

Administrative Support – Subsidiary 1

APS Benchmark Listings

Sub.	Bench- mark No.	Dept.	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Administrative Support 6 (Point Range 192 - 227)												
001	016AS11	Transportation	Central Permit Office Supervisor	C+	I	2	132	29	38	R2	50	220
001	016AS10	Health	Claims Adjudicator	D	I	1	132	29	38	R2	50	220
001	016AS09	Environment & Parks	Contract & Financial Policy Specialist	D	I	1	132	29	38	R1	43	213
001	016AS08	Human Services	Business Manager	C+	I	2	132	25	33	R1	38	203
001	016AS07	Seniors & Housing	Program Administrator	C+	I	2	132	25	33	R1	38	203
001	016AS06	Agriculture & Forestry	Office Admin., Policy Secretariat	C+	I	2	132	25	33	R1	38	203
001	016AS05	Service Alberta	Pay & Benefits Specialist	D	I	1	132	25	33	R1	38	203
001	016AS04	Agriculture & Forestry	Research Assistant	D	I	1	132	25	33	R1	38	203
001	016AS02	Human Services	Asst. Trust Officer	D	I	1	132	25	33	R1	38	203

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001	016AS01	Energy	Operational Analyst	D	I	1	132	25	33	R1	38	203
Administrative Support 5 (Point Range 161 - 191)												
001	015AS16	Transportation	Permit Program Delivery Rep.	C+	I	1	115	25	29	R2	38	182
001	015AS15	Human Services	Child Care Subsidy Assessor	C+	I	1	115	25	29	R2	38	182
001	015AS14	Human Services	Clerical Supervisor	C	I	2	115	25	29	R1	33	177
001	015AS13	Economic Dev. & Trade	Client Services Rep.	C+	I	1	115	25	29	R1	33	177
001	015AS12	Justice & Sol. Gen.	Collections Officer	C	I	2	115	25	29	R1	33	177
001	015AS11	Human Services	Child Welfare Admin. Supp. Supvr.	C	I	2	115	25	29	R1	33	177
001	015AS10	Treasury Board & Finance	Program Coordinator	C+	I	1	115	25	29	R1	33	177
001	015AS09	Justice & Sol. Gen.	Acct. Section Supvr.	C	I	2	115	25	29	R1	33	177
001	015AS08	Health	Office Administrator	C+	I	1	115	25	29	R1	33	177
001	015AS07	Energy	Appeals Analyst	C+	I	1	115	25	29	R1	33	177
001	015AS06	Infrastructure	Sr. Lease Admin.	C+	I	1	115	25	29	R1	33	177
001	015AS05	Infrastructure	Facilities Mgr.'s Asst.	C+	I	1	115	25	29	R1	33	177
001	015AS04	Advanced Education	Tech. System Support Asst.	C+	I	1	115	22	25	R1	29	169
001	015AS03	Service Alberta	Pay & Benefits Administrator	C+	I	1	115	22	25	R1	29	169
001	015AS02	Agriculture & Forestry	Div. Internet Admin.	C+	I	1	115	22	25	R1	29	169
001	015AS01	Culture & Tourism	Senior Secretary	C+	I	1	115	22	25	R1	29	169
Administrative Support 4 (Point Range 135 - 160)												

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001	014AS24	Environment & Parks	District/Area Clerk	C	I	1	100	22	22	R2	29	151
001	014AS23	Health	Registration Specialist	C	I	1	100	22	22	R2	29	151
001	014AS22	Health	Customer Service Agent	C	I	1	100	22	22	R2	29	151
001	014AS19	Service Alberta	Information Officer	C	I	1	100	22	22	R1	25	147
001	014AS18	Agriculture & Forestry	Electronic Data Coordinator	C	I	1	100	22	22	R1	25	147
001	014AS17	Human Services	MEP Liaison Clerk	C	I	1	100	22	22	R1	25	147
001	014AS16	Municipal Affairs	Appl. & Subdivision Appeals Admin.	C	I	1	100	22	22	R1	25	147
001	014AS15	Advanced Education	Apprenticeship Administrator	C	I	1	100	22	22	R1	25	147
001	014AS14	Seniors & Housing	Program Info. Off.	C	I	1	100	22	22	R1	25	147
001	014AS13	Culture & Tourism	Tourism Specialist	C	I	1	100	22	22	R1	25	147
001	014AS11	Environment & Parks	Accounts Processing Administrator	C	I	1	100	22	22	R1	25	147
001	014AS10	Agriculture & Forestry	Finance Admin. Support	C	I	1	100	22	22	R1	25	147
001	014AS09	Service Alberta	Records Coordinator	C	I	1	100	22	22	R1	25	147
001	014AS08	Environment & Parks	Land Use Clerk	C	I	1	100	22	22	R1	25	147
001	014AS07	Energy	Posting Clerk	C	I	1	100	22	22	R1	25	147
001	014AS05	Culture & Tourism	Admin. Assistant	C	I	1	100	19	19	R1	22	141

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001	014AS04	Economic Dev. & Trade	ARTS Admin. Coord.	C	I	1	100	19	19	R1	22	141
001	014AS03	Service Alberta	Accounts Payable Clerk	C	I	1	100	19	19	R1	22	141
001	014AS02	Service Alberta	Human Resource Asst.	C	I	1	100	19	19	R1	22	141
001	014AS01	Service Alberta	Asst. to the Dir. of Land Titles, South	C	I	1	100	19	19	R1	22	141
Administrative Support 3 (Point Range 114 - 134)												
001	013AS06	Human Services	Admin. Assistant	C	T+	1	87	22	19	R1	22	128
001	013AS05	Service Alberta	Records Tech.	C	T+	1	87	19	16	R1	19	122
001	013AS04	Justice & Sol. Gen.	Inmate Accounts Data Processing	C	T+	1	87	19	16	R1	19	122
001	013AS03	Justice & Sol. Gen.	Payment/ Endorsement Clerk	C	T+	1	87	19	16	R1	19	122
001	013AS02	Agriculture & Forestry	Centre Admin. Support/Receptionist	C	T+	1	87	19	16	R1	19	122
001	013AS01	Human Services	LMIC Coord. & Site Contact	C	T+	1	87	19	16	R1	19	122
Administrative Support 2 (Point Range 85 - 113)												
001	012AS04	Human Services	Unit Clerk - AISH	C	T	1	76	19	14	R1	16	106
001	012AS03	Human Services	Unit Clerk	C	T	1	76	19	14	R1	16	106
001	012AS02	Culture & Tourism	Receptionist	B+	T	1	66	16	10	R1	12	88
001	012AS01	Agriculture & Forestry	Receptionist	B+	T	1	66	16	10	R1	12	88
Administrative Support 1 (Point Range 73 - 84)												

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001	011AS01	Human Services	Div. Mail & Photocopier Asst.	B	T	1	57	14	8	R1	9	74
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Subsidiary 1

Benchmark Evaluation - 016AS11

Identification Section

Working Title:	Central Permit Office Supervisor
Department:	Transportation
Division, Branch/Unit:	Traffic Safety Services, Transport Engineering, Central Permit Office
Reports To:	Transport Engineer
Levels to D.M.:	4
Job Description:	016AS11
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Supervises several Permit Clerks who issue permits and provide information to agencies and individuals working in the trucking industry. Participates as member of the policy review committee to create new guidelines and procedures governing permits to the Transportation Industry. This position is also responsible for general office administration and the provision of information to the general public.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	29% 38	R2 50	220

Comments on Evaluation

Knowledge:

Requires indepth knowledge of the regulations and guidelines governing the issuing of permits to the Transportation Industry. The C+ rating reflects the additional depth of knowledge required in order to participate in procedure development. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand the Transportation program and Trucking industry in order to complete its functions. The benchmark is required to assign and monitor work and influence its staff resulting in the HR 2 rating.

Creativity/Problem Solving:

As a member of the Policy Review Committee, the benchmark participates in the creation of new guidelines and procedures governing permits. Works independently within diversified guidelines and precedents, which guide decisions. Most solutions to unique and differing permit requests can be resolved through determining the most appropriate resolution within the framework of policies and procedures.

Responsibility:

Authorizes and issues a variety of permits to the trucking industry. Regulatory focus.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS11

Identification Section

Working Title:	Central Permit Office Supervisor
Department:	Transportation
Division, Branch/Unit:	Traffic Safety Services, Transport Engineering, Central Permit Office
Reports To:	Transport Engineer, Engineer
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Central Permit Office Supervisor supervises several administrative support employees who issue permits and provide information to agencies and individuals working in the trucking industry. This position is also responsible for general office administration and the provision of information to the general public.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Supervise approximately 12 permanent and about 7 casual administrative staff who issue various permits related to the trucking industry.
 - Ensure staff receive the necessary training to perform their responsibilities.

- Distribute work fairly and effectively.
- Ensure service is rendered in a prompt and courteous manner.
- Establish work priorities, quality and quantity standards and formally appraise performance.
- Plan for unit resources, both material and human.
- Participate in interviewing and selecting new employees.
- Ensure permit manuals are current.
- Schedule full and part-time staff to provide 7-day a week service over extended hours (6 a.m. - 10 p.m. weekdays and 7 a.m. - 9 p.m. weekends).

2. Provide information and advice in regards to regulations and policy to staff, industry and other government departments.

- Provide information regarding changes to policy and regulations.
- Provide advice to the transportation industry regarding equipment, weights and dimensions.
- Participates as a member of the Policy Committee to provide input and recommendations on procedures and guidelines that directly or indirectly impact the transport industry.
- Perform research, compile information and prepare reports related to Central Permit Office.

3. Perform key roles with special projects related to transportation permit process and procedures.

- Provide business analyst input into product development.
- Provide background information and business expertise for Transport Engineering programs.
- Provide operational insight to ensure a smooth implementation of new systems.
- Develop standard permit conditions staff use.

- Assist in the development of oversize transport policies.
4. **Perform system testing and system maintenance.**
 5. **Approve overweight and over dimension permits within prescribed limits (well above those of supervised staff).**
 6. **Have the ability to work without supervision and make decisions beyond the prescribed limits when necessary.**

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Day-to-day operations of the Central Permit Office are under the full control of this position. Position works independently and is expected to maintain office operations, and develop methods in the unit to achieve and maintain high quality work, high productivity and a low error rate. The decisions made have potential impacts to public safety and infrastructure damage.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with staff to provide direction and guidance, and provide a motivating environment. Position will also interpret policies and regulations for the transport industry and the public.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires an extensive knowledge of policies, procedures, legislation and established precedents governing the safe movement of vehicles and loads throughout the province. Must have a good knowledge of heavy equipment and transport equipment and good computer skills.
- Typically requires some post secondary training in business or computers and considerable related experience including supervisory experience.

Organization

(Working titles of positions reporting directly to this position.)

This position supervises approximately 12 full-time permanent and about 7 casual administrative support positions. Position has full supervisory authority.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS10

Identification Section

Working Title:	Claims Adjudicator
Department:	Health
Division, Branch/Unit:	Program Services Division, Claims Branch, In-Province Claims Processing Unit
Reports To:	Team Leader
Levels to D.M.:	4
Job Description:	016AS10
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Performs a detailed assessment of rejected claims and incoming correspondence submitted by health providers and service recipients for both medical and allied health professional services. Performs assessments in accordance with multiple schedules, governing rules and Alberta Health Care Insurance plan Acts and Regulations.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DII 132	29% 38	R2 50	220

Comments on Evaluation

- **Knowledge:**

This senior administrative program support position requires indepth knowledge of medical/dental terminology, the schedule of medical benefits/allied health benefits, and the rules and regulations governing each. This knowledge is utilized in adjudicating whether or not new medical techniques can be covered by the Alberta Health Care Insurance Plan Acts and Regulations. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of how their work relates to the administration of the Alberta Health Care Insurance plan. Communication is for the exchange and clarification of detailed information.

- **Creativity/Problem Solving:**

The position adjudicates issues guided by diversified guidelines but fewer precedents exist so judgement must be exercised. Typically, problems encountered are determining if a new procedure/technique can be encompassed within the rules and regulations of the plan.

