



## IDENTIFICATION

Department	Position Title	
Education Culture and Employment	Administrative Assistant	
Position Number	Community	Division/Region
71-14665	Behchokǫ	North Slave

## PURPOSE OF THE POSITION

The Administrative Assistant is required to provide administrative support to management and program staff within the North Slave Region. This support contributes to the effective delivery of Income Security, Career Development, Apprenticeship, Trades and Occupation Certification.

## SCOPE

The North Slave Region administers Income Security, Career Development, Apprenticeship, Trades, Occupation Certification and Early Child programs and services in the communities of Yellowknife, Dettah, Ndilo, Behchokǫ, Whatì, Wekweeti and Łutselk'ę.

Located in the Behchokǫ Income Security Office, the Administrative Assistant reports to the Regional Manager, Income Security Programs and provides first line contact to clients and the public. This position performs duties that support the ongoing day-to-day operation, in support of the staff members including Regional Management.

The incumbent receives approximately 50 clients and telephone calls per day, many of which are from unpleasant and/or demanding clients. Additionally, several thousand documents (letter, cheques, reports, faxes, and forms) are received and distributed throughout the course of the year.

The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities. The incumbent is expected to remain calm, controlled and respectful, in all situations and to demonstrate care and compassion.



## **RESPONSIBILITIES**

- 1. Provides administrative support to facilitate and expedite program activities, staff functions, distribution and recording of confidential documents generally accepted office procedures and Department policies.**
  - Logs all incoming documents received via the mail, email or dropped off in person by clients and distributes to unit staff.
  - Schedules, confirms, coordinates and changes client appointments and advises thereof.
  - Recommends revisions of the office and administrative procedures and works with the regional management team in implementing changes to improve the ongoing operations of the reception and administrative area.
  - Maintains the central filing system in accordance with the *Access to Information and Protection of Privacy (ATIPP)*, Administrative Records Classification System (ARCS) and Operational Records Classification System (ORCS).
- 2. Facilitates information flow to enable timely and effective response of programs to client and community needs, ensuring confidentiality of information within the context of ECE policy and practices.**
  - Receives deliveries, telephone calls, faxes, electronic and regular mail, records and then distributes all incoming information to the appropriate staff member.
  - Prepares and maintains current mailing lists, print labels and compiles and distribute materials to be mailed.
  - Works with Career Development Officers to maintain a current collection of career and labour market information.
  - Maintains the displays stands containing public brochures, booklets and reporting documents, to ensure information availability to clients and the public.
  - Provides information on various programs being delivered and answers basic questions from the public.
- 3. Maintains security within the organization in order to ensure a safe environment for staff and clients.**
  - Assesses any disruptive, suspicious or potentially threatening situations and uses judgement to initiate an effective course of action.
  - Maintains the safety and confidentiality of the client records and documents.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.



### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and general office procedures and familiarity with electronic equipment.
- Keyboarding skills, and the ability to operate a computer and use Microsoft program software, internet and email programs.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Customer service orientation and the ability to listen and respond positively in all client situations; interact positively with the public in determining their needs and directing them to appropriate people resources.
- Interpersonal skills and the ability to communicate appropriately, respectfully, and courteously, both orally and in writing.
- Ability to double check the accuracy of information and work product.
- Ability to problem solve and/or act quickly and decisively in time-sensitive situations.
- Familiarity with a mail log and appointment booking.
- Ability to exhibit initiative, self-control, and flexibility
- Ability to work independently and to exercise initiative and judgement at an appropriate level.
- Ability to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- Ability to commit to 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:**

The completion of Grade 12 (High School) diploma and one (1) year of relevant work experience in a service-orientated office environment.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **Position Security**

- 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