

1. IDENTIFICATION

Position No. 02-00532	Job Title Manager, Administrative Services	Supervisor's Position Director, Corporate Services		
Department Executive & Intergovernmental Affairs	Division/Region Corporate Services	Community Iqaluit	Location Iqaluit	
Financial Coding:				

2. PURPOSE

The Manager, Administrative Services is responsible for providing a full range of administrative support and office management services to the department. The incumbent provides strategic support in administration for the department, includes dealing with the office equipment, inventory, staff travel and leave & attendance. The incumbent will also share document verification with the staff of the division(s) to ensure that administrative reporting objectives are met in an efficient and accurate manner within the division(s).

3. SCOPE

The incumbent provides administrative management support to the Department of Executive and Intergovernmental Affairs and is responsible to ensure that the department's office equipment is maintained and operational at all times; that the department's inventory is current and properly filed; that the department's records are properly managed and the department's reception area is adequately staffed. The incumbent is responsible to ensure that all staff travel requirements are met, including all required payment documentation is and submitted for processing in a time sensitive manner. The incumbent will ensure that mail distribution and retrieval services are functioning; that the office is clean and orderly at all times, plus share filing of departmental documents. The incumbent will be responsible for properly recording all incoming documentation into IRIMS. This will ensure user clients, the public, employees, outside agencies, and the Government is compensated fairly, efficiently and accurately. The ability to maintain confidentiality is critical to this position. The incumbent will also supervisor and coordinate the Receptionist position and the Executive Services Officer. The position is located in Iqaluit.

More direct impacts are:

- The daily operations of the Department;
- Administrative support to headquarters and the regions;
- Headquarters building security and access;
- Controllable assets inventory, procurement and disposal;
- Information distribution amongst Department staff, Government of Nunavut and the public;
- The operation of records and information management and retrieval systems for the Department;

This position is one (1) of five (5) positions that reports directly to the Director, Corporate Services. The incumbent provides direct supervision to the Receptionist and the Executive Services Officer for the Department.

The position is located in Iqaluit and reports to the Director, Corporate Services.

4. RESPONSIBILITIES

Major responsibilities and accountabilities are as follows.

Manages the administrative 'client service' support services for the Department consistent with Government of Nunavut administrative procedures by:

- Initiating the controllable assets annual inventory audit;
- Compiling and maintaining results of the controllable assets annual inventory audit;
- Initiating queries to qualify and quantify controllable asset shortages or excesses;
- Reviewing and amending the Department's controllable asset inventory procedures;
- Performing headquarters property management duties;
- Ensuring headquarters building security by issuing keys and maintaining an inventory of issued keys;
- Determining office supply, furniture and equipment and surplus equipment inventories;
- Maintaining headquarters manual and electronic records storage systems in compliance with Record Management Procedures;
- Maintaining and distributing current departmental mailing and phone lists;
- Maintaining and distributing a departmental administrative orientation manual for new staff; and
- Maintaining current Departmental paper and electronic forms and template formats.
- Ensuring that there is an accurate and up-to-date electronic and hard copy file of the department's inventory;
- Requesting each section of the department report quarterly on any additions or deletions to the inventory list;
- Replenishing the revolving stock inventory on an as-needed basis; and
- Coordinating and managing the sealift order for the department.

Manages the overall administrative support and office management services for the department by:

- Identifying administrative support service successes and challenges and solutions;
- Coordinating office supplies, furniture and equipment purchase, receipt, installation and surplus equipment disposal;
- Coordinating headquarters office furniture and equipment preventative maintenance and repair;
- Coordinating telephone, fax and e-mail repair and installation services for headquarters staff;
- Coordinating maintenance of headquarters buildings, electrical, heating and plumbing systems;
- Coordinating security of buildings, records, furniture, equipment and supplies;
- Maintaining the Department Motor Vehicle usage log;
- Administering the Motor Vehicle maintenance and repair log for the Department;
- Proactively booking appointments for regular vehicle maintenance and upkeep;
- Tracking and enforcing the Department's Motor Vehicle Usage procedures;
- Monitoring and enforcing and Government of Nunavut Motor Vehicle Usage Policy;
- Accurately maintaining and enforcing the Department Attendance Register and Government of Nunavut Attendance Guidelines;
- Monitoring employee absences and tracking Request for Leave forms;
- Reconciling Attendance Register at month end and forwarding to Human Resource Coordinator;
- Compiling presentations, reports and other information into binders;
- Distributing presentations, reports and other information by the most efficient manner; and
- Assisting with headquarters faxing, photocopying and printing;

Coordinates the Records Management System for the Executive Branch by:

- Classifying, scheduling, and managing records to meet the operational and administrative needs of the Branch;
- Administering the data entry of records into the Integrated Recorded Information Management System Livelink (iRIMS)
- Managing their records to meet the public policy requirements set out in the FAA, the Archives Act, the ATIPP Act, and other acts and regulations that may affect the department programs and records; and
- Coordinating the training of the Executive Services Officer in the administration and maintenance of the department records management system using the GN model.