- **Responsibility:**

Focus of the position is to adjudicate rejected claims and decide whether or not the procedure can be covered under the Alberta Health Care Insurance plan. Regulatory focus.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS10

Identification Section

Working Title:	Claims Adjudicator
Department:	Health
Division, Branch/Unit:	Program Services Division, Claims Branch, In-Province Claims Processing Unit
Reports To:	Team Leader, Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Claims Adjudicator performs a detailed assessment of rejected claims and incoming correspondence submitted by health providers, service recipients for both medical and allied health professional services and other internal and external organizations. These claims have an annual budget of over 1 billion dollars. Assessments are performed in accordance with multiple schedules, governing rules and Alberta Health Care Insurance Plan Acts and Regulations. Position provides information and assistance to facilitate consumer access to health services.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Adjudicates all medical and allied health claims that have rejected.

- Interpret the appropriate assessment and amount to be paid. Interpret Governing Rules and provide appropriate information regarding payment, refusal or adjustments.
- Accessing various internal systems, review rules, eligibility, rates, previous correspondence and other related information.
- Referring to the 7 Schedules of Benefits, identify procedure codes, price lists and governing rules.
- Request additional information when required.
- Identify inconsistencies in the Schedules and system enhancements, and service abuse. Recommend overall process changes to streamline the work.
- Request reports on questionable claims to detect over or under payments.
- Act as first level of appeal for in-province claim assessment queries.
- Provides feedback on suggested Schedule changes.

2. Direct resource to service providers and recipients to answer questions concerning benefits and claims.

- Answer telephone queries by providing timely, accurate and concise information.
- Interpret rules and acts that are not explained in resource documents.
- Investigate problematic claims from service providers and recipients, and evaluate their issues to determine appropriate action.

3. Assess highly complex surgical procedures that are received with supporting documentation where no policy exists.

- Compare to similar items in the various schedules.
- Review schedules from other provinces.
- Review meeting minutes from internal and external committees.

4. Extensively research and reply to various correspondence received from both service providers and service recipients. Researches inquiries on accounting memos, quality review, attachments to practitioner business arrangements, and creates manual payments for service providers and for the AMA benefit programs. Draft responses for Manager

review. Reroutes misdirected phone inquiries and paper correspondence to the proper branches and organizations.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is provided limited direction from a lead hand in the unit. Primary responsibility is adjudication of medical and allied health claims that have rejected from one of more than 600,000 system rule conditions. Position works independently 90% of the time. Must be able to equate unclassified procedures to the Medical Schedule of Benefits.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable telephone contact with service providers and recipients for the purpose of answering questions that are highly complex and technical in nature. The calls refer to benefit coverage that requires staff to make sound interpretation and accurate judgement for immediate response to telephone inquiries.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Requires a comprehensive knowledge of medical and dental terminology, anatomy and techniques. Must have an extensive and thorough knowledge of the Schedule of Medical Benefits and Allied Health Benefits, and the rules and regulations governing each. Also must have a thorough knowledge of Claims Branch processes. Requires advance verbal and

written communication skills as well as diplomacy. Strong investigative skills are required to take the initiative to identify, analyze and resolve problems.

Typically requires a Grade XII diploma, related courses and considerable related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS09

Identification Section

Working Title:	Contract and Financial Policy Specialist
Department:	Environment and Parks
Division, Branch/Unit:	Forest Protection Division/Wildlife Service Branch
Reports To:	Manager, Wildfire Support/Senior
Levels to D.M.:	4
Job Description:	016AS09
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Position is responsible for ensuring compliance with Service, Ministry and Treasury Board policies, procedures, Acts and regulations with contracts. Position is the Forest Protection Division specialist for contracts. Position is also responsible for statistical and financial data collection and reporting, as well as contracts and finance related issues within the branch.

The position authorizes expenditures up to a limit of \$25,000 for all areas within the Service, with alternative designation for the Manager at the \$150,000 level.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
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DI1 132	29% 38	R1 43	213
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Comments on Evaluation

- **Knowledge:**

Indepth knowledge of contracts as they pertain to Forest Protection Division/Wildfire Service Branch. Must have a solid understanding of the operational requirements of the division. Position is a full individual contributor and is involved in the exchange of detailed contract and financial information internally and externally to the department.

- **Creativity/Problem Solving:**

The position operates in a very diverse environment providing contract information to managers, contractors and other department staff. Position develops contracts that meet operational needs within legal limitations.

- **Responsibility:**

Service delivery focus providing contract and financial services to the division.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS09

Identification Section

Working Title:	Contract and Financial Policy Specialist
Department:	Environment and Parks
Division, Branch/Unit:	Forest Protection Division/Wildfire Service Branch
Reports To:	Manager, Wildfire Support
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Contract and Financial Policy Specialist is responsible for ensuring compliance with Service, Ministry and Treasury Board policies, procedures, Acts and Regulations while maintaining the ability for operational requirements to be met. The position is also responsible for statistical and financial data collection and reporting as well as contract and finance related issues within the Branch. This involves the development of financial policies/procedures and training materials with regards to contracts and financial issues. The position authorizes expenditures up to a limit of \$25,000 for all areas within the Service, with alternate designation for the Manager at the \$150,000 level.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

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1. Ensures compliance with policies, procedures, Acts and Regulations through support and monitoring by:

- Providing ongoing support, policy and procedure interpretation in respect to contract and general financial policies and procedures.
- Interpret contract clauses as required for employees or contractors and deal with outside parties (insurance companies, financial institutions, etc .) regarding contracts.
- Develop or refine (either alone or in conjunction with various task forces) unique contract forms to be used in contracts (i . e: rental of aircraft, fireline services like catering and medical services, etc .). The position must then secure approval for use of forms from Legal Services, Financial Operations and the ADM.
- Attend contractor briefing and de - briefing meetings throughout the province in support of technical staff.
- Monitor documentation through informal documentation audits for both compliance with Divisional, Ministry and Treasury Board policies/procedures and identify problem areas where training is needed.
- Ensure all contracts and contract amendments where the total exceeds \$150,000 are reviewed for accuracy by the Clerk and provide instructions on steps to be taken to correct deficiencies.
- Review and approve all Division contracts and invoice payments prior to submission for Division Director's signature.

2. Statistical and Financial data and collection and reporting.

- Develops appropriate reporting formats in consultation with Department Budget and Forecast personnel.
- Compiles, analyzes, prepares and distributes Weekly Fire Cost Estimates and Expenditures Summary Reports for Division Director, Department Budget and Forecasts, Senior Financial Officer, Deputy Minister and Treasury.
- Researches and analyzes financial and/or statistical information and prepares specialized reports and presentation materials for Senior Management, including Executive presentations to Treasury Board.

3. Actively participate on Department Task Forces, Review and Policy Committees and Work Groups.

- Review draft policies and procedures and provide recommendations on behalf of the Division regarding Department contract and general financial polices/procedures. An example would be: an interim policy on contracts regarding Business Cases was being formulated using the Alberta Infrastructure and Transportation business case template. The position met with Department personnel to discuss and refine the business case requirements to a format that was geared more to the Division's core business. Meetings have taken place and a format agreeable to both the Division and Department has been established that will meet the Department need for Business Cases but still recognize the emergent nature of the work carried out by the Division.
- Identify problem areas in existing policies/procedures that are having a negative impact on program delivery and recommend changes that would better suit the Division's operational needs. An example would be: some of the FIN (Financial) forms used by the Department are not adequate for Divisional needs. Changes are being requested to address these needs while maintaining the integrity of the forms for Department use. The position is currently addressing concerns from contractors and insurance companies with respect to the Department's standard insurance certificate that has become a stumbling block for our contractors. Discussions are on going.
- As a Task Force member, ensure polices/procedures are taken into account when recommendations are being formulated at the Division level.
- Discuss/liaise with Financial Operations, Legal Services, Risk Management and Occupational Health and Safety on Contract requirements. An example would be: Department needed to provide insurance for contract equipment that is placed deliberately at risk on a fire, as insurance companies will not cover companies for that. The position had to brief all parties on the need and discuss options that would work. The other parties provided the expert advice from their area to come up with a solution that would allow the Department to continue to have access to contractors. The contractors were happy as they were not putting themselves in a situation where insurance could not mitigate the risk.
- Confer with other government agencies and outside parties in respect to contract related matters.

4. Provide materials and training on contract and general financial polices and procedures.

- Develop materials and training seminars for Division and Department staff. Provide materials for utilization by all areas of the Department and to the contract consultant when seminar delivery is outsourced.

- Ensure updates to seminar materials are kept current with policies/procedures and legislation.
- Deliver contract and general financial policy seminars as required to all levels of management. Provide training to clerical staff tasked with contract management for their area.
- Monitor outsourced seminars for content and attend as Department/Division expert whenever possible.

5. Responsible for contracts and finance related issues within the Branch.

- Develop terms of reference, create contract documents and secure all supporting documentation required for Branch contracts.
- Advise contractors of necessary requirements for contract execution and then sign the contract on behalf of the Department (if within signing limit) or forward to appropriate expenditure officer.
- Monitor Branch contracted services for performance of terms and conditions and ensure amendments are done as and when required.
- Deal with Treasury Board Minute approval issues regarding settlements of claim and large ex - gratia requests, airport upgrade funding particulars and monitoring and other financial issues as they arise.

6. Expenditure Officer for all codes within the Service with a spending limit of \$10,000 and Acting expenditure officer authority for the Branch.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is responsible for interpreting contract and general financial policies/procedures to Division management and staff. It identifies problem areas in existing policies and procedures and recommending changes to better suit the Division's operational needs. It is a key player in developing and maintaining the Department Contract Manual that is endorsed by Executive. The position's objectives and achievement of goals are reviewed on an annual basis. Special projects that impact operational business plans or

have serious operational/financial implications are reviewed upon project completion before information is released.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Liaises with Legal Services, Financial Operations, Risk Management and Insurance of Treasury and other areas in respect to contract and finance on behalf of the Division. Actively participates on Department Task Forces, Review and Policy Committees and Workgroups to provide input to review draft contract procedures and make recommendations on behalf of the Division. Confers with other government agencies and outside parties in respect to contract related matters.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Skills/Expertise Required

- Good organization and coordination .
- Strong communications skills both written and oral (including presentations) .
- Excellent interpersonal skills .
- Flexibility and creativity .
- Good collaborative skills and negotiation and problems solving skills .
- Ability to deal with continuing change and work independently, work well in a team environment, assist on reviews and special projects on cross function teams, work well with electronic data bases and spreadsheet software.

- Mathematical aptitude .
- Knowledgeable/proficient computer literacy with Windows, MS Office, Excel, Outlook, PowerPoint, IMAGIS, FIRES, etc.

Guidelines

- Department Financial Policies and Procedures Manual, Department Contract Manual, Financial Administration Act, Public Works Act, Accountability Framework, Government Organization Act, Cost Benefit Analysis, Freedom of Information and Protection of Privacy Legislation, Risk Management and Insurance of Treasury Policies, Occupational Health and Safety Act and Regulations, Agreement on Internal Trade, Workers' Compensation Act, Applicable Treasury Board Directives, Applicable Ministerial Orders and Order in Council, Familiar with the Forest and Prairie Protection Act, Forest Protection Policy Manual and Fireline Manual, understanding of Internal Controls. General Accounting Practices and Treasury Guidelines and Directives in respect to Budget and Expenditure Control.
- Grade XII s supplemented by courses directly related to contracts plus extensive related experience (minimum of 6 years) including experience in interpreting and dealing with provincial Acts and Regulations, Department contract and financial policies and procedures, general accounting practices, budget and forecast preparation, excellent written and oral communication skills. A Driver's License is desirable to reach regional office locations.
- Has the authority to meet with outside agencies to develop/implement processes aimed at streamlining procedures for the Service and the Department.

Organization

(Working titles of positions reporting directly to this position.)

N/A.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS08

Identification Section

Working Title:	Business Manager
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Calgary Region, Fraud Investigation/Eligibility Review Office/Family Maintenance
Reports To:	Manager, Fraud Investigations/Eligibility Review Office/Family Maintenance
Levels to D.M.:	4
Job Description:	016AS08
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

The Business Manager is responsible for the provision of a variety of administrative services to support delivery of three centralized programs within the Calgary Region. Responsibilities including budgeting, personnel/payroll, purchasing, office supplies, accounts payable, records management, accommodation and supervision of several supervisory administrative positions.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position must have strong working knowledge of the processes/policies and procedures governing administrative services including budgeting, accounts payable, records management, HR and accommodations. The C+ rating results from the breadth of knowledge required for the various administration functions. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) that requires an understanding of the 3 centralized programs the office delivers in order to complete its administrative function. Full supervision of staff includes assigning, monitoring and reviewing work that results in the Human Relations rating of "2".

