems as well as DIIMS.
- Knowledge of accounting and financial management principles and procedures.
- Knowledge and ability of minute taking.
- General knowledge of the GNWT's financial management system SAM.
- Exceptional administrative and coordination skills.
- Proven communication skills, in English, both written and oral.

- Good analytical and problem solving skills
- Excellent organizational and time management skills
- Strong interpersonal skills and ability to work in team environment
- Flexible and able to multi-task
- Ability to interpret GNWT directives, policies and procedures

Typically, the above qualifications would be attained by:

An Administrative / Secretarial diploma, medical terminology course, combined with 2 years of relevant experience or a certificate with 3 years of relevant experience. OR,

Three years of directly related administrative experience in a demanding officer environment; including one year of coordination experience. OR,

Grade 12 and applicable Administrative Diploma and five (5) years of administrative experience in a fast-paced setting

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