



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Office Manager	
Position Number	Community	Division/Region
71-479	Hay River	Post-Secondary Education / South Slave

PURPOSE OF THE POSITION

The Office Manager provides a wide range of administrative and financial coordination support services required for the efficient operation of the Northwest Territories Public Library Services.

SCOPE

Located in Hay River, the Office Manager reports to the Territorial Librarian and manages the administrative work for the Northwest Territories (NWT) Public Library Services (PLS) office. This position provides financial guidance and financial procedure expertise, office management, and organization support. This position requires the incumbent to apply judgement and expertise, integrity, discretion, organizational awareness, attention to detail, and efficiency to support the work of the Territorial Librarian and Public Library Services.

The responsibilities of this position are territorial in nature and have an impact on all residents of communities with public libraries.

The Office Manager has the authority for the implementation and improvement of financial and administrative functions within PLS.

The incumbent will have exposure to confidential matters relating to personnel, finance, administration and legal matters and is often called upon to exercise discretion and confidentiality in the performance of the duties of this position.

RESPONSIBILITIES

- 1. Procurement of Collection Development library items and resources, development and implementation of marketing of library resources and programs, and compiling of PLS statistical data.**



- Procurement of collection development items and resources selected by all PLS staff.
- Work directly with vendors and publishers.
- Compile, develop, organize, and aggregate PLS statistical data into usable formats.
- Work with Territorial Librarian to identify specific marketing strategy needs.
- Participate in the development and implementation of program promotion and marketing plans and/or strategies.
- Advise, coordinate and collaborate with colleagues and service providers to acquire marketing products and promotional items.
- Marketing of CELA and NNELS services.
- Marketing of Library eResources.
- Marketing of PLS programs and services.
- Pro-actively monitor website links and user functionality.
- Write, add, remove, and edit website content as necessary and work with ECE website staff to make required changes to the PLS website.
- Develop and prepare social media marketing content.

2. Provide financial processes for NWT Public Library Services, including variance reports, contribution agreements, grants, contracts, Visa reconciliation, travel expenses, and inquiries from vendors.

- Work with staff from the Finance and Capital Planning (FCP) Division, to prepare monthly Variance Reports for the Territorial Librarian's review and approval.
- Track divisional expenditures by budget categories and program account coding.
- Ensure all expenditures comply with the accounting and expenditure requirements according to Financial Administrative Manual (FAM).
- Monitor, maintain and track payments to ensure invoices are consistent with approved expenditures within the contact/agreement.
- Submit invoices to FSS and checks vouchers to ensure suppliers' invoices are paid on a timely basis and handles all inquiries related to payments.
- Authorize approval of financial transactions up to 25k.
- Review and monitor spending authority for payment/invoices against budget/funding allocations to verify sufficient funds are available for specific activities.
- Prepare and complete Visa expenditures for the unit staff as needed.
- Complete SAM travel expense entries for the Territorial Librarian and staff as required.
- Provide guidance and support to the Territorial Librarian and staff in the preparation of contracts, contribution agreements, requests for proposals (RFPs), and service contracts.
- Work with staff from the Finance and Capital Planning (FCP) Division to prepare, complete, track and finalize all divisional Grants and Contribution Agreements.
- Compile information and activity reports on services offered, as required by PLS contribution agreements.



- Prepare year-end financial statements for Third Party Funded Programs.
- Assist with Year End processes ensuring all financial procedures and requirements are followed and completed.
- Identify irregularities, potential budget deficiencies, procedural errors and/or significant variances from established budgets, advising Territorial Librarian accordingly and recommends remedial action where required.
- Consult with Territorial Librarian to design and develop meaningful financial reports to help ensure optimal analysis of operational outcomes and future needs.

3. Provide financial, administrative and office management services support to the Territorial Librarian and PLS staff, ensuring all financial and administrative functions are achieved, consistent with government policies and procedures.

