



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 NWT Child Benefit. The position 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 Northwest Territories Student Financial Assistance (SFA) Act and Regulations. The position supports the Director to manage the human and administrative resources of the Division.

SCOPE

The Administrative Assistant is based in Yellowknife and reports to the Director, Income Security Programs (ISP). The incumbent provides direct office administration services for the ISP Division, Labour Development and Standards (LDS) Division and the Advanced Education and Student Transition (AEST) Division. In total, the position provides support to a total of approximately 48 employees.

The incumbent is the first point of contact for those looking for information from the ISP and LDS divisions. The position deals 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 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.

RESPONSIBILITIES

1. Provides administrative and support services to the Director(s) and the divisions:

- Develops, supervises and maintains administrative and operational hardcopy files using the ARCS and ORCS records management system.
- Develops, supervises and maintains administrative and operations electronic files using DIIMS, GNWT's Action Request Tracking System (ARTS), ARCS and ORCS records management systems.
- Establishes naming conventions for all electronic files in accordance with Records Management.
- Monitors all electronic files to ensure compliance.
- Develops new filing systems specific to needs.
- Maintains divisional websites by the addition and deletion of items.
- Receives, records, and directs all office correspondence and inquiries. Provides prior files dealing with the same issue as necessary. Follows up to ensure completion.
- Sets up and uses a divisional bring-forward system as well as using the GNWT's ARTS.
- Coordinates and administers the bring-forward system to ensure deadlines are met.
- Drafts initial routine correspondence and requests for information from clients, other divisions, or from outside the government for Directors and divisional staff.
- Assists with the development and preparation of communication and presentation materials, briefing books, promotional materials, and annual work and business plans.
- Coordinates Directors' Federal/Provincial/Territorial (FPT) and Provincial/Territorial Committee meetings (materials, teleconferences, and video conferences).
- Maintains Administrative Assistant's procedure manual.
- Revises and maintains divisional office and administrative procedures and policies.
- Coordinates, prepares, and distributes mass mailings, courier, and other shipping of documents and materials.
- Provides 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.
- Prepares all required documentation relating to the human resources of the Divisions.
- Performs research to be innovative, establish facts, solve problems, or locate information.
- A member of the Administrative Assistants' committee.
- Coordinates, proofreads, edits, reviews, and formats 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.
- Provides support for coordination and arranging of staff travel as needed.
- Coordinates provision of support services to the Directors and employees.
- Responds to staff with basic computer program questions.

- Maintains strict confidentiality.

2. Provides general reception for the division:

- Answers multi-line telephone and directs calls and takes messages for the appropriate person.
- Responds to general inquiries and complaints from the public and/or directs to appropriate staff.
- Provides front-line reception for Student Financial Assistance, Student Loans and the NWT Nominee Program, and other enquiries.
- Tracks and maintains email in retrievable format.
- Enters data, compiles and produces reports upon request.
- Distributes documentation and forms to staff as directed.
- Assists with planning, coordination, and logistics of meetings, conferences, workshops, symposiums, etc.
- Coordinates and arranging hospitality services.
- Takes and distributes minutes of divisional and unit meetings.
- Prepares and distributes manuals, information items, and materials for meetings.
- Assists with divisional special 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 CMAS after the Student Enrolment Form (SEF) is received.
- Prepare the student file for assessment and record all findings on the SFA checklist and in CMAS.
- Communicate with students and other service providers.

4. Oversees and maintains supplies, resources and publications inventories, and equipment:

- Orders supplies/furniture for the divisions.
- Manages and maintains resource and publication inventory.
- Requests and evaluates quotes for printing.
- Arranges for the purchase of office supplies and the processing of requisitions for supplies as required.
- Organizes and maintains office supplies inventory and supplies/photocopy room.
- Arranges for maintenance, upkeep, and surplus of office equipment.
- Maintains supply/photocopy room.

WORKING CONDITIONS

Physical Demands

- No unusual demands.

- Some lifting of boxes of paper and other resources.
- Long periods of computer work (daily 2 to 3 hours is the normal intensity).

Environmental Conditions

- Background noise – daily, all day with normal intensity.

Sensory Demands

- Must be alert and attentive to detail – daily, all day with normal intensity.

Mental Demands

- As the work is varied (for example, writing, coordinating, answering phones, administration) this position works on several tasks concurrently – daily with moderate to high intensity.
- Varying demands from Directors and divisional employees – daily with moderate to high intensity.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Exceptional knowledge of computer information systems including databases, website maintenance, and Microsoft Office programs.
- Good working knowledge and understanding of appeal processes.
- Advanced knowledge of ARCs and ORCS filing systems as well as DIIMS.
- Excellent knowledge of office processes and procedures.
- Knowledge of legislation applicable to employment standards' appeals.
- Knowledge of budget, accounting, and financial procedures.
- General knowledge of the GNWT's financial management system SAM.

Skills:

- Exceptional administrative and coordination skills.
- Proven communication skills, in English, both written and oral.
- Attention to detail including excellent proofreading skills.
- Demonstrated excellence in interpersonal skills.
- Excellent organizational and time management skills.
- Effective, accurate, keyboarding and data entry.
- Clear and precise minute taking skills.
- Excellent interpersonal skills, tact, and confidentiality.
- Skilled at maintaining a professional office demeanor.
- Well-developed supervisory skills.

Abilities:

- Able to work in a multi-cultural environment and on diverse projects.
- Must work to deadlines and respond effectively.
- Ability to train staff in the use of computers and specialized software.

- Demonstrated initiative and self-motivation.
- Ability to work with or without supervision and in a team environment.
- Ability to work with multiple priorities.
- High level of accuracy and attention to detail.
- Able to manage frequent distractions.
- Tact and diplomacy.

Typically, the above qualifications would be attained by:

- Diploma in Office or Business Administration;
- Three years' of directly related administrative experience in a demanding office environment; including one year of coordination experience.

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