



#### **IDENTIFICATION**

| Department                     |             | Position Title                   |  |
|--------------------------------|-------------|----------------------------------|--|
| Industry, Tourism & Investment |             | Administrative Assistant         |  |
| Position Number                | Community   | Division/Region                  |  |
| 63-1773                        | Yellowknife | Directorate / North Slave Region |  |

#### **PURPOSE OF THE POSITION**

The incumbent provides general day to day administrative support to the Regional Superintendent, the Manager, Trade & Investment, Manager, Tourism Development and Enforcement and Manager, Parks Facilities and Operations for the North Slave Region. The position also provides administrative support to the Tlicho Regional Office when required.

Under the direction of the Manager of Trade and Investment, the Administrative Assistant is responsible for the effective management of the administration of all North Slave Region business and economic development Grant and Contribution programs, including the Business Incentive Policy BIP Program.

#### **SCOPE**

The position is located in Yellowknife and reports to the Manager Trade and Investment and is responsible for the regional office's requirements for administrative support. This includes reception support, administrative tasks associated with grants and contributions, including data management within DIIMS and The Exceptional Assistant TEA.

The incumbent is responsible for providing administrative support to the Regional Superintendent including, correspondence, creating various reports, preparation of briefing notes, meetings and reception service as required.

The position is responsible for working in collaboration with Business Development Officers BDO's to ensure the organization and maintenance of all files and archives relating to the financial and accountability aspects of the region's Grants and Contribution programs. The position also ensures organization and maintenance of all current and archived files under the

BIP Program.

The position works in collaboration with BDO's to monitor advances and expenditures against the Region's annual budgets which includes the review of project accountabilities for up to 300 files each fiscal year. The position will also work collaboratively to ensure program funds are accounted for and, when necessary, initiate corrective follow-up activities.

## **RESPONSIBILITIES**

### **1. Provides general administrative support services to the North Slave Office Regional Superintendent, Managers and the Tlicho office when required by.**

- Typing, formatting and proof reading all correspondence including Ministerial correspondence, memos, forms, letters, tracking reports and spreadsheets.
- Completing bulk photocopying of documents as required.
- Updating and maintaining a regional office file system.
- Maintaining a Bring Forward BF System.
- Maintaining staff attendance records.
- Logging incoming and outgoing mail and routing it to staff.
- Providing other administrative assistance as required.
- Ordering and purchasing office supplies.

### **2. Provide reception duties by.**

- Answering phone calls and routing calls to appropriate staff members
- Greeting clients visiting the office
- Take general enquiries from the public and recommending alternate contacts when appropriate.

### **3. In coordination with the Business Development Officers manage the administration, organization and coordination of the region's Grants & Contributions programs by.**

- Inputting and managing all grant and contribution information in DIIMS and in hard copy.
- Verifying that all grants/contribution program files have been properly and accurately entered in The Exceptional Assistance TEA system, including file support attachments.
- Working directly with the Regional Senior Corporate Services Officer to initiate and process requisitions and purchase orders.
- Working directly with the Regional Senior Corporate Services Officer to reconcile program budgets between TEA and SAM to ensure all expenditures have been properly recorded.
- Ensuring all proper documentation is maintained in DIIMS and hard copy, recorded and provided to the Regional Senior Corporate Services Officer.
- Ensuring that the information flow between headquarters, regional offices, and community offices, is efficient and services the needs of the clients.
- Reviewing program tracking system to ensure all necessary monitoring of grant/contribution program files is being maintained.

**4. Responsible for managing the administration, organization and co-ordination of the region's Business Incentive Policy BIP program by.**

- Reviewing all application and renewal files for completeness and forwarding to the appropriate program officer or manager.
- Providing advice and information to clients/businesses on the BIP program and process.
- Processing all BIP applications to qualify for benefits under BIP and forwarding to BIP North Slave Regional Qualification Committee members for approval.
- Conduct BIP site inspections for new BIP applicants to ensure commodities and services match application Preparing and distributing approval/rejection letters.
- Ensuring all proper documentation is maintained, recorded, and provided to the appropriate BIP monitoring office,
- Ensuring that the information flow between BIP monitoring office and regional officers is efficient and services the needs of the clients.
- Reviewing program tracking system to ensure all necessary monitoring of files and related activities are maintained.

**5. Administers contracting and other business related data input by.**

- Maintaining CRRS by coordinating with the Manager, Trade and Investment, Manager, Tourism Development and Enforcement and Manager, Parks Facilities and Operations to ensure that all contracts, tenders and proposals over \$5,000 are entered into the Contracts Database.
- Maintaining filing system of all contracts, tenders, proposals and contract change orders.
- Scheduling committee meetings and disseminating agendas, summary sheets, backup documents and minutes to committee members.

**WORKING CONDITIONS**

**Physical Demands**

Continual use of the computer that could have an impact on the eyes, arms, wrists and back. At times, due to short time frames and heavy workloads, the work can become quite stressful.

**Environmental Conditions**

Office environment.

**Sensory Demands**

Office environment. Moderate sensory attention required BIP site visits.

**Mental Demands**

- Sensitivity to the political and cultural climate of the region is essential. Tact and diplomacy is required when dealing with clients.
- The position is subject to ongoing levels of high activity such as BIP renewals and the

opening of parks season with associated contracts, which may lead to stress and fatigue.

- High pressure situations due to clients who are not BIP clients tendering contracts and requiring immediate assistance.
- May be subject to irate clients who have been subject to eviction from a park or who have been declined for funding.
- Conflicting demands for priority work from staff may cause stress if not managed according to managerial priorities.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of government organization, procedures and protocols.
- Proficiency in the use of word processing, spreadsheet, e-mail and database computer applications.
- Knowledge of Administrative and Operational records keeping principles.
- Ability to communicate effectively with clients in order to gain their compliance with required BIP procedures and to minimize conflicts.
- The incumbent must be able to identify documentation requirements and be able to initiate action to correct deficiencies.
- Ability to work independently and follow clearly defined procedures and processes.
- Organizational skills in managing heavy workloads at times and prioritizing duties to ensure the completion of time sensitive documentation.
- Knowledge of government organization and business environments.
- Typing speed of 45 wpm.
- Proficiency in written and oral communications.
- An understanding of northern business issues, practices, and licensing/regulatory requirements.
- Ability to communicate at the client's knowledge level and recommend resources that supplement/compensate for management and accounting shortcomings.
- Diplomacy and public relations skills are required to work with clients/public.
- Technical computer skills including word processing, database management, spreadsheet, internet and electronic mail such as MS Word, Excel, Outlook, PowerPoint and other related computer programs.
- Organizational and time management skills.
- Strong oral communication skills, a proven ability to express ideas and strong/effective writing and editorial skills.
- Proven analytical and research skills.
- Understanding and/or influencing people to achieve objectives, causing action or understanding others.
- Must possess excellent interpersonal skills.

**Typically, the above qualifications would be attained by:**

- Completion of an office administration program and three years of administrative and basic financial experience.
- Relevant work experience will also be considered in lieu of post-secondary education.
- Must have a valid driver's license.
- Ability to speak indigenous language an asset.

**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:** North Slavey

- ☐ Required
- ☒ Preferred