- Develop, implement and maintain coding, filing, and proper flow of procedures and systems to ensure ready retrieval of all office documents and personal data information.
- Directly handle correspondence of an urgent or confidential nature.
- Type, format, print, and route correspondence and reports using approved Government of the Northwest Territories (GNWT) visual identity program (VIP) templates and ensure accuracy.
- Assist with the preparation and updating of manuals, presentation materials and briefing materials.
- As required, assist staff with data entry into the GNWT's Human Resource Information System (HRIS) and System for Accountability and Management (SAM) systems.
- Liaise with the ECE Finance Division to ensure all financial matters are completed following the Government of the Northwest Territories (GNWT) financial policies and procedures.
- Ensure overall efficiency in the administrative and financial functioning of PLS.

4. Communicate with library governing bodies regarding reporting requirements, collect interim and final reports for contribution agreements, quarterly statistical reports, and consolidate and analyze reports as appropriate.

- Greet visitors and answer routine questions or general inquiries from the public and staff related to programs and services of the PLS.
- Provide contribution agreements within time constraints.
- Provide ongoing contact and support to each community library governing body via email, phone and Teams while working from the NWT Public Library Services office.
- Communicate the reporting requirements for contribution agreements, including reminders via email, phone and Teams.
- Compile, analyze, and summarize reports quickly and accurately.



5. Provide administrative coordination for NWT Public Library Services.

- Coordinate and arrange meetings, boardrooms, conference calls, and hospitality services, special events, and other appointments for the PLS staff.
- Assist with conferences, meetings, and other special events as required.
- Prepare, record, track and distribute meeting agendas, minutes and action trackers as directed.
- Make travel arrangements for the Territorial Librarian, staff and others, as required, including routing and tracking travel requests, booking travel and accommodations logistics, as well as assisting staff with SAM travel authorizations, cash advances and expense reports.
- Maintain and arrange for servicing of all office equipment, including the postage meter.

6. Provide periodical management and coordination for the renewal of periodical orders for public libraries and tailor the subscriptions to the needs and interests of each community library in the NWT.

- Communicate with all public library managers notifying them of current subscriptions and request confirmation of renewal or change order(s) on an annual basis.
- Confirm periodical order changes with public library managers and annually provides them with periodical tracking sheets.
- Process orders for all periodical subscriptions with vendor(s).
- Follow up with periodical vendors to remedy any issues and notify Territorial Librarian of any issues that cannot be resolved.
- Provide public library managers with assistance using periodical tracking sheets and respond to questions concerning periodicals by library managers.
- On a quarterly basis, collect periodical tracking sheets from library managers to ensure periodicals are received and monitor their use.

7. Provide ongoing records management and maintenance of the Divisions' files.

- Maintain a secure and confidential filing and storage system for all files and correspondence.
- Maintain central files for the programs and services of the NWT Public Library Services, as well as program files in accordance with the Department's records management system: Administrative / Operational Records Classification System(s) and Digital Integrated Information Management System (ARCS/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 staff leave and attendance records, and other personnel documents for staff.



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 budget, accounting, and financial procedures and processes.
- Knowledge of office and administration practices and procedures.
- Knowledge of and ability to use computer information systems, including word processing and publishing programs, such as MS word, Excel, Access, presentation software and statistical software, Internet, and email applications.
- Knowledge of, and/or the ability to acquire and apply knowledge of Integrated Library System (ILS) and Online Public Access Catalogue (OPAC).
- Knowledge of and/or the ability to acquire and apply knowledge of financial administration and human resources software programs, such as System of Accountability and Management (SAM) and PeopleSoft.
- Knowledge of and/or the ability to acquire and apply knowledge of records management policies and procedures including records disposition, and systems such as ARCS, ORCS and DIIMS.
- Knowledge of and/or the ability to acquire knowledge of the North, its environment and politics, including Indigenous government and leadership and social climate.
- Verbal and written communications skills.
- Inter-personal and public relations skills and the ability to act with tact and diplomacy.
- Organizational, time and task 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 problem-solve, use analytical skills, and make decisions independently.
- Ability to set and adjust workload priorities and tasks in response to changing demands and emerging issues.
- Ability to exercise initiative and judgment.

- Ability to work cooperatively in team situations.
- Ability to manage time and tasks efficiently and effectively.
- 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:

An Office / Business / Administrative diploma program and one (1) year of experience in an administrative and/or financial 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