- **Creativity/Problem Solving:**

Position operates independently planning and organizing the work of the administrative unit within the guidelines and procedures governing administrative processes. Although the work performed is covered by diversified procedures, more latitude is permitted in considering the most appropriate procedure to follow due to differing situations encountered.

- **Responsibility:**

Service delivery focus responsible for ensuring the delivery of a variety of administrative services occurs in support of the office's programs.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 016AS08

Identification Section

Working Title:	Business Manager
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Calgary Region, Fraud Investigation/Eligibility Review Office/Family Maintenance
Reports To:	Manager, Fraud Investigation/Eligibility Review Office/Family Maintenance
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Business Manager is responsible for the provision of a variety of administrative services to support delivery of three centralized program areas within the Calgary Region. Responsibilities include budgeting, personnel/payroll, purchasing, office supplies, accounts payable, records management, accommodation and supervision of several supervisory administrative positions.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Provide accounting and budget support.

- Forecast manpower, and supply and services expenditures, and maintain current information on FTE allocation.
- Analyze travel expenditures for statistical and comparative review to program and manpower dollars expended/saved.
- Supervise accounts payable processing and releases invoices for payment.
- Reconcile expenditures with reports and explain variances.
- Coordinate collection and analysis of program information and rolls it up to Area level (e.g. program dollars saved).
- Monitors and tracks expenditures for contracted services such as Credit Bureau and tissue testing.
- Monitor expenditures and resolve invoice discrepancies with suppliers.
- Oversees Cash Blotter.

2. Supervise Administrative Supervisors ensuring they and their staff meet their operational goals.

- Ensure staff are oriented and trained in their roles, and cross-trained to provide cover-off.
- Establish individual goals and formally appraise performance.
- Fill administrative vacancies through current hiring procedures.
- Provides administrative and office direction and guidance to the Maintenance Enforcement Program (MEP) administrative support position.

3. Responsible for personnel/payroll support for the program staff.

- Complete commencement documents and orientate new staff.
- Complete documentation for transfer and termination.
- Collect and analyze employee time utilization, and prepare a time summary for the Manager.

- Reconciles leave, overtime and other benefit discrepancies.
- Answer personnel related enquiries from employees.

4. Performs a variety of administrative services/support responsibilities such as accommodations and facilities, parking, government vehicles, telecommunications, computer support, purchasing, leasing/contracts, and OHS that support the business plan for the programs and operations.

- Implements new/revised government and department-wide administrative systems, policies, procedures and processes. Responsible for development, implementation, modification and maintenance of exiting administrative policies, procedures and processes.
- Responsible for the collection and roll-up of statistics for the Southern region.
- Liaises with a variety of external sources for specialty support and/or services, e.g. City of Calgary-Special parking permits; Land Titles, MOVES, City Police service.
- Coordinate building maintenance requests and oversees any renovations.
- Maintain a key system to all offices, storage areas and desks, and filing cabinets.
- Maintain an inventory of fixed assets including computer hardware and software.
- Coordinate assignment of ID's to various computer systems for access to various systems including other Ministry's such as Justice, Registries, Credit Bureau and Motor Vehicles.
- Install computer peripheral hardware such as printers, monitors and keyboards, and software.
- Key contact for all computer hardware and software installations, and first level support for problems and contact with service provider.
- Facilitates requests from fraud staff located in other work sites, such as ERO, liaising with the appropriate Business Manager for that site.
- Responsible to ensure a safe and hazard-free worksite per Occupational Health and Safety regulations.

5. Implement and maintain a prescribed records management system.

- Oversee the maintenance and disposition of all departmental records.

- Ensure that teams are trained in current record management procedures.
- Oversee information requests under Freedom of Information and Privacy legislation.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is responsible for providing all day-to-day operational support to the program areas. This position designs, implements and oversees all administrative support systems and processes, including budget forecasting and monitoring, and personnel/payroll to support 35 professional and administrative staff in three distinct program areas.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position maintains working relationships and contacts with a diverse range of individuals from both inside and outside the department including area staff, vendors/contractors, union representatives, building managers, Alberta Corporate Service Centre staff, and various leasing agents. Position is the primary contact on all administrative matters for the Fraud Investigation area (et al) within the region.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Strong knowledge of department/government policies, procedures and processes relating to administrative support services provided, including: budgeting,

forecasting, accounts payable, records management, IT systems/programs, human resources practices, and accommodations.

- Basic accounting knowledge.
- Knowledge of Office Suite software - word processing, spreadsheets, e-mail and graphics.
- Supervisory skills.
- Organizational skills.
- Typically this position requires a high school diploma with relevant courses and several years related progressive office administration experience including supervisory experience.

Organization

(Working titles of positions reporting directly to this position.)

This position supervises an AS 4 and AS 3 who in turn supervise two and three staff respectively; and provides direction and oversees MEP support staff.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 016AS07

Identification Section

Working Title:	Program Administrator
Department:	Seniors and Housing
Division, Branch/Unit:	Housing Services Division, Housing Operating Program Delivery
Reports To:	Program Coordinator, Grants and Operations Support
Levels to D.M.:	5
Job Description:	016AS07
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

The position performs a variety of program responsibilities in support of several provincial-housing programs which include: renewal extensions, subsidy changes, preparation of financial calculations and adjustments, collection, foreclosure, quit claim and eviction activities under these housing programs, and handles client, contractors and suppliers issues and concerns.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

The position requires in-depth knowledge of mortgage administration and accounting practices and housing program policies and procedures to provide program support. While the knowledge required is narrow in focus, the depth of the knowledge results in the "C+" rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) as it requires an understanding of how its work relates to the delivery of the housing programs. The Benchmark negotiates arrear payments, therefore influencing clients actions.

- **Creativity/Problem Solving:**

Works independently within established guidelines. The situations encountered are fairly standard (i.e. payments in arrears) and there is room to exercise judgment regarding specific situations in order to collect arrears.

- **Responsibility:**

Service delivery focus providing program support for several provincial-housing programs.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS07

Identification Section

Working Title:	Program Administrator
Department:	Seniors and Housing
Division, Branch/Unit:	Housing Services Division, Housing Operating Program Delivery
Reports To:	Program Coordinator, Grants and Operation Support; Program Services 3
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Program Administrator performs a variety of program responsibilities in support of several provincial-housing programs. Position is responsible for renewal extensions, subsidy changes, preparation of financial calculations and adjustments, collection, foreclosure, quit claim, and eviction activities under these housing programs, and handles client, contractors, and suppliers' issues and concerns.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Initiate and carry out collection activities for mortgages and direct-managed rental units under Rural and Native Housing programs, the Rural Emergency Home program and the**

Mobile Home Loan Insurance program and make recommendations on Home Adaptation program applications and Guarantee Programs.

- Negotiate arrears repayment.
- Provide recommendations regarding delinquent accounts and other un-collectable accounts.
- Prepare foreclosure and eviction recommendations on accounts which require litigation.
- Work with appointed Solicitor on foreclosures and evictions.
- Review and make recommendations on approval or rejection of the Home Adaptation program applications.
- Review and make recommendations on extension or cancellation of the provincial loan guarantee.

2. Contribute information and assistance to the coordination of housing programs.

- Collection of arrears and reviewing arrears reports.
- Calculate standard and non-standard income reviews, resulting in financial adjustments and subsidy changes.
- Prepare documentation and reports pertaining to foreclosures, quit claims, evictions, sales, discharges, renewal extensions, life insurance premiums, grant agreements, applications, expired grants, etc.
- Payment of municipal property taxes, calculation of monthly tax components and tax adjustments.
- Preparation of annual mortgage statements.
- Reconcile mortgage and rental payments, process grant payments, monitor grants budgets and monthly balancing.
- Monitor arrears and renewal extensions pertaining to the provincial guarantee program and preparation of quarterly financial reports.
- Writing customized reports.

- Recommend approval, changes or rejection of proposed modifications to the Home Adaptation program applications.

3. Provide information and assistance to clients, contractors and public.

- Review estimates submitted by Home Adaptation Program clients and analyze sketches, blueprints and proposals.
- Assist clients and contractors on barrier free design codes.
- Assist mortgage clients with financial and housing related issues.
- Answer complex telephone or written queries regarding Rural and Native Housing program and the Home Adaptation program.
- Respond to a variety of calls and general inquiries from clients, the public, lawyers and contractors on related programs.

4. Maintain and update files, records, and systems.

- Maintain and update client files, property records, mortgage life insurance records and the Mortgage Accounting, Home Adaptation Program and Mobile Home Loan Insurance computer systems.

5. Miscellaneous calculations and financial reviews.

- Calculate and update the master record for Investment Accounting and prepare reports for claiming Rural and Native Housing program reimbursements.
- Review tax bills in preparation for paying property taxes.
- Review budget requests in preparation for preparing grant agreements for the Housing Registry and Unique Homes grant programs.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position recommends approval or rejection on grant applications and payments under the Home Adaptation program. Position recommends extension or cancellation of loan guarantees under the provincial loan guarantee program. Position calculates and makes subsidy changes on standard income reviews and recommends subsidy changes on non-standard income reviews. Position ensures sufficient funds are received for full payout of mortgage loan. Position will initiate collection activities but final approval resides with supervisor.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has daily contact with clients and various contacts with internal and external staff, contractors, health care professionals and lawyers to provide information and guidance with respect to the various programs.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires excellent communication and organizational skills, considerable knowledge of mortgage administration and accounting practices. Must have basic knowledge of building codes, construction costs, medical terminology and the regulations, policies and procedures regarding the housing and grant programs. Requires the ability to analyze financial information, resolve client issues, basic computer knowledge and processing skills.

Typically requires a Grade XII diploma and several years of mortgage experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS06

Identification Section

Working Title:	Office Administrator, Policy Secretariat
Department:	Agriculture and Forestry
Division, Branch/Unit:	Economics and Competitiveness Division, Administration Unit
Reports To:	Director, Policy Secretariat
Levels to D.M.:	3
Job Description:	016AS06
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Position provides advice, recommendations and undertakes executive projects, with a primary focus in financial administration for the division. It also coordinates and manages all the administrative services to the division and participates on the management team.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

Comments on Evaluation

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Classification: Public



- **Knowledge:**

Position must have strong working knowledge of the processes/policies and procedures governing administrative services including budgeting, accounts payable, records management, HR and accommodations. The "C+" rating reflects the breadth of knowledge required for the various administration functions. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) that requires an understanding of the Policy Secretariat in order to complete its administrative function. Full supervision of a unit including assigning, monitoring and reviewing work results in the Human Relations rating of "2".

- **Creativity/Problem Solving:**

Position operates independently planning and organizing the work of the administrative unit within the guidelines and procedures governing administrative processes. Must exercise judgment in applying these guidelines to changing and unique situations.

- **Responsibility:**

Service delivery focus providing financial administration and administrative support for the division.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS06

Identification Section

Working Title:	Office Administrator - Policy Secretariat
Department:	Agriculture and Forestry
Division, Branch/Unit:	Economics and Competitiveness Division, Administration Unit
Reports To:	Director, Policy Secretariat
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Policy Secretariat's mandate is to provide advice, recommendations and undertake executive projects to improve the policy and planning decisions of the ministry. The primary responsibility of the position is financial administration for the division. The job is also responsible for the coordination and management of all administrative services to the division and participates as a member of the division's management team. Position is the key contact with the department's Finance and Human Resource divisions. This position supervises four Administrative Support positions.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Deliver the financial administration services for the division.

- Key contact with Financial Services to ensure adherence to system guidelines.
- Prepare division budget and forecasts for the Director's final approval.
- Review expenditure and forecast information through the department's Financial Analysis Report Management System (FARMS) and IMAGIS.
- Ensure budget is fully utilized without overspending by monitoring all manpower and operating expenditures throughout the fiscal year.
- Prepare division expenditure forecasts, explain variances and review for the Director.
- Provide ongoing financial information to the Director.
- Prepare contracts for the division.
- Process all invoices for payment, ensuring accuracy of amounts and coding.
- As expenditure officer, authorize expenditures under \$2500.
- Conduct a first level review of expense claims prior to director's final approval.