Oversees employee travel arrangements for the Department by:

- Receiving appropriate travel documents from employees and ensuring appropriate approvals have been obtained;
- Advising Senior Management where arrangements do not reflect the most efficient and cost-effective option available;
- Arranging for cheques for travel advance requests by employees by determining eligibility for advance and amount of advance;
- Ensuring documentation supporting approved travel is provided to the Leave Administrator and Attendance monitor;
- Ensuring that all travel and claims are administered in compliance with the travel policy of Department;
- Reconciling the amounts claimed by the employee to the amounts deemed eligible;
- Verifying that receipts are attached for all amounts claimed that require proof of expenditure, verifies accuracy of financial coding for each actual expenditure incurred, verifies total amount due to employee and/or net amount due to/from employee where the employee received a travel advance;
- Forwarding audited travel claim to spending and payment authority and resolving any issues arising out of the reviews by these authorities;

Assists to manage human resources by:

- Providing training and mentoring to the department Receptionist, Executive Services Officer and casual administrative staff;
- Supervising the duties and responsibilities of the Receptionist and Executive Services Officer;
- Initiating any disciplinary action required for the Receptionist and Executive Services Officer;
- Monitoring and approving Request for Leave application for the Receptionist and Executive Services Officer;
- Assuming the roles and responsibilities of the Receptionist and Executive Services Officer as required; and
- Performs other duties as assigned.

Participates in training and development by:

- Assisting to prepare an annual training and development plan as well as those for subordinates in conjunction with the Coordinator of Human Resources;
- Taking part in on-the-job training, mentoring and coaching at regular intervals; and
- Performs other duties as assigned.

5. KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of:

- Office management practices;
- Manual and electronic records management systems;
- Basic knowledge of financial accounting;
- Legislation and policies pertaining to information storage and security;
- Working knowledge of administrative procedures;
- Records and information management systems theories and practices;
- Proven supervisory experience.

This level of knowledge is normally acquired through a diploma in Office Administration; Business Administration; or other related discipline; with at least 2 years of related work experience in office and records and information systems management including at least one year in a supervisory role.

Equivalencies including post secondary training or course work in office administration; office management; business administration or other related training and a minimum of 5 years experience in office management with experience in records and information systems management with 2 or more of those years in a supervisory role may be considered.

Skills:

- Proficiency in operation of Records Information Management System (RIMS) software and manual filing systems or willingness to be trained;
- Above average computer proficiency and use of Microsoft software, including Outlook, Word, Excel, Power Point and Access;
- Basic accounting skills;
- Above average English oral/written communications and interpersonal skills to address and resolve any issues with external entities or address and resolve any issues or concerns arising out of travel and claims by employees at any level (including Deputy Minister level);
- Ability to work independently while respecting the confidential nature of employee claims;
- Excellent analytical ability to audit claims equivalent to established Government policies and procedures;
- Proficiency in speaking an Inuit language is a strong asset; and
- Comfort in working and living in a cross cultural environment.

Conditions of Employment:

- Criminal Records Check

6. WORKING CONDITIONS

Physical Demands**Work normally performed in an office setting may result in:**

- Short response times to workload varying from simple to complex;
- Daily work load, clients and the public;
- Sitting daily at a desk or in meetings for extended periods;
- Daily keyboarding for extended periods; and
- Daily reading reports or looking at a computer monitor for many hours during the day.

Environmental Conditions

Conditions include:

- Frequent exposure to winter temperature extremes in a harsh environment when temperatures drop to in excess of -50C;
- Winter blizzards lasting for days disrupting work and travel schedules;

Sensory Demands

Demands are:

- Discerning if office equipment and furniture is operating or is broken through observing and/or listening;
- Daily extended periods of reading reports or looking at a computer screen;
- Daily extended daily periods of keyboarding; and
- Daily assessment of verbal indicators, body language and other non-verbal indicators when responding to queries or gathering information.

Mental Demands

Demands are:

- Queries to co workers to account for controllable assets where assets are missing;
- Day to day public and co-worker demands;
- Extended periods of concentrating on and responding to many complex and ever evolving issues with individuals, communities and committees.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

7. CERTIFICATION

<p>_____</p> <p>Employee Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____</p> <p>Supervisor Title</p> <p>_____</p> <p>Supervisor Signature</p> <p>_____</p> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____</p> <p>Deputy Head Signature</p> <p>_____</p> <p>Date</p>	
<p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent's position, peer positions, subordinate positions (if any) and supervisor position.