



## IDENTIFICATION

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

## PURPOSE OF THE POSITION

The Administrative Assistant provides 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 GNWT Acts, regulations, policies and departmental procedures.

The position supports the Regional Manager as well as the Regional Manager Income Security to manage the administrative resources for the Hay River Office.

## SCOPE

The Administrative Assistant is based in Hay River and reports to the Regional Manager, Career Development. The incumbent 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 incumbent is the first point of contact for those looking for information from the ISP, LDS, and ECPs at the Hay River Service Centre. The position deals daily in person, on the telephone, scan, fax or via e mail 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, and the general public. 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. Provides administrative and support services to the Regional Manager and the Service Centre staff:**
  - 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.
  - 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 regional bring-forward system
  - Coordinates and administers the bring-forward system to ensure deadlines are met.
  - Assists with the development and preparation of communication and presentation materials, promotional materials, and annual work and business plans.
  - Revises and maintains regional 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.
  - Prepares all required documentation relating to the human resources of the Region.
  - Coordinates, proofreads, edits, reviews, and formats correspondence, communication materials, reports, using approved formats and with complete accuracy.
  - Provides support for coordination and arranging of staff travel as needed
  - Maintains strict confidentiality.
  - Assist the Regional Manager with Visa Reconciliations and pay for general office expenditures on a Visa Card.
- 2. Provides general reception for the Service Centre**
  - 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 ISP, LDS and ECP.
  - 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 regional meetings.
- Prepares and distributes manuals, information items, and materials for meetings.
- Assists with regional special events such as career fairs and symposiums.

**3. Provides reception and first level counseling to members of the public**

- Greets members of the public and responds to general inquiries and requests for information
- Assists clients in the appropriate use of resources in the Centre and ensures they can use computer based resources to maximum benefit.
- Assesses any disruptive behavior and uses judgment to initiate proper safety protocols.
- Manages the distribution of Income Assistance cheques.
- Accesses the CMAS database to answer client enquiries and log incoming mail.
- Schedules appointments and obtain routine information from members of the public.

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

- Maintains the Service Centre in a user-friendly manner
- Assists staff to create a coordinated plan of workshops and presentations
- 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**

There are 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**

- 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.
- 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.
- 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