2. Lead the delivery of administrative support services to the division.

- Supervise four administrative support staff, providing guidance and direction to ensure department and division policies and procedures are followed.
- Manage day-to-day administrative operations for a large office.
- Ensures that action requests and other ministerial correspondence are processed.
- Consult with managers to ensure that their administrative needs are met.
- Organize workflow, quality improvement and overall administration.
- Conduct the performance reviews of subordinate staff.
- Maintain inventory of equipment and order required computers and software.
- Set-up workstations for new employees, enroll them in expense claim and email systems.

- Monitor administrative supply use and expenditures.
- Coordinate all major telecommunications services, physical moves and renovations.

3. Supervise the division's human resource function and serve as primary contact for the division.

- Complete and prepare documents and correspondence for salary and temporary staff.
- Provide advice to division staff on human resource policies, agreements and regulations.
- Provide orientation to division staff.
- Ensure human resource documentation, agreements and correspondences are prepared in accordance with policies and procedures.
- Develop and maintain a system to monitor manpower (FTEs, secondments, leaves, long-term disability).
- Prepare position descriptions for subordinate positions.
- Provide information and guidance regarding human resource policies and procedures.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The work of the division is highly complex and impacts the entire ministry and a large client base. The work being done in the Secretariat includes world trade issues, innovation and biotechnology, research, resource planning, macro-economic issues and assistance in responses to emergency issues such as BSE. Position is responsible for the delivery of all administrative support services to the division and supervises a small administrative staff. Responsibilities include budgeting, personnel and other key administrative areas. The job works with significant independence because the supervisor is rarely available to provide direction or assistance in problem resolution.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The most significant contact of this position is the supervision of four administrative positions. Provides direction and creates a high performance environment. Position exchanges information with the department's administrative divisions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires well-developed organizational, problem-solving and supervisory skills. Must have a working knowledge of government administrative policies and procedures including advanced knowledge of the budget and forecasting process. Requires ability to use office software including spreadsheets. The ability to work independently with little direction is essential.

Typically requires a Grade XII diploma and considerable related experience including supervisory experience.

Organization

(Working titles of positions reporting directly to this position.)

Position has full supervisory responsibility for four administrative support positions that provide administrative services to the division.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS05

Identification Section

Working Title:	Pay and Benefits Specialist
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resource Services, Payroll and Benefits Administration
Reports To:	Team Lead
Levels to D.M.:	5
Job Description:	016AS05
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Responsible for Correction Mode activities in the HRMS IMAGIS payroll system (reconstruction of payroll history in IMAGIS) in addition to administering pay and benefits services to an assigned portfolio of salary and wage employees within management, the bargaining unit and opted out and excluded classifications.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DII 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

This senior Pay and Benefits Specialist role requires in-depth knowledge of the HRMS IMAGIS system in order to process correction mode transactions as well as full working knowledge of payroll and benefits regulations, policies/procedures and collective agreements. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) with an understanding of how its role relates to the administration of the Human Resources and Financial programs. Communication is for the exchange and clarification of detailed and complex information.

- **Creativity/Problem Solving:**

Works independently within guidelines and policies. The position has room to operate within guidelines, policies and procedures, and is required to exercise judgment when faced with differing pay and benefits situations.

- **Responsibility:**

Service delivery focus on providing payroll and benefit administration services.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 016AS05

Identification Section

Working Title:	Pay and Benefits Specialist
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resource Services, Payroll and Benefits Administration
Reports To:	Team Lead, Administration 2
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Pay and Benefits Specialist is responsible for Correction Mode activities in the HRMS IMAGIS payroll system. The Specialist also administers pay and benefits services to an assigned portfolio of salary and wage employees within management, the bargaining unit and opted out and excluded classifications. Position processes payroll transactions in the HRMS IMAGIS payroll system, ensuring that employees are paid timely and accurately. Responding to payroll and benefit enquiries from Pay and Benefits Administrators, managers and employees is a responsibility, as is communicating with HR Consultants, benefit carriers, and government departments.

As part of the payroll team, provides training to other staff, participates in payroll issues meetings, and covers off duties in the absence of other team members. Assists in the development of operational policies, procedures and practices.

The Specialist works with the payroll team in meeting processing requirements of workload fluctuations. The Specialist is key resource to clients, HRCs, benefit carriers, CHR, AGen, APA, and IBM to answer/resolve problems arising from pay and benefits activities.

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Classification: Public



Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Responsible for Correction Mode activities (i.e. LTDI, WCB, SUI, retro classes) in the HRMS IMAGIS payroll system to ensure integrity of salary and benefit data as well as system integrity. Correction Mode activities require the rebuilding of salaried and benefit data within the system as a result of retroactive HR decisions. Activities may include:**
 - Reversal and re-issue of cheques in proper sequence.
 - Re-creation of absence history (i.e. LTDI).
 - Job record reconstruction.
 - Insertion of historical rows.

2. **Process payroll documents for a portfolio of salaried and wage employees in the cross government payroll system in accordance with existing policies, procedures, regulations and legislation.**
 - Process payroll documents in the HRMS IMAGIS system for salary and wage employees to meet existing payroll confirmation dates for salary and/or wage employees.
 - Administer and interpret diverse and complex payroll and benefit regulations, and collective agreements. Replies verbally or by written correspondence to all related enquiries.
 - Remain current on all ongoing changes to payroll and benefits administration and processing by reviewing updates to related manuals, production notices, etc.
 - Perform user acceptance testing during system upgrades and enhancements.
 - Raise trouble tickets relating to system and processing problems.
 - Ensure appropriate records such as attendance forms, benefit eligibility forms, employee records and files are maintained to support payroll.
 - Monitors General Illness.

3. **Provision of training to other Pay and Benefits staff as assigned by Team Lead.**

4. Communication with employees and department contacts.

- Reply verbally or by written correspondence to payroll and benefits enquiries.
- Provided information to clients. Significant contact (internal and external) for problem solving and conflict/complaint resolution. Exchange and coordinate information concerning complex issues. May represent Pay and Benefits to external organizations and internal and external agencies relating to salary and wage regulations, Collective Agreements, benefit eligibility and federal legislation related to pay.
- Commence and orient newly hired Ministry employees on the government payroll system.
- Notify Ministry contacts of corrections that are required and payroll system processing requirements.

5. Other responsibilities:

- Perform post-audits on transactions, ensuring that payments are accurate and meet regulatory, legislative and Ministry policies and procedures.
- Attend Payroll meetings and provides input into resolution of problems that may be encountered.
- Provide input into the establishment and refinement of policies, regulation.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs Correction Mode activities and within their assigned portfolio processes payroll for employees that are governed by different collective agreements and/or regulations. This position functions with independence in reviewing and processing payroll documentation.

Complex problems or decisions or precedent setting nature and sensitive or contentious issues are referred to this position or Team Lead.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has contact with employees, supervisors and managers to explain pay regulations, applicable terms of the Collective Agreements and benefit coverage. The Specialist must liaise with clients, HRCs, benefit carriers, CCRA, CHR, APA, and IBM for problem solving and/or conflict/complaint resolution.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Correction Mode activities require extensive knowledge of HRMS IMAGIS payroll system.
- Full working knowledge of payroll and benefits regulations, legislation and collective agreements.
- Requires excellent oral and written communication skills to effectively deal with all clients and internal/external agencies in the resolution of problems.
- Requires excellent analytical skills.
- Typically requires a Grade XII diploma, payroll and benefits related courses (Level 2 Canadian Payroll Association) and several years of experience in an unionized payroll environment.

Organization

(Working titles of positions reporting directly to this position.)

This position has no formal supervisory responsibilities although it provides lead-hand expertise and training to other Pay and Benefits staff.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 016AS04

Identification Section

Working Title:	Research Assistant
Department:	Agriculture and Forestry
Division, Branch/Unit:	Statistics and Data Development Unit
Reports To:	Unit Leader, Senior Manager
Levels to D.M.:	4
Job Description:	016AS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

The position gathers, organizes, summarizes, compiles and verifies relevant statistics and information on the agriculture and food industry in Alberta. The primary role is to extract clean data from a variety of complex data sources. While the position performs data analysis, the more complex analysis is handled by other positions.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DII 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Requires some formal training of statistics and economics to perform role and considerable experience in order to gain sufficient understanding of the Agricultural industry to ensure quality data is extracted from several complex sources and prepared for further analysis. Position is a full individual contributor. Position duties are well beyond task focus and requires an understanding of the work/environment around it. Communication is for the exchange information with a variety of parties.

- **Creativity/Problem Solving:**

Position is required to exercise considerable judgement to determine where to extract data and to perform some analysis. Where more complex analysis is required, it is performed by Statisticians.

- **Responsibility:**

Position focus is service delivery for the purpose of extracting data.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 016AS04

Identification Section

Working Title:	Research Assistant
Department:	Agriculture and Forestry
Division, Branch/Unit:	Statistics and Data Development Unit
Reports To:	Unit Leader (Senior Manager)
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

In support of the Unit's business plan, the position gathers, organizes, summarizes, compiles and verifies relevant statistics and information on the agriculture and food industry in Alberta. The statistics and information are prepared in response to both internal and external client information needs for use in decision making with respect to operational and policy matters. A significant role of this position is in assisting professional staff and clients in conducting research particularly in adapting statistics to project needs and sourcing new or related statistics. The position will use a wide knowledge of information and statistic sources for a variety of subject areas to directly fulfill requests for agriculture and food industry statistics. The job supervises wage staff working on specific projects.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Administer and provide Alberta export statistics by performing custom extracts of export data from the World Trade Atlas, Canadian Trade Analyzer and SAS databases as well as other sources of trade data (Food & Agriculture Organization for the United Nations and United States Department of Agriculture (USDA) online databases). Electronically manipulate the data from multi- sources and make updates and revisions of export tables for Internet/print dissemination. Administer the database by working with the programmer to maintain and update the in- house Trade Data on Line Desktop application.
2. Administer and provide Census of Agriculture statistics for Alberta: identify and download relevant Statistics Canada Census of Agriculture products from the Internet. Organize and summarize the data to provide convenient Alberta Census of Agriculture datasets in spreadsheet format for use by internal clients via Magic. Prepare graphs, charts and presentations to complement the data. Define and order priced custom cross tabulations of Census of Agriculture variables from Statistics Canada.
3. Package and agri- food statistics by performing basic statistic analysis to calculate trade, market share and top 10 countries. Organizes and summarizes data into tables, charts and graphs; prepare reports for print and Internet publication; coordinate, compile and gather data in preparation of publications (i.e. Alberta Agriculture Statistics Yearbook, Agriculture Statistics Factsheet, 2001 Census of Agriculture by municipal districts).
4. Provide primary production statistics by participating in the maintenance of databases including updating and assisting Statisticians with verification adjustments and revisions, the crop reporting program and gathering data from primary source for both crops and livestock.
5. Develop and use a complex set of procedures, macros and formulas to organize, restructure, manipulate, and summarize the datasets to develop and package customized products. (i.e. 2001 Census of Agriculture Municipality Profile). Consult and liaise on behalf of clients with Statistics Canada in developing and placing custom priced data orders.
6. Use specialized knowledge of Statistics Canada policies and procedures to advise clients regarding data release and use.
7. Identify and source relevant statistics in support of client requests and division/department research projects. This includes gathering and preparing information and compilation, evaluation and presentation of results. Work with others within the department and outside to develop sources and gather information and fulfill client needs (i.e. rural family expenditures and rural development economic profiles).
8. Respond to clients requests for statistical information by: using the Statistics Canada World Trade Atlas online database system to extract customized datasets at detailed levels in a format suitable to clients request/needs; Using both in- house databases such as Ag Data, and Farm Income & Prices database as well as external databases such as Statistics Canada Census of Population and Agriculture databases and CANSIM to respond to client need with relevant data in suitable formats; using knowledge of available information, directly provide or advise clients where to access (i.e. Internet) a wide range of agriculture and agri- food statistics (i.e. crops, livestock, farm finance, farm income, custom rates, etc.).

