



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Administrative Assistant	
Position Number	Community	Division/Region
71-3612	Yellowknife	Income Security Programs / HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides administrative services and support to the Director and to the Income Security Programs Division to facilitate the efficient delivery of the following programs and services: Student Financial Assistance, Income Assistance, Senior Home Heating Subsidy, Senior Citizen Supplementary Benefit and Northwest Territories (NWT) Child Benefit.

SCOPE

Located in Yellowknife, the Administrative Assistant reports to the Director, Income Security Programs (ISP), and provides direct office administration services for the ISP Division. The Administrative Assistant supports the Director to manage the human and administrative resources of the Division.

The Administrative Assistant provides a full range of support services at the first level of application assessment and adjudication, in accordance with the requirements and procedures established in the NWT *Student Financial Assistance (SFA) Act* and Regulations.

The incumbent is the first point of contact for those looking for information from the ISP and interacts daily in person, on the telephone, scan, fax, or via email with a variety of contacts including departmental staff, officials from other government departments and agencies, regional Education, Culture and Employment (ECE) staff, Aurora College staff, representatives from Indigenous Governments and organizations, and the general public. The incumbent has access to, and works with client program files that contain extremely confidential and sensitive information.

There will be varying demands from the Director, managers and divisional employees, and diverse activities such as writing, coordinating, answering phones, and administration. The Administrative Assistant will often work on several tasks concurrently and experience various deadlines.



RESPONSIBILITIES

1. Provide administrative and support services to the Director and the division.

- Develop, supervise and maintain administrative and operational hardcopy files using the Administrative and Operational Records Classification System (ARCS/ORCS).
- Develop, supervises and maintains administrative and operations electronic files using DIIMS, GNWT's Action Request Tracking System (ARTS), ARCS and ORCS records management systems.
- Establish naming conventions for all electronic files in accordance with Records Management.
- Monitor all electronic files to ensure compliance.
- Develop new filing systems specific to needs.
- Maintain divisional websites by the addition and deletion of items.
- Receive, record, and direct all office correspondence and inquiries. Provide prior files dealing with the same issue as necessary. Follow up to ensure completion.
- Set up and uses a divisional bring-forward system as well as using the GNWT's ARTS.
- Coordinate and administer the bring-forward system to ensure deadlines are met.
- Draft initial routine correspondence and requests for information from clients, other divisions, or from outside the government for Directors and divisional staff.
- Assist with the development and preparation of communication and presentation materials, briefing books, promotional materials, and annual work and business plans.
- Coordinate Directors' Federal/Provincial/Territorial (FPT) and Provincial/Territorial Committee meetings (materials, teleconferences, and video conferences).
- Maintain Administrative Assistant's procedure manual.
- Revise and maintain divisional office and administrative procedures and policies.
- Coordinate, prepare, and distribute mass mailings, courier, and other shipping of documents and materials.
- Provide office coordination of various projects such as office moves, furniture installation, telephone, and computer installations and moves.
- Responsible for the coordination, collection, summarization, editing and proofreading of information for Director's approval. For example, collecting input, data or information from numerous divisional employees for reports, projects, events, briefing notes, or responses.
- Prepare all required documentation relating to the human resources of the Division.
- Perform research to be innovative, establish facts, solve problems, or locate information.
- Participate as a member of the Administrative Assistants' committee.
- Coordinate, proofread, edit, review, and format correspondence, communication materials, reports, briefing notes, responses to oral and written questions, statements, Cabinet and Management Board submissions, Main Estimates, Business Plans, and papers using approved formats and with complete accuracy for Manager's, Director's, Assistant Deputy Minister's, Deputy Minister's, Minister's and Premier's signature.



- Provide support for coordination and arrange staff travel as needed.
- Coordinate provision of support services to the Directors and employees.

2. Provide general reception for the division.

- Answer multi-line telephone and directs calls and relay messages appropriately.
- Respond to general inquiries and complaints from the public and/or direct to appropriate staff.
- Provide front-line reception for Student Financial Assistance, Student Loans and other enquiries.
- Track and maintain email in retrievable format.
- Enter data, compile and produce reports upon request.
- Distribute documentation and forms to staff as directed.
- Assist with planning, coordination, and logistics of meetings, conferences, workshops, symposiums, etc.
- Coordinate and arrange hospitality services.
- Take and distribute minutes of divisional and unit meetings.
- Prepare and distribute manuals, information items, and materials for meetings.
- Assist with special divisional events such as career fairs and symposiums.

3. Provide a full range of support services at the first level of application assessment and adjudication, in accordance with the requirements and procedures established in the *Northwest Territories Student Financial Assistance (SFA) Act and Regulations*.

- Determine if electronic and paper files exist and create if needed.
- Enter all student data and record document information in a timely manner,
- Record institution and program data into the case management system after the Student Enrolment Form (SEF) is received.
- Prepare the student file for assessment and record all findings on the SFA checklist and in the case management system.
- Communicate with students and other service providers.

4. Oversee supplies, resources and publications inventories, and equipment.

- Order supplies/furniture for the divisions.
- Manage and maintain resource and publication inventory.
- Request and evaluate quotes for printing.
- Arrange for the purchase of office supplies and the processing of requisitions for supplies as required.
- Organize and maintain office supplies inventory and supplies/photocopy room.
- Arrange for maintenance, upkeep, and surplus of office equipment.
- Maintain supply/photocopy room.



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 of office and administrative procedures.
- Knowledge of and the ability to use word processing, database, spreadsheet; operating systems, schedulers, Internet, records and information management software and portable document format (PDF) files.
- Knowledge of and/or the ability to acquire and apply knowledge of legislation, policies and procedures relevant to the delivery of administrative support services to the region.
- Ability to acquire knowledge of legislation applicable to employment standards' appeals.
- Knowledge of and/or the ability to acquire and apply knowledge of budget, accounting, and financial procedures as well as GNWT's System for Accountability and Management (SAM).
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Organization, accuracy and attention to detail skills.
- Ability to solve problems and/or act quickly and decisively in time-sensitive situations.
- Ability to maintain the records management system by recording, archiving and disposing records in accordance with GNWT standards.
- Ability to double check the accuracy of information and work product to provide accurate and consistent work.
- Interpersonal skills and the ability to communicate respectfully and professionally, both orally and in writing.
- Ability to take independent action when necessary and in appropriate circumstances.
- Ability to manage interruptions, multiple priorities and tight deadlines.
- Ability to maintain confidence and self-control in challenging situations.
- 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:

A Diploma in Office or Business Administration and one (1) year of relevant experience.

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