



## IDENTIFICATION

Department	Position Title	
Industry Tourism and Investment	Office Manager, Corp. Services	
Position Number	Community	Division/Region
63-10568	Yellowknife	Policy Planning Communications and Analysis

## PURPOSE OF THE POSITION

The incumbent is responsible for providing a wide range of services to ensure efficient operation of the Division, and support the effect movement of electronic and hard copy communications through the department, as well as providing direct administrative and general support to the Director.

## SCOPE

The Office Manager, Corp Services is located in Yellowknife and reports to the Director, Policy Planning Communications and Analysis. The incumbent performs administrative and office management duties and functions for the Director and other staff in the Division. The position also manages the flow of documents being routed for Deputy and ministerial approval.

The incumbent also provides research support to the Director and other staff, is the first point of contact for telephone inquiries from the public, and assists in maintaining and coordinating the department's Cabinet and Financial Management Board submissions tracking. This position also works closely with the ITI Finance staff and provides financial management and coordination of the divisional budget.

The Division is often leading or involved in projects that must meet strict deadlines and output requirements, and 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 and will work with Administrative staff, and Senior Management Committee members as appropriate to achieve this. The incumbent is responsible for coordinating, editing and reviewing documents,



correspondence and briefing materials being produced by or routed through the Division to ensure completeness and accuracy.

The incumbent works independently, as well as part of the team. In addition, the incumbent will receive either written or verbal directions 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, the public as well as potentially representatives from Indigenous governments and organizations.

The incumbent 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.**

- Coordinates, edits, reviews, formats and proofreads correspondence, reports, briefing notes, responses to oral and written questions, statements, Cabinet and Management Board submissions and papers which can be confidential using approved formats and with complete accuracy for Director's, Assistant Deputy Minister, Deputy Minister and Minister's signature.
- 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.
- Provides receptionist services for the Division, including greeting and screening visitors and incoming telephone calls, answering routine inquiries and rerouting complex inquiries as required.
- Manages, sorts and classifies documents for daily filing, according to ARCS/ORCS/DIIMS procedures.
- Sets up and uses a bring-forward system tracking Divisional commitments, correspondence, reports and other documents for the Division.



- 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.
- Provides office coordination of various projects.
- 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 independently as appropriate.
- 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.
- Schedules appointments and arranges meetings, conferences, travel, etc. including planning, coordination, booking, logistics, etc. • Coordinates with other administrative staff in the department.
- Acts as full back up to the Senior Administrative Coordinator in the directorate office in order to keep the work of this office current.

**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.
- 3. 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 as required.
  - Organizes and aggregates information for the Director.
  - Performs initial variance reconciliation for review by the Director
- 4. Provides basic orientation and ongoing support regarding office procedures, policies, etc.**
- 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.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions

### **Sensory Demands**

There is considerable need for attention to detail when editing, proof reading and drafting. This will take place in an open environment at a reception style desk where distractions from many sources are possible and could be unpredictable.

### **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/iPads 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.
- Must possess a high degree of organizational awareness. The incumbent must demonstrate an in-depth understanding of the structure, business, clientele and services of the GNWT.
- Must have a demonstrated ability to research, analyze and synthesize multiple concepts and priorities.
- Must have the ability to work closely with and provide advise and guidance to all levels of government, including senior and executive management
- 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. Three to five (3-5) years of progressive related experience supporting senior executives. Financial and administrative experience within the GNWT or the public sector, is considered an asset.

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