9. Participate in the conducting of surveys (i.e. Custom Rates, Processed Alfalfa, etc.) including establishment and maintenance of sample lists; conducting the survey; verifying of information gathered; developing survey database and analysis programming.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Unit is the provincial authority for Alberta's agricultural statistics and data. The products and expertise of the Unit are used by any client with an interest in the Alberta agri- food industries including MLA's, the Minister, senior managers and staff of AAFRD as well as other provincial departments, colleges and universities, municipal and local governments, consulting firms, Statistics Canada, agricultural producers, agri- business, producer associations, etc. Position is multi- faceted and works both independently, and in a team setting, with diverse, complex responsibilities. Precision is the focus of the job. As part of the Unit, this position can expect to be involved in supporting the professional staff in researching, electronically manipulating, analyzing and disseminating statistical data and information on any/all aspects of Alberta agri- food industries.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The core contacts of the position are:

- Statistics Canada (STC) gathering and purchasing data (Trade and Census of Agriculture), gathering information on STC policies/procedure, providing provincial input on Census of Agriculture questionnaire review.
- Policy Secretariat (AAFRD) providing services (Trade on Line custom desktop application), and customized data and information (Trade).
- AB Economic Development partnership in the gathering and provision of trade data and services (Economic Development purchases the on line World Trade Atlas data access for the Unit in exchange for service provided to E.D. staff for customized trade data extracts and provision of Trade on Line desktop application).

- Communications Branch providing trade and Census data in support of Communications Division responses to requests from media, the Minister's office and other stakeholders.
- Industry Development Sector (AAFRD) providing trade and Census of Agriculture data and information in support of Ministry Growth Initiatives and related projects. Provide advice and liaison with STC in sourcing, pricing, ordering and appropriate use of custom data purchases from STC.
- Processed Forage and Compressed Hay Industry gather production and marketing data and information for a national survey of the processed forage and compressed hay industry through personal contact with industry members.
- Producers, consultants, agri- food businesses, private industry groups and educational institutes and the public provide information on which the contact would make business planning, financial or policy decisions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Extensive knowledge of the agriculture industry in Alberta.
- Extensive knowledge of the various sources of statistical data and information, both in- house and external.
- Knowledge of data sharing agreements and licenses, in particular Statistics Canada's confidentiality and data sharing rules, and the Statistics Act.
- An ability to effectively determine priorities and deal with multiple projects/requests/tasks simultaneously.
- A high level of organizational, coordination and project management skills.

- Strong written and interpersonal skills and the ability to work within a team environment.
- Advanced skills in spreadsheet design, use and manipulation. Strong computer skills. Literacy in a significant number of computer programs including spreadsheets, and databases. Ability to manipulate and analyze multi- source data in an electronic format.
- Strong mathematical and problem solving skills and a working knowledge of statistical analysis gained through completion of post secondary coursework in statistics and economics. Ability to apply accepted statistical methodology and principles in performing data manipulation and analysis.
- Strong written and oral skills and the ability to understand and interpret requests for complex information and deliver an appropriate, understandable product in response.
- Ability to work independently and to effectively gauge own knowledge limitations.

Organization

(Working titles of positions reporting directly to this position.)

N/A.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 016AS02

Identification Section

Working Title:	Assistant Trust Officer
Department:	Human Services
Division, Branch/Unit:	Public Trustee, Calgary Trust Administration
Reports To:	Manager of Estate Administration
Levels to D.M.:	5
Job Description:	016AS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

Position administers estates of moderate complexity under the jurisdiction of the Public Trustee. Position maintains a case load of estates and is responsible for dealing with estates as an administrator, executor, trustee, custodian, and official guardian or otherwise.

Administration is carried out in compliance with the applicable statutes, policies and procedures.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DII 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position requires in-depth knowledge of administrative policies and procedures used in the Office of the Public Trustee. It requires knowledge of the policies governing estate administration for moderately complex files (Official Guardian, Dependent Adult and Deceased Estates). The combination of the administrative and program knowledge makes this a senior administrative position within the office and results in a "D" rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of how its work in estate administration relates to the rest of the office. Communication is for the purpose of exchanging information with guardians, trustees and clients.

- **Creativity/Problem Solving:**

Position independently administers moderately complex files requiring some research and the ability to exercise judgment within established guidelines and procedures. Situations where fewer precedents exist are referred to trust officers.

- **Responsibility:**

Service delivery focus providing estate administration services for the Public Trustee.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 016AS02

Identification Section

Working Title:	Assistant Trust Officer
Department:	Human Services
Division, Branch/Unit:	Public Trustee, Calgary Trust Administration
Reports To:	Manager of Estate Administration
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Assistant Trust Officer administers estates of moderate complexity under the jurisdiction of the Public Trustee. Position maintains a caseload of estates and is responsible for dealing with estates as an administrator, executor, trustee, custodian, official guardian or otherwise. Estate administration involves assets ranging from no value to several millions of dollars with a moderate degree of complexity and/or sensitivity.

Discretion is exercised to protect the dignity and rights of those who are vulnerable or have no one else to act for them. Administration is carried out in compliance with the applicable statutes, policies and procedures.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

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1. Administer a large caseload of moderately complex estates in three areas of administration Official Guardian (A), Dependent Adults (B), and Deceased Estates (C).

- A. The files assigned to the Assistant Trust Officer are those with an external trustee appointed. The main function is to ensure the funds have been invested in an approved trustee investment and no hands on administration is required. Other files assigned are the result of personal injury awards to minors with a value of less than \$4,000.00. These funds may or may not be paid out to a responsible adult.
- Monitoring files maintain contact with testamentary trustees to insure proper investment of trust funds. (The testamentary trustee is appointed under the terms of a will. The Public Trustee monitors the trustee's administration of the trust fund set up under the terms of the Will to ensure that the trustee follows the directions set up in the Will with respect to the trust fund and that any investments are approved investments under the Trustee Act.)
 - Personal Injury files if funds are held on behalf of the minor, respond to requests for funds to be used for maintenance, education, benefit or advancement of the minor.
- B. The files assigned to the Assistant Trust Officers are less complex based on the level of assets and income and expenses. Usual clients are those who have no assets other than the receipt and distribution of their monthly AISH benefit cheque or Old Age Security or Canada Pension Plan.
- Determines what benefits the Dependent Adult should apply for and prepares the application.
 - Provides independent decisions on behalf of assigned clients within defined parameters. Decisions relating to financial matters, i.e. funds available for vacations, clothing, furniture, social activities.
 - Review estate invoices for accuracy and complete application forms such as Alberta Health Care, Social Allowance, Statement of Need and Pensions.
 - Prepares the application material for review and continuation of trusteeship and passing of accounts.
 - Completes AISH Annual Reports, Statement of Need for clients residing at Alberta Hospital Ponoka, Michener Centre and Claresholm Care Centre.
 - Respond appropriately to ongoing estate administration issues including income tax and audit.
 - Assists the Trust Officer with the Trust Officer's case (i.e. the Trust Officer would identify whether or not a benefit should be applied for and instruct the ATO to prepare the application).

- Notifying the Appeal Panel when a Certificate of Incapacity is due to be reviewed.

C. The files assigned to the Assistant Trust Officer are those where there may be no estate to administer and all that is necessary is to arrange the funeral, confirm whether or not there is a CPP death benefit and do an initial investigation to determine whether there is a Will.

- Conduct on site investigations and review information from other sources to determine the nature of the assets and liabilities.
- Convert, call in and otherwise protect identified assets and commence appropriate administrative procedures.
- Perform independent research and analysis to draw family trees and establish rightful heirs.
- Locate legally entitled parties and provide an account of the distribution of the estate.

2. Develop and maintain knowledge of policies and procedures used by the Public Trustee in the fulfillment of administrative responsibilities.

- Participate in trust administration meetings.
- Maintain knowledge of legislation pertinent to estate administration.

3. Other related responsibilities.

- Participate in private Dependent Adult trustee monitoring project by identifying addresses of private trustees; telephone or write trustees to request from them updated information. Receive and respond to inquiries from private trustees requesting guidance and assistance in bringing a Court application to review their trusteeship order.
- Deal with government agencies, organizations, and creditors. Dealing with the public, family members and clients who may be experiencing stressful conditions.
- Complete file organization and research special projects.
- Maintain related computer records.
- Run monthly reports to assist the Trust Administration with respect to benefits (comparison report, clients turning 65, etc.).
- Prepare Official Guardian payout packages to be sent to minor recipients prior to their eighteenth birthday.

- Meet with minor client at time of a payout.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs estate administration responsibilities that are more clerical in nature and administers files that are moderate in complexity. If the file is more complex, the Assistant Trust Officer would receive instructions from a Trust Officer or the file may be re assigned to a Trust Officer. (For example files with contentious items. Real Estate, Mines and Mineral Royalties, Pooling Orders. Surface Leases would be assigned to a Trust Officer as they demand an in depth knowledge of how these operate and requires knowledge of a number of statutes, which deal with real property.)

Position conducts some independent research and analysis, and requires the ability to draw sound conclusions based on available information. While originality is expected, matters of a sensitive or complex nature shall be referred to a more senior position.

Duties are performed in accordance with the Public Trustee Policy Manual, Surrogate Rules and related legislation, policies and procedures.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Contacts are for the purpose of gaining detailed information required for the administration of estates. Position will also have considerable contact with clients and relatives as well as individuals within other government agencies such as CCRA, CPP, Department of Veterans Affairs, AISH, etc. in carrying out their responsibilities. Either to gain information or to explain decisions.

Knowledge, Skills and Abilities

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(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires a working knowledge of policies and procedures used in the Office of the Public Trustee, office practices, accounting procedures and available financial benefits from governments. Must have analytical skills and the ability to apply legislation and policies with respect to the administration of estates and trusts.
- Typically requires a high school diploma and 2 to 3 years experience in an office environment. Must have a driver's license and firearms acquisition certificate.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 016AS01

Identification Section

Working Title:	Operational Analyst
Department:	Energy
Division, Branch/Unit:	Electricity & Gas Division, Gas & Markets Development/Gas Royalty Calculation
Reports To:	Team Lead, Royalty Billing
Levels to D.M.:	6
Job Description:	016AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	016AS - Administrative Support 6

Comments on Role

The Operational Analyst responds to enquiries from internal and external stakeholders concerning the reporting and assessment of gas and gas product royalties. The position clarifies and interprets gas royalty reporting guidelines, policies and regulations. Details regarding Crown royalty charges, provisional assessment charges, interest calculations, refunds, transfers between accounts, statement of account balances, royalty deposits and collection of underpaid accounts are provided to clients in a timely and accurate manner.

The position also maintains operational processes related to the daily operations of gas royalty accounts and is responsible for the computational accuracy of royalty adjustments. The Operational Analyst participates in all activities related to the accurate assessment of gas and gas by product Crown royalties.

Evaluation

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Classification: Public



Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DII 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position requires in-depth knowledge of the gas royalties business, industry processes, automated systems (electronic receivable systems), accounting principles and applicable legislation, regulations, policies and procedures. This is very specialized administrative accounting knowledge that can be gained through considerable on-the-job experience or from a post secondary accounting program. A full individual (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) contributor who must have an understanding of the gas industry. The position is required to explain the rationale for detailed, complex calculations to industry clients. Position is not expected to influence the behaviour of clients resulting in the "1" rating for Human Relations.

- **Creativity/Problem Solving:**

Works independently within established guidelines and practices governing gas royalty calculations. Is required to exercise judgment to determine the most appropriate precedent to apply to a royalty calculation query.

- **Responsibility:**

Service delivery focus providing senior administrative support in support of a program.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 016AS01

Identification Section

Working Title:	Operational Analyst
Department:	Energy
Division, Branch/Unit:	Electricity and Gas Division, Gas & Markets Development/Gas Royalty Calculation
Reports To:	Team Lead, Royalty Billing
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Operational Analyst responds to enquiries from internal and external stakeholders concerning the reporting and assessment of gas and gas product royalties. The position clarifies and interprets gas royalty reporting guidelines, policies and regulations. Details regarding Crown royalty charges, provisional assessment charges, interest calculations, refunds, transfers between accounts, statement of account balances, royalty deposits, and collection of underpaid accounts are provided to clients in a timely and accurate manner.

