



Job Specification

Position Title: REGIONAL ASSISTANT
Job Code: OPSEU - Office Administration 11, 11OAD
Job ID: 14209

Purpose of Position:

To provide executive support to the Director and Assistant Director and act as an administrative resource to the Regions/Branchs senior management team. To function as a coordinator for daily urgent issues response activities and other requests for information usually between the Assistant Deputy Ministers Office and Regional/Branch Directors Office, ensuring timely delivery of clear, concisely compiled information by regional/branch staff and monitoring progress of daily priority activities.

Duties/Responsibilities:

In the Directors Office of the Region/Branch and reporting to the Director, the position is responsible for the following, in accordance with OPS Quality Service Standards and guidelines:

EXECUTIVE SUPPORT:

1. Manages the directors itinerary, meetings, by exercising judgement to reschedule activities/address changing priorities, etc. utilizing an automated calendar and time management system.
2. Maintains various tracking and reporting systems and monitors performance trends eg. legal orders and instruments, adherence to quality service correspondence standards.
3. Composes letters and compiles reports; types a variety of documents/information utilizing the full range of word processing applications and various other computer software packages, files and retrieves documents and maintains Directors confidential filing system.
4. Provides assistance to support Directors and Assistant Directors activities by arranging facilities, responding to inquiries, monitoring/following up on projects, assembling information, contacting participants, rearranging schedules, preparing agendas and provide administrative support at meetings, task forces, committees, public events, etc. and administers unit travel budget, reconciles expenses and requests payments.
5. Handles Directors and Assistant Directors communication (telephone calls, e-mails, voice-mails, in-person inquiries, including those from senior government and business officials and MPPs) and organizes/prioritizes communication items for review/action by the Director/Assistant Director.
6. Liaises with other Regional Assistants and recommends changes to Director on regional/divisional administrative matters to ensure/enhance effectiveness and efficiency.
7. Advising the Director and other staff on administrative matters eg. pertaining to correspondence standards, format and/or raising information/knowledge obtained in the course of performing responsibilities which may or do have an influence on decisions in other areas.
8. Management has the right to assign additional duties.

ISSUES RESPONSE COORDINATION:

1. Coordinates and liaises with Assistant Deputy Ministers Office concerning requests for corporate information eg briefing notes, Current Issue Notes and status of issues; seeks clarification from ADMO as required; actions out requests to regional/branch staff and monitors progress to ensure timely response on daily priority issues.
2. Pre-screens briefing materials and other documents prepared by regional/branch staff, to verify completeness, format, clarity/brevity of key messages and their consistency with program notes prior to submission for Directors authorization/sign-off; assembles finalized materials and delivers to Assistant Deputy Ministers Office, within tight timelines.
3. Ensures Director is informed and provided with advice from regional/branch staff on urgent/emerging issues, developments and problems as they arise; initiates coordination of regional/branch response to information requests and assists Director with reviewing the information for completeness, format and clarity.

Knowledge:

Job requires knowledge of Operations Division`s role, objectives, relevant legislation and terminology, compliance guideline and delivery strategies, programs and activities to coordinate daily urgent issues response/information/knowledge flow by selecting/assigning correspondence requiring a reply to appropriate section, district, area office ; answering the telephone and diverting matters to appropriate staff members based on their designated responsibilities and areas of authority; identifying matters of importance and urgency for immediate attention by contacting staff in the Regional, District, Area or Assistant Deputy Ministers Office. Job requires knowledge of Ministrys programs and issues to pre-screen briefing materials for consistency/clarity of key messages and compile information for meetings, briefings by checking files, policies and precedents. Job requires knowledge of secretarial functions, financial procedures i.e. petty cash, request for cheques, journal entry, unit budgets (for travel), account reconciliation, ministers delegated authority (i.e. Director Appointment), administrative methods and established internal office procedures to provide support to the Director /Assistant Director e.g. tracking correspondence due dates, editing correspondence for adherence to specific style and format. Job requires knowledge of other divisions/branches/regions and their functions, ministry operations and related organizations to redirect calls by selecting other more appropriate areas, ministries or levels of government. Job requires knowledge of computer software (e.g. WordPerfect, Windows 95, Quattro-Pro, Divisional Database System (STAR) to type a variety of documents producing letters, policy proposals, confidential materials, papers, correspondence, briefing notes and summary reports, by selecting the most appropriate software applications. Job requires knowledge of spreadsheet and database applications (e.g. Quattro Pro, STAR) to enter, track and update data, and to prepare status reports, statistical displays and representations by keying information and creating spreadsheets. Job requires knowledge of secretarial functions and established administrative and internal office procedures and protocols to provide support by maintaining time management systems, legal orders, Directors confidential files and by editing correspondence and documents (e.g. filing and retrieving documents, using bring-forward system, controlling access to Directors confidential file information, monitoring Directors schedule, establishing and tracking correspondence due dates, editing for adherence to a specific style and format). Job requires knowledge of office equipment (e.g. printer, photocopier and facsimile) to respond to information requests by copying materials and transmitting correspondence

