



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Administrative Assistant	
Position Number	Community	Division/Region
71-418	Yellowknife	Culture and Heritage/HQ

PURPOSE OF THE POSITION

The Administrative Assistant provides a full range of administrative and secretarial support services required for the efficient operation of the Culture and Heritage Division and the Prince of Wales Northern Heritage Centre (PWNHC).

SCOPE

Located in Yellowknife, the Administrative Assistant reports to the Director of Culture and Heritage and provides administration support to the staff of the Culture and Heritage Division who are located at the PWNHC worksite.

The position is the sole administration position for the PWNHC worksite, supporting ~30 staff, providing a range of administrative functions. The position is also the first point of contact for clients, potential visitors, and other stakeholders and partners of the Prince of Wales Northern Heritage Centre.

With an understanding of a wide range of divisional functions, the incumbent will be required to exercise sound judgement regarding when to forward requests and questions, and what commitments to make on behalf of divisional staff. Decisions resulting in poor quality of work, delays in meeting deadlines, and errors made in performing duties could have a negative impact on the reputation of the Prince of Wales Northern Heritage Centre, the Department of ECE or Culture and Heritage Division.

The duties of the position are carried out in accordance with GNWT legislation, policies and procedures, and the Operational Guidelines of the Prince of Wales Northern Heritage Centre.



RESPONSIBILITIES

1. Provide frontline administrative and office management services for the Division staff at the PWNHC worksite, ensuring all administrative functions are achieved consistent with government policies and procedures.

- Maintain the office mail system including receiving, sorting, distributing all divisional mail, and arrange for courier or air cargo delivery as required.
- Personally handle correspondence of an urgent or confidential nature along with registered or special delivery items.
- Type, format, print, and route correspondence, reports, briefing notes, reports, responses to oral and written questions, statements, and Cabinet and Department of Finance submissions using approved Legislative Assembly templates, new Government of the Northwest Territories (GNWT) visual identity program (VIP) and ensure their accuracy.
- Assist with the preparation and updating of manuals, presentation materials and briefing materials.
- Prepare and complete Visa expenditures for the Director as needed.
- Liaise regularly with the Administration and Finance Assistant for Public Library Services in Hay River to coordinate Division administration.
- Liaise regularly with ECE Directorate Executive Assistants and Office Managers.

2. Provide frontline reception services and office process coordination for the Culture at Heritage Division and Prince of Wales Northern Heritage Centre.

- Greet visitors to the PWNHC admin wing and answer routine questions or general inquiries from the public and staff related to programs and services.
- Answer and direct inquiries regarding museum programs and facility usage.
- Proactively recommend updates in policies and procedures as needed.
- Coordinate and arrange meetings, boardrooms, conference calls, hospitality requests, special events, and other appointments and conferences for the Directors and divisional staff.
- Assist with divisional conferences, meetings and other special events as required.
- Prepare, record, track and distribute meeting agendas, minutes, action trackers, Records of Decisions (RoD) and/or Summary of Discussions (SoD), as directed.
- Make travel arrangements for the Director and Assistant Director, as required, including routing and tracking travel requests, booking travel and accommodations logistics, as well as assisting divisional staff with System of Accountability and Management (SAM) travel authorizations, cash advances and expense reports.
- Review and order offices supplies for division staff.
- Oversee operations and repairs to photocopiers, and other office equipment.
- Research and keep records on media coverage of public PWNHC programs and events.



3. Provide ongoing records management and maintenance of the Division's files at the PWNHC worksite.

- Maintain central files for the programs and services of the Division, as well as program files in accordance with the Department's records management system(s): Administrative Records Classification System / Operational Records Classification System / Digital Integration Information Management System (ARC/ORCS/DIIMS).
- Create new files, close dated files and prepare for disposition according to the records management schedule and policies.
- Enter documents into the computerized records management system and maintain on-line file lists.
- Maintain paper HR files as needed.

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 administration practices and procedures.
- Knowledge of and/or the ability to learn and use computer information systems, especially multimedia software, word processing and publishing programs, such as Microsoft Office, Word, Access, Excel, PowerPoint, including accessing the Internet, and email applications.
- Ability to acquire and apply knowledge of financial administration and human resources software programs such as SAM and Human Resources Information System (HRIS).
- Knowledge of basic records management policies and procedures including records disposition, and the ability to learn and utilize systems such as ARCS, ORCS and DIIMS.
- Ability to understand NWT Indigenous cultures and educational history in order to incorporate traditional knowledge and worldviews into all aspects of the work.
- Interpersonal and public relations skills and the ability to act with tact and diplomacy.
- Verbal and written communications skills.



- Ability to understand the impacts that colonization, institutional and structural racism, and biases have had on society, in particular Indigenous people.
- Organizational, time management and priority setting skills, with a high level of accuracy and attention to detail.
- Ability to assume responsibility and work independently without direct supervision.
- Ability to exercise initiative and judgment.
- Ability to work cooperatively in team situations.
- Ability to acquire and apply knowledge of NWT communities, regions, and cultures.
- Ability to work appropriately with highly confidential material.
- Ability to learn and follow GNWT policies and procedures.
- 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:

The completion of a relevant Office / Business / Administration certificate program and one (1) year of experience in an office/administrative 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: Indigenous Language - Not Specified

- ☐ Required ☒ Preferred