This position also maintains operational processes related to the daily operations of gas royalty accounts and is responsible for the computational accuracy of royalty adjustments. The Operational Analyst participates in all activities related to the accurate assessment of gas and gas by-product Crown royalties.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Answer internal and external stakeholder questions concerning royalty processes and administration. Interprets gas royalty regulations, principles and procedures (guidelines).**
 - As first contact to industry clients, answer correspondence and phone enquiries related to gas volumetric, cost, royalty calculations, interest charges, statement of account balances and invoicing procedures.
 - Assist in resolving issues related to provisional assessments, penalties, interest adjustments, royalty deposits, financial and volumetric adjustments, and collection accounts.
 - Review and recommend updates to guidelines, and suggest improvements to client service.
 - Educate and train employees and industry clients through meetings, writing articles, letters, information bulletins, and performing research.

2. **Participate in the timely and accurate assessment and calculation of natural gas and by-product Crown royalties. Ensure client compliance with the Mines and Minerals Act, Natural Gas Royalty Regulations, and the Alberta Gas Royalty Principles, and Procedures (Guidelines).**
 - Reconcile industry and Alberta Energy and Utility Board volumetric data, and identify situations where volumetric reporting does not comply with the existing business rules.
 - Analyze and recalculate a variety of account discrepancies, assessment charges, notices, interest adjustments, penalty charges, waivers, refunds, transfers, client statements, etc.
 - Prepare response letters including all supporting calculations, using multiple databases, for a variety of accounting adjustments.
 - Resolve account balances and prepare statistics for Team Lead.
 - Collect account balances.
 - Carry out reconciliation activities on royalty charges calculated by the Mineral Revenues Information Systems (MRIS) and payments received by the Corporate Accounts Receivable Systems (CARS). Verification/reconciliation activities include ensuring that deposit on hand is reflective of royalties paid, review aged receivables for correctness of

interest charges, and research, analyze and recommend appropriate action, based on precedents and regulation, to the Team Lead on accounts in default.

- Verify components of monthly invoice and statement.

3. Participate in the ongoing planning, development and improvement of the team, processes and systems.

- Participate in branch-wide activities such as staff meetings; project team meetings; training, coaching and mentoring co-workers and new employees; developing training packages for internal and external stakeholders.
- Recommend enhancements to business and system processes and systems.
- Participate in acceptance testing of new systems and changes to existing business systems.
- Provide input and assistance to reviews that ensure compliance to legislation, regulations, administrative policies and special agreements.
- Research, analyze and propose recommendations on client specific issues that affect Crown royalty reporting, calculation and assessment.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position participates in the reconciliation and calculation of gas and gas by-product Crown royalties. It conducts a variety accounting related analysis and calculations, and is a primary source of information to internal Team Leads and external industry clients.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position has considerable interaction with internal and external stakeholders to provide information on royalties, accounts and discrepancies. The interaction includes

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interpretation of legislation and regulations; and position provides volumetric and royalty calculations. The interaction is primarily for the purpose of providing detailed and complex information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires an extensive knowledge of gas royalty business and industry processes, and considerable knowledge of automated systems including electronic receivable systems (CARS). Must have a very good knowledge of accounting principles, applicable legislation, regulations, policies and procedures. This position requires analytical and research skills.
- Requires advanced verbal and written communication skills as well as diplomacy.
- Diploma or Grade 12 education with considerable progressively related work experience is required.

Organization

(Working titles of positions reporting directly to this position.)

While this position provides training, guidance and assistance to other staff, it has no formal supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 015AS16

Identification Section

Working Title:	Permit Program Delivery Representative
Department:	Transportation
Division, Branch/Unit:	Transport Engineering, Central Permit Office
Reports To:	Central Permit Officer Supervisor
Levels to D.M.:	5
Job Description:	015AS16
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

[Organization Chart](#)

(requires login)

Comments on Role

Primary purpose of position is to review and approve the overweight/over dimension permits for the Transportation Industry in the province of Alberta. Primary responsibilities include applying regulations and guidelines for reviewing, approving, rejecting or modifying applications for complex permits. The Permit Program Delivery Representative also provides information and advice to industry, private agents, and the public and enforcement officers regarding commercial transport rules and regulations and complex permit policies. The Permit Program Delivery Representative also provides procedural support to TRAVIS WEB users, agents and municipal permit authorities. The TRAVIS system is a complex system and user support is critical to the success of the permit process. Approximately 170,000 applications are received annually; of those, approximately 90,000 are more complex requiring review and decisions by the Permit Program Delivery Representatives. The remaining are more routine permits that are auto approved by the TRAVIS system.

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Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R2 38	182

Comments on Evaluation

- **Knowledge:**

Content:

- **C+:** This position requires in-depth knowledge of the program that relates to the criteria for approving complex permits. This includes government regulations and guidelines and the individual municipality's specific rules and conditions. The position also requires a sound knowledge of the TRAVIS system to provide support to the industry users. The breadth of knowledge required supports the C+ rating.

Complexity and Diversity:

- **I:** Because the road conditions are constantly changing and the equipment or building being moved has different specifications, each application is assessed in detail. When reviewing the application, the position must consider the variables described in the application to the established criteria giving consideration to, what is being moved, the weight and size of the equipment, the possible routes and the conditions that must be met for the move, for example, overhead wires, whether the bridges can handle the size or weight and pilot vehicles required. Position either approves the request or recommends an alternate route.

HR Skills:

- **1:** The position gathers information from the trucking industry and provides information and advice regarding equipment, routes, special conditions and

the TRAVIS system that supports the complex permit requirements and process.

- **Creativity/Problem Solving:**

25%: Works independently within established guidelines, practices and standards, and has the ability and latitude to consider the most appropriate process and conditions to apply to applications. The Permit Program Delivery Representative must exercise judgment when interpreting the regulations because different routes have different rules and different types of equipment, bridge sizes and road conditions. Peer review is available. Access to a supervisor, engineer and manager is available for more complex technical issues or unusual circumstances that require engineering computations or judgments that could have potential precedent setting implications.

- **Responsibility:**

R2: Authorizes and issues a variety of permits to the trucking industry. Regulatory focus.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 015AS16

Identification Section

Working Title:	Permit Program Delivery Representative
Department:	Transportation
Division, Branch/Unit:	Transport Engineering, Central Permit Office
Reports To:	Central Permit Officer Supervisor
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Permit Program Delivery Coordinator, the primary purpose of the position is to review and approve overweight/over dimension permits to the transportation industry. There are three primary responsibilities (1) reviewing and approving, rejecting, or modifying applications for permits. (2) Providing information and advice to industry, private agents, the public and enforcement officers in regards to commercial transport regulations and permit policies and, (3) providing technical and procedural support to TRAVIS Web users, agents and municipal permit authorities.

The Central Permit Office is the main governmental source of specialized trucking information and this position is the front-line contact for this information. TRAVIS is a complex program and user support is critical to the success of the permit process. Approximately 170,000 applications are received each year, of those about 90,000 are more complex requiring review and decisions made by the Permit Representatives. The remaining are more routine permits that are auto approved by the TRAVIS system.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Permit Application Review:

- Reviews permit applications to verify the need for a permit and the permit type. Review the details of the request with respect to the applicable legislation and permit regulations, guidelines and policies. Provide advice to clients or their agents if issues are identified. Ensure that the data entry is accurate and complete.
- Review the impact of the vehicle on the proposed route and make a decision to approve or deny the permit application or determine additional approval levels, based on pre-determined criteria.
- Ensure that all required levels of approval are obtained and documented.
- If required, determine appropriate permit conditions.
- If required, create accurate and descriptive conditions to cover unique cases where standard conditions do not apply.
- Review and decide on municipal approval requirement for permit applications. Where appropriate, approve permits on behalf of municipal road authorities.
- Process payments.

Follow-up on client issues and resolve where possible. Determine appropriate level of escalation (supervisor or engineer) for more complex issues.

2. Provision of trucking information and advice:

Effectively deal with clients regarding business related inquiries and matters. Use detailed knowledge of legislation, policies, and the trucking industry to provide accurate information, advice and interpretations of the regulations, acts and policies to the public and industry.

- Provide information regarding vehicle weights and dimensions. This could be for determining the need for a permit or for the purpose of designing and building new equipment.
- Review diagrams and plans of trucking equipment to ensure that the vehicle conforms to the regulations, acts and policies. Provide advice and assistance to industry in bringing non-conforming equipment into compliance.
- Use detailed knowledge of provincial highway system and trucking industry to select safe and practical routes for commercial vehicles.
- Provide an explanation of permit conditions, which must be consistent with the on road enforcement of the permitted vehicle.
- Provide information on permit applications regarding the type of permit required and the calculation of permit fees.

- Determine whether client alerts or restrictions require that services be withheld. Explain restrictions to clients in a diplomatic manner, providing assistance and advice on procedures and options for settling outstanding issues.
- Determine whether financial restrictions require that a client's services be withheld. Explain restrictions to clients in a diplomatic manner, providing assistance and advice on procedures and options for settling outstanding issues.
- Distribute road ban information and advice.

3. Provide technical/process support

Outsourced permit applications are processed through the TRAVIS Web system. Agents and users frequently require technical and process support to successfully apply for a permit. The position must:

- Diagnose common technical issues (e.g. end user computer set-up) and provide advice on potential remedial actions.
- Provide support on using the TRAVIS failover system if the main system is unavailable.
- Use the Tealeaf customer support tool to diagnose TRAVIS Web process issues and provide real-time support to applicants and agents.
- Document and report system problems (symptoms, issues and potential solutions) to TRAVIS System specialist, supervisor and Engineer. If working unsupervised, report issues directly to the IT help line. Document user issues/resolutions for later analysis and possible system changes. Support municipal authorities in the use of TRAVIS MJ.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Permit Program Delivery Representative is a front line contact with diverse stakeholder groups, including commercial carriers, specialized haulers, farm operators, permit agencies, other departments (Alberta Registries, Municipal Affairs) and branches (Vehicle Safety, Carrier Services, Commercial Vehicle Enforcement) and rural/urban municipalities.

The permit application approval process has been modified to place more responsibility and decision authority at the permit representative level. Staff is expected to review applications and make decisions at a level previously requiring supervisor approval. Peer review of proposed decisions (at very high levels of complexity or judgment) is the new

primary backup to ensure accuracy. Decisions that require engineering computations or may be precedent setting would go to the Engineers for review.

Staff apply individual discretion to approve permits and to use knowledge and creativity to resolve urgent client issues. Regulations and guidelines assist with consistency, though many decisions involve unique situations where a judgement call becomes necessary.

There is a new responsibility in working with municipal staff in the approval of permit applications. The position is required to use judgment to determine municipal approvals. Errors could lead to damage on municipal infrastructure.

The position is involved in identifying policy/regulation issues, assisting in the identification of solutions, and providing input for the development of new regulations.

This position is involved in division/department committees that review cross branch/division issues involving the commercial trucking industry.

This position is involved in the training of new employees.

The decisions taken by this position have potential impacts on public safety as well as infrastructure damage. The consequences of error can be severe.

Stakeholders base complex and critical business decisions on the advice provided through this position. Errors can lead to lost contracts, unusable equipment or other severe business consequences.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of core legislation dealing with the job function, including:
 - Traffic Safety Act
 - Commercial Vehicle Dimension and Weight Regulation
 - Use of Highway and Rules of the Road Regulation

- Operator Licensing and Vehicle Control Regulation
 - Vehicle Equipment Regulation
- Fully conversant with branch guidelines, regulations and policies for the purpose of ensuring the safe and efficient movement of oversize vehicles, including:
 - Allowable dimensions for various commodities
 - Allowable dimensions for vehicle configurations
 - Allowable axle group weights
 - Permit conditions
 - Requirements for escort vehicles, lights, and other safety devices.
 - Internal vehicle dimensions (such as effective rear overhang, wheelbase, etc.)
 - Vehicle equipment requirements
 - Permissible exemptions
- A comprehensive knowledge of Alberta regulations and policies to answer industry inquiries, to create new and unique permit conditions
- Capable of effectively using complex computer systems, including TRAVIS, TRAVIS Web, TRAVIS MJ, and MOVES
- Understand road bans and the effect that heavy vehicle have on various types of infrastructure. This must be explained to clients when dealing with the trucking industry.
- Translate numbers and codes regarding weights and dimensions in order to visualize and comprehend the actual vehicle involved. Most of the interaction with industry takes place over the telephone, so the position requires the ability to form a mental picture and make decisions affecting the safety of the motoring public and the protection of the highway system infrastructure.
- Quickly and accurately perform mathematical functions such as the computation of permit fees, percentages for road bans, axle and gross vehicles weights, etc. Errors could lead to serious business issues (since fee estimates are used for bidding purposes) or public safety/infrastructure damage.
- Comprehend the concept of routing when moving a load from one location to another. This includes memorizing the locations of all numbered highways and named places on the provincial map. Using this knowledge, quickly and accurately identify and assess possible routes, taking into account potential restrictions that could affect the safe passage of the vehicle.
- Full knowledge of the Alberta highways system. This position requires considerable knowledge of the Alberta Transportation legislation, regulations and guidelines. Must have a working knowledge of many aspects of truck equipment and trucking operations €“ both for general trucking and for a wide variety of specialized applications (oil, forestry, farming, construction, etc.).