Staffing and Licensing Requirements:

Keyboarding, word processing, and data entry to standards.

Skills:

Judgement and discretion are also required in working within extremely tight deadlines in a high pressure environment, dealing with staff from other parts of the ministry; employing diplomacy and judgement in dealing with divisional staff and external contacts. Job requires judgement in pre-screening briefing materials for clarity, consistency with key messages, format, completeness; screening the mail (including e-mail and voice mail), and identifying priorities and matters requiring the Directors attention. Job requires judgement in determining which matters are to be retained and which are to be assigned to appropriate manager for reply. Job requires judgement in finalizing correspondence by absorbing the substance and intent of materials typed (e.g. briefing notes, legal instruments). Job requires evaluative skills to determine the nature of calls especially those related to urgency, confidentiality and priority and to make decisions concerning the release of information requested. Job requires analytical skills to research and compile appropriate information for meetings, briefings, speeches and presentations. Job requires judgement in dealing with correspondence and information request problems (e.g. missed correspondence deadlines by District Offices and other sections, incomplete information) by checking information submitted, conducting follow ups and editing replies (for grammar, spelling, style and format. Job requires written communication skills to compose correspondence (e.g. letters, responses on information queries, agendas); to edit for grammatical, spelling and typographical errors all regional replies on behalf of the Director (e.g. correspondence or concerns to the Ministers, Deputy Ministers and Assistant Deputy Ministers Offices). Job requires oral communication skills to answer phone calls and provide general information or redirect enquiries in response to queries from public and private sector (e.g. regional issues, Directors committees); to convey information from senior ministry officials on behalf of the Regional Director (e.g. work orders, information requirements, information deadlines) and to receive and direct visitors to the Directors office. Job requires interpersonal skills to have tact and courtesy when explaining or clarifying a Directors request for information (e.g. additional information for work orders, legal orders, current issue notes). Job requires organizing and prioritizing own workload to ensure that regional issue, current issue note and head office assignments are completed within established time frames.

Freedom of Action:

Job requires performing tasks with minimal direct supervision and working in accordance with ministry directives and established guidelines (e.g. administrative manuals, Ministers correspondence directives) ensuring requested correspondence is appropriately formatted (e.g. utilizing a specific required style and format for Current Issue Notes, Briefing Notes, Work Orders and other head office correspondence) and meet action due dates. The position exercises leadership and initiative in delegating out tasks, monitoring progress, pre-screening information materials, making decisions concerning what matters to handle (eg. Work Orders) and assignment of correspondence to appropriate manager/staff (eg. specific questions regarding the ministrys position on a given issue) and ensuring Director is informed of urgent issues. Job requires following up on correspondence to ensure appropriate action taken, referring incomplete or unsuccessful task completion to the area manager. Final documents are reviewed for completeness and technical content by the Director. Job requires making selections from various computer applications, and creating presentations (charts, spreadsheets, tables) of information required by management (e.g. determining method and style, designing spreadsheet format and displaying information required). Job requires discretion to determine the extent of information to be provided in response to inquiries, ensuring

confidentiality.