



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Administrative Assistant	
Position Number	Community	Division/Region
71-7179	Hay River	South Slave

PURPOSE OF THE POSITION

The Administrative Assistant administrative, secretarial and reception support to the South Slave Regional Manager, Career Development and the Hay River Education, Culture and Employment (ECE) Service Centre to support the efficient delivery of the following programs and services: Income Assistance; Senior Home Heating Subsidy; Career Development, Labour Market, Employment and Training Programs; and Early Childhood programs in accordance with Government of the Northwest Territories (GNWT) Acts, regulations, policies and departmental procedures.

This position supports the Regional Manager, Career Development as well as the Regional Manager Income Security to manage the administrative resources for the Hay River Office.

SCOPE

Located in Hay River, the Administrative Assistant reports to the Regional Manager, Career Development, and provides direct office administration services for the Hay River ECE Service Centre (Service Centre) including Income Security Programs (ISP), Labour Development and Standards (LDS), and Early Childhood Programs (ECP). In total the position provides direct support to 5 employees, and indirect support to the Regional Manager Income Support.

The Administrative Assistant is the first point of contact for individuals looking for information from the ISP, LDS, and ECP's at the Hay River Service Centre, 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 ECE staff, representatives from Indigenous government and organizations, Non-Government Organizations (NGOs), and the general public.



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

The incumbent has access to, and works with client program files that contain extremely confidential and sensitive information and is involved in the distribution and circulation of a large volume of highly confidential documents.

RESPONSIBILITIES

1. Provide administrative and support services to the Regional Manager and the Service Centre staff.

- 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.
- 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 use 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.
- Assist with the development and preparation of communication and presentation materials, briefing books, promotional materials, and annual work and business plans.
- Revise and maintain regional 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.
- Prepare all required documentation relating to the human resources of the Region.
- Coordinate, proofread, edit, review, and format correspondence, communication materials, reports, using approved formats and with complete accuracy.
- Coordinate, arrange and support staff travel as needed.
- Assist the Regional Manager with Visa Reconciliations and pay for general office expenditures on a Visa Card.



2. Provide general reception for the Service Centre.

- Provide front-line reception for ISP, LOS and ECP.
- Answer multi-line telephone and direct calls and relay messages to the appropriate person.
- Respond to general inquiries and complaints from the public and/or direct to appropriate staff.
- 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 regional meetings.
- Prepare and distribute manuals, information items, and materials for meetings.
- Assist with regional special events such as career fairs and symposiums.

3. Greet members of the public in a welcoming and respectful manner, respond to general inquiries and provide first level guidance, information and direction to help people explore options and available services.

- Assist clients in the appropriate use of resources in the Centre and ensure they can use computer based resources to maximum benefit.
- Assess any disruptive behavior and use judgment to initiate proper safety protocols.
- Manage the distribution of Income Assistance cheques.
- Access the case management database to answer client enquiries and log incoming mail.
- Schedule appointments and obtain routine information from members of the public.

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

- Maintain the Service Centre in a user-friendly manner.
- Assist staff to create a coordinated plan of workshops and presentations.
- 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; organize/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