- Work independently without support, as many shifts occur outside of core office hours.
- A Grade XII diploma and a minimum of four years of relevant experience is required to achieve full competency in the position.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable phone and in-person contact with the commercial carriers, the public, Inspection Services Officers, RCMP and County Constables in the conduct of its duties.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position has no direct supervisory responsibilities. During evening and weekend shifts, senior staff may be called upon to supervise junior staff. Staff must work collaboratively to provide complex permit approvals.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 015AS15

Identification Section

Working Title:	Child Care Subsidy Assessor
Department:	Human Services
Division, Branch/Unit:	Edmonton Region 6 Child and Family Services Authority
Reports To:	Supervisor, Subsidy Assessors
Levels to D.M.:	5
Job Description:	015AS15
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Interprets policy and procedures to determine eligibility then expedites the authorization of childcare subsidies to families who meet the program criteria. Will monitor and update a client's eligibility based on changes to income, reason for care, and family structure. Initiates appropriate referrals to other resources and agencies.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R2 38	182

Comments on Evaluation

- **Knowledge:**

Requires in-depth knowledge of the Child Care Subsidy Policy specifically relating to the criteria for eligibility. The "C+" rating reflects the depth of knowledge required in this program area. The position is not viewed at the "D" level due to the narrow scope of the knowledge required (i.e. eligibility criteria). Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand the Child Care Subsidy Program in order to complete its functions. Communication is for the purpose of gathering information from clients and providing detailed explanations regarding the Child Care Subsidy Program.

- **Creativity/Problem Solving:**

The Benchmark is required to work independently within established guidelines to interpret policy and procedures to determine eligibility. Judgment is required to determine the most appropriate procedure or precedent to apply to unique situations.

- **Responsibility:**

Determines eligibility and approves clients for Child Care subsidies. Regulatory focus.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 015AS15

Identification Section

Working Title:	Child Care Subsidy Assessor
Department:	Human Services
Division, Branch/Unit:	Edmonton Region 6 Child and Family Services Authority
Reports To:	Supervisor - Subsidy Assessors
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Child Care Assessor interprets policy and procedures to determine eligibility then expedites the authorization of child care subsidies to families who meet the program criteria. Position will monitor and update a client's eligibility based on changes to income, reason for care, and family structure. Initiates appropriate referrals to other resources and agencies.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Review and process subsidy requests.**
 - Interview applicants or review written applications and renewals.

- Review all available information, perform an assessment and determine eligibility as per Child Care Subsidy Policy.
- Clearly convey verbally and/or in writing the documentation required to completing the application.
- Monitor and follow-up changing client circumstances, generating re-assessment of benefits or termination of benefits for reasons other than income criteria.
- Initiate and maintain Child Care Information System (computer system) to generate payments.
- Verify information through cross match systems or manually with other agencies.
- Provide Supervisor with recommendations and case history with respect to appeals and Freedom of Information requests.

2. Identify cases of suspected fraud on caseload or cross-region.

- Analyze information, documentation and case histories to determine overpayments and/or referral to Debt collections or Fraud Department.
- Cohesive compilation of supporting data for action.
- Testify in court if required.

3. Monitor the payment of subsidy monies and conduct adjustments.

- Review reports monitoring items such as child turning 19 months, over/under utilization of approved hours, and Supports for Independent tape match.
- Compile statistical reports from results of Eligibility Review Officer audits.

4. Communications.

- Inform clients of available resources, both internal and external to the department and government.
- Discuss client circumstances with team members to ensure that all relevant information is available.
- Contribute ideas to improve systems and processes.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position interviews applicants or reviews submitted applications to determine eligibility of a family for a child care subsidy. The primary client group are families who do not have the financial resources to meet the cost of day care for pre-school children. However, there are a significant number of families with additional needs such as physical challenges, emotional/mental disabilities, illiteracy and cultural barriers.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with subsidy clients for the purpose of interpreting subsidy criteria and to assist with application preparation. Has contact with a variety of agencies and personnel for the purpose of exchanging information. A few Child Care Subsidy Assessors are designated to complete intakes, which requires face-to-face contact with clients.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires extensive understanding of the Child Care Subsidy Policy and general knowledge of Social Development Act, Supports for Independence Policy and Procedures and District Office procedures. This position requires knowledge of other related programs and agencies.

- Must have good communication skills and an awareness of client issues and cultures.
- Typically requires a Grade XII diploma and considerable related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 015AS14

Identification Section

Working Title:	Clerical Supervisor
Department:	Human Services
Division, Branch/Unit:	Native Multi-Services Team, Calgary Rocky View Child and Family Service's
Reports To:	Team Leader, Native Multi-Service Team
Levels to D.M.:	
Job Description:	015AS14
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

This position and its subordinate perform administrative support duties for the Team Leaders and Child Protection Workers in the Native Multi-Service Team. The position is also responsible for the direction and guidance of the three Unit Clerks and a Receptionist.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

Comments on Evaluation

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Classification: Public



- **Knowledge:**

Position performs a wide range of office support activities including word processing, spreadsheets, dealing with customers and tracking information. Position is a full fledged individual contributor, with full supervisory duties requiring the HR 2.

- **Creativity/Problem Solving:**

Works independently to plan and organize day-to-day work in the unit. Supervisor deals with non-routine items passed from subordinate positions.

- **Responsibility:**

Position is responsible for providing administrative support services to team of Child Support Workers.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 015AS14

Identification Section

Working Title:	Clerical Supervisor
Department:	Human Services
Division, Branch/Unit:	Native Multi Services Team, Calgary Rocky View Child and Family Services
Reports To:	Team Leader, Native Multi Service Team
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

A working supervisor, this position and its subordinates perform administrative support duties for the Team Leaders and Child Protection Workers in the Native Multi Service Team. It is also responsible for the direction and guidance of three Unit Clerks and a Receptionist including evaluating performance.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Performs administrative support for Child Protection Workers and specifically for the two Team Leaders including:

- Type all case management documents as required. Also composes and types letters, memos; types vouchers, court documents, authorizations, departmental forms, professional contracts, adoption packages, emergency schedules and reports as required. Makes travel arrangements for Team Leaders and Workers.
- CWIS - enters all CWIS data for Workers on computer including intakes, screening summaries, closures, updates and changes as they occur on cases. Enters initial contract data into CMAS.
- Track and log incoming files and files documentation on individual client files, record expenditures on individual client files. Split files/skeleton files and file reviews as required.
- Answers telephone calls for Child Protection staff and takes messages where necessary. Responds to calls referred from Unit Clerks.
- Handle incoming and outgoing mail for Team (i.e. mailing vouchers, bus passes for children in care, etc.).

2. Responsible for the day-to-day operation of the unit by:

- All financial tracking and inquiries.
- Keep updated caseload/workload sheets.
- Order and track bus passes.
- Commission legal papers.
- Track rate sheets and advise workers when new sheets are required.
- Completing work on restricted files.
- Implements administrative processes within Unit to meet workload and program support demands.

3. Supervise Administrative Support staff:

- Plans, assigns and evaluates work.
- Provides training to Administrative Support staff in office (individual and group) as needed to ensure work is completed.

- Sets performance goals, completes progress reviews and annual appraisals for each employee supervised.
- Acts as liaison between Child Protection Workers and Administrative Support staff.
- Coordinates with own staff and staff from other teams to arrange cover-off for team meetings.
- Assists in the recruitment of new Administrative Support staff.

4. Attend Team meetings and record minutes.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position is a working supervisor focused on providing Administrative Support to a team of Child Protection Workers, including the Team Leaders, and supervising the other Unit Clerks.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position's main contacts are with the Team Leaders and Child Protection Workers for whom it provides administrative support and the Unit Clerks that it supervises to provide clarification and direction on administrative matters.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

- High school diploma, several years related office experience, supervision an asset.
- Working knowledge of a variety of software programs including CWIS, Windows, Microsoft Office (Word, Outlook, Excel and Access).
- Supervisory skills and Time Management skills.

Organization

(Working titles of positions reporting directly to this position.)

Position supervises three Unit Clerks who, like this position, also provide administrative support to the Child Protection Workers and the Receptionist.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 015AS13

Identification Section

Working Title:	Client Services Representative
Department:	Economic Development and Trade
Division, Branch/Unit:	Tourism and Industry Division, Regional Development Branch
Reports To:	Director, Regional Economic Development
Levels to D.M.:	4
Job Description:	015AS13
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Responsible for the administrative, office management, client service and research functions for a Regional Office of the Ministry as well as the Regional Economic Development Alliances (REDA), which is comprised of the membership of numerous communities within a region.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Position must have a broad working knowledge of administrative functions and the Department's processes and programs. The "C+" rating results from the additional requirement to perform some limited research functions regarding business, demographics, infrastructure and amenities on behalf of the Regional Economic Development Alliances. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) as it requires an understanding of the REDA in order to complete its functions. Communication is for the purpose of exchanging information.

- **Creativity/Problem Solving:**

Works independently within established guidelines/practices and plans/organizes the day-to-day work. Work with the REDA requires the benchmark to exercise judgment as the Alliances continue to evolve and develop.

- **Responsibility:**

Service delivery focus providing administrative services to the Regional Office and the Regional Economic Development Alliances.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS13

Identification Section

Working Title:	Client Services Representative
Department:	Economic Development and Trade
Division, Branch/Unit:	Tourism and Industry Division, Regional Development Branch
Reports To:	Director, Regional Economic Development
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The position is responsible for the administrative, office management, client service and research functions for a Regional Office of Alberta Economic Development (AED), as well as the Regional Economic Development Alliances (REDAs). The REDA includes a membership of numerous communities within a region. The region is one of nine geographic areas within the province, whose boundaries have been drawn to undertake economic development activities for its specific municipalities, towns, villages and communities. This position contributes to the department's mandate in the region, by:

- Providing effective and efficient regional office operations to ensure Alberta's regions benefit from AED's programs and services and are able to fully contribute to the provincial economy.
- Supporting the development, operations and management of REDA's, to enhance their ability to recognize and enhance their capacity to achieve sustainable growth and diversification.

- Providing information to regional and local economic development officers and organizations, to enhance the ability of the region, its communities and other stakeholders to execute successful economic activities.
- Providing timely, accurate, current information and referrals to small and medium sized enterprises (SMEs), including potential start-ups, so that they have the information and tools needed to be successful.
- Representing the entire department in the region, including Industry, Trade and Investment to ensure regions and individual communities are investment ready and better able to attract and retain business and investment.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Provide administrative, research and client services functions for the Alberta Economic Development Regional Office to support the efficient and effective office operation, and promote good customer services.**
 - Provide administrative support to the AED Regional Office, Coding invoices, expense claims, procurement transaction logs, contracts, correspondence, research, site selection, desktop publishing, filing. etc.
 - Provide timely and accurate information to clients, including municipalities, various government departments, business associations, and consultants that are contracted for various projects. In addition to referring clients/consultants to websites/other organizations, this includes writing reports, formatting news releases, preparation of newsletters (writes articles, gathers input and formats all materials).
 - Develop and maintain resource material, program literature, databases, electronic and hard copy, for the region, branch, and provincial initiatives.
 - Undertake collection of information and development of specific information documents to support community, regional, and provincial initiatives (i.e. Inventory of Alberta Regional Projects).
 - Support to management using the Action Request Tracking System (ARTS) database in completing Action Requests in an accurate and timely manner. This involves mainly

writing letters and memos, after researching the topics. This position has to take the initiative for these requests, but will get input and final approval from the Regional Manager.

- Provide information and training/guidance on usage/updating information on a number of electronic information sources and databases (including BAIS and AlbertaFirst) to clients and communities.
- Provide direction and training of wage/temporary staff, and training and supervision of work experience/practicum students when employed at the AED Regional Office.
- Maintain current information manual for wage staff.
- Arrange for and supervise all work being carried out in AED Regional Office, e.g. repairs, additional telephone lines, electrical requests, etc.
- Ensure that all common furniture and office equipment are functional; arrange for repair, and when necessary, recommend replacement or surplus.
- Maintain an accurate inventory of computer equipment in the AED Regional Office.
- Manage all common supplies, copy paper, cartridges, etc., used in the AED Regional Office. Ensure supplies are ordered in a proper manner using government contract prices.

2. Provide administrative, research and client services functions for the Regional Economic Development Alliance (REDA) to support the efficient and effective office operation, and promote good customer services.

- Provide administration services to the REDA by organizing meetings/conference calls, recording and distributing minutes, sending out information packages, creating newsletters, contracts, correspondence, news releases, PowerPoint presentations, RFP's, and other information as required.
- Responsible for accounting/bank records (accounts payable/receivable, GST reporting, etc.). Submit the Annual Return on behalf of the organization.
- Maintain the filing system for REDA.
- Organize training, workshops and meetings for REDA membership.

- Manage operational and financial records (including REDA incorporation, committee or group meetings/activities, project and consultant files) and work with the Board of Directors, REDA Advisor and various Advisory Groups.
- Assist and provide information to consultants that are contracted for various initiatives.
- Provide presentations/information when required at Board of Director's and Advisory Group meetings. This position assists the Regional Development Manager and the REDA membership with their presentations and crates their own presentations to deliver them to the REDA Board of Directors. This position will make an occasional public presentation to clients.
- Administrative contact for the REDA domain name. Renew domain name when required.
- Maintain current information on the REDA website and reply to all incoming information requests via that site. Update Community Profile information, community events, business opportunities, and recreation and tourism information.
- Administrator for the REDA separate website. Maintaining current information and answer inquiries regarding the site.
- Work with the REDA Manager in pursuing funding and preparing applications.
- Assist the REDA Manager in preparing the annual operational plan and budgeting.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Researches, formats, and administers Action Requests and help to resolve major issues, when dealing with Head Office, other AED Regional Offices, municipalities, REDA, Board of Directors, business associations, consultants and clients on a daily basis.
- Refers to Policy and Procedures regarding government policies, Minister's Style Guide for completing Action Requests.

- Refers to Articles of Association and Memorandum of Understanding for REDA dealings.
- Develops and maintains Administrative Manual for the AED Regional Office (procedures for both AED and REDA).
- Upgrades website/graphics for REDA.
- Prepares newsletters, various documents (hardcopy and PDF), and PowerPoint presentations.
- Conducts research projects for business and community clients which involves: Keeping informed on major issues and events in the region through newspapers, local contacts, internet and other sources of information; researching and coordinating input of REDA website information; researching promotional and marketing information (i.e. noting conference facilities and amenities in area). Often, the research function is in support of a consultant project; it is regarding internal processes, is fairly involved and impacts the decisions and direction of consultants.
- Responds to questions/queries from municipalities, communities and clients on economic development matters. For example, referrals are made to the appropriate government agency regarding possible business funding; small business start-up or expansion questions are referred to the Business Link; community resources would also be noted.
- Participates as an active team member in both client and department project teams, contributing ideas and/or recommendations within the project mandate.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Works with Boards, advisory groups, municipalities, and consultants. Responsible for all board actions such as agendas, minutes, policies and procedures, monies, accounting, contracts, records, RFP's, news releases, newsletters, presentations, training, maintenance, etc. As stated in responsibilities section, this position provides all administrative (typing, correspondence, mailing, financial functions), research and client services functions.

- Assigns staff from the AED Office for administrative and operations services on an as needed basis for REDA, as per MOU between AED and REDA.
- Refers public enquiries from businesses/entrepreneurs to appropriate resources/programs/organizations.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Grade XII Diploma plus three years experience.
- Knowledge of government and department policies and procedures.
- Knowledge of business and economic development resources/support programs within the municipal, provincial and federal governments.
- Understanding of Board Development, and Board's working and meeting processes.
- Coordination/supervisory skills necessary to arrange office coverage for absences.
- Computer skills.
- Research skills.
- Communication skills.
- Analytical ability to perform financial functions, handle Request for Proposals, Contracts, etc.
- Driver's license.

Organization

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Classification: Public



(Working titles of positions reporting directly to this position.)

Supervision of work experience/practicum students during their employment. Training of temporary wage staff and review of completed work.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS12

Identification Section

Working Title:	Collections Officer
Department:	Justice and Solicitor General
Division, Branch/Unit:	Strategic Services Division, Financial Services/Fines Collection
Reports To:	Supervisor of Fines Collection
Levels to D.M.:	5
Job Description:	015AS12
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

This position executes policies and procedures for the efficient and effective recovery of overdue fines. Position performs skip tracing, negotiates payment arrangements, compiles and analyzes financial information, prepares legal documentation and recommends enforcement action.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Position requires a working knowledge of the collection related legislation, the collection process and the tools available to assist (skip tracing). Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the entire collection process. The position is required to negotiate payment amounts and payment arrangements with clients; thereby influencing the clients' actions resulting in rating of "2" for Human Relations.

- **Creativity/Problem Solving:**

The position works independently within established guidelines to negotiate payment of overdue debts. The position exercises judgement to determine the most appropriate procedure or course of action to follow during negotiations.

- **Responsibility:**

Service delivery focus providing program support for overdue fines recovery.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS12

Identification Section

Working Title:	Collections Officer
Department:	Justice and Solicitor General
Division, Branch/Unit:	Strategic Services Division, Financial Services/Fines Collection
Reports To:	Supervisor of Fines Collection
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Collections Officer executes policies and procedures for the efficient and effective recovery of overdue fines. Position performs skip tracing, negotiates payment arrangements, compiles and analyses financial information, prepares legal documentation, and recommends enforcement action.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Make arrangements for the payment of overdue fines.**
 - Review and input incoming overdue fine orders, ensuring information is accurately summarized on the system.

- Skip trace accounts looking for accurate debtor information with respect to location, employer and assets.
- Utilize and analyze available information and data banks, and acquire information on the debtor's financial situation.
- Contact debtors to make payment arrangements. Document conversations and follow-up to ensure compliance. Maintain consistent and timely contact with prioritizing caseload.
- Identify and refer complex and sensitive situations to supervisor and prepare file summaries.

2. Recommend enforcement action where arrangements are not possible or are broken.

- Prepare enforcement actions and legal documentation, and research possible avenues of collection.
- Recommend warrant for committal or write-off when all enforcement options are exhausted.
- Communicate with employers and financial institutions when garnishees are issues.
- Ensure debts are secured through registration with the courts, personal property and land titles.

3. Other related responsibilities.

- As an office team member, recommend improvements to procedures.
- Deal with staff and clients in a professional manner to resolve disputes.
- Respond to telephone call and correspondence in a timely and professional manner.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is focused on the collection of overdue debts (fines). Position will exercise procedures to trace debtors and pertinent information, arrange payment terms and recommend escalating enforcement actions.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with the courts, correctional facilities, related government programs, financial institutions and employers to gather information. Position will arrange payment terms with debtors *within established limits*.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires the ability to plan and conduct a logical progression of collection activity with a view to compliance, resolution or appropriate referral. Must have proficient written and oral communication skills and the ability to negotiate and resolve conflicts.
- Knowledge of collection related legislation and Acts is required. The ability to analyze a debtor's financial situation and cost effective collection options is critical. Familiarity with a variety of computerized financial/collection and online search systems is essential.
- Typically requires a High School Diploma and several years of Collections experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS11

Identification Section

Working Title:	Child Welfare Admin. Support Supervisor
Department:	Human Services
Division, Branch/Unit:	Region 4 Child and Family Authority, Child Welfare
Reports To:	Business Manager
Levels to D.M.:	4
Job Description:	015AS11
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Supervises administrative staff across two Child Welfare units who perform a variety of administrative duties for a district office including data entry into the provincial mainframe system, word processing a variety of legal forms and applications, filing and verifying invoices and tracking expenditures. The position is the primary on-site LAN (local Area Network) contact.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the administrative processes as well as working knowledge of the LAN (i.e. hardware and software maintenance/trouble shooting, etc.). Full supervision requires an understanding of how the units relate to the rest of the office and programs. The benchmark is required to assign and monitor work and influence its staff resulting in the HR 2 rating.

- **Creativity/Problem Solving:**

Works independently to plan and organize the day-to-day work of the unit within guidelines, policies and procedures governing the administrative function. Problems typically encountered can be resolved by determining what is the most appropriate procedure to apply which requires the benchmark to exercise some judgement.

- **Responsibility:**

Service delivery focus on ensuring the provision of administrative support services to two Child Welfare Units.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 015AS11

Identification Section

Working Title:	Child Welfare Admin. Support Supervisor
Department:	Human Services
Division, Branch/Unit:	Region 4 Child and Family Authority, Child Welfare
Reports To:	Business Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Position supervises administrative staff across two Child Welfare units who perform a variety of administrative duties for a district office including data entry into the provincial mainframe system, word processing a variety of legal forms and applications, filing and verifying invoices and tracking expenditures. Position is the primary on-site Local Area Network contact.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Supervise Administrative Support staff.**
 - Assist with interviewing, selection, orientation and training.

- Promote and maintain a positive team atmosphere through demonstrating leadership qualities.
- Organize and assign work, ensuring adequate coverage of all necessary tasks.
- Provide guidance and interpretation related to Child Welfare programs and personnel policies.
- Complete annual performance appraisals.
- Problem resolution and issues management.

2. Position is the on-site Local Area Network (LAN) contact for a large office and is the first point of contact for information technology problems and provides primary support for desktop software support.

- Request LAN and email sign-on ids, and assigns Child Welfare Information System ids.
- Assist new users with initial log-ins to the various systems.
- Assist users with simple system problems (e.g. print problems and computers freezing).
- Set-up and maintain computer equipment inventory (using an electronic spreadsheet) as well as surplus and cascading.
- Arrange and/or perform equipment moves and connections.
- Perform simple software installations (e.g. screen savers, desktop icons, create folders).
- Perform daily tape backup and change printer cartridges.
- Prepare, submit and follow-up on service requests.
- Responsible for LAN server for several ministries including after hours access and server interruption.

3. Perform a variety of administrative support responsibilities for the Child Welfare Units.

- Enter and update screenings and investigations (including repatriations) into the Child Welfare Information System (CWIS). Open child protection files and enter legal authorities and placements in the CWIS. Enter other related information.

- Word processing of a variety of legal forms, letters and applications that must be error free, commission and witness documents as required.
- Create child welfare files and file all appropriate documentation.
- Monitor service invoice expenditures and advise Case Managers when committed funds are low or used up.
- Review and code invoices to ensure their accuracy and track payments.
- Release of invoices through electronic payments system for payment.
- Close electronic and hardcopy files following prescribed procedures.
- Maintains maintenance and tracking statistics.
- Respond to the main Child Welfare unit line, frequently dealing with people in extreme states of distress or crisis, i.e. Foster Parent calls in that child is AWOL, call is referred to Social Worker or Back-Up Worker if required, keeping the caller calm while searing for the Worker.

4. Other

- Completion of monthly unit attendance log (time records) for two units.
- Word processing various letters and documents.
- Assist with other administrative support work during times of peak workloads, vacation, etc.
- Primary DAPS supervisory release responsibilities ensuring policy adherence and accuracy.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position provides day to day direction and leadership to Admin. Support positions performing moderately complex duties, as well as performs similar duties. Ensures timely

and accurate payments to vendors and clients. Responsible to ensure adherence to program, payment, and human resource policies. Primary contact for support of hardware, software and technical IT issues.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Primary influence is through internal contacts by providing guidance, direction and appraisals for staff supervised, implements direction from supervisor, participates as part of clerical supervisory team for planning and delivery of admin. functions and first level troubleshooting of IT issues for all District Office staff. External contacts include IBM for IT issues, other government ministries for Human Resource Services and IT issues. Responds to Child Welfare line and directs callers appropriately.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires considerable knowledge of office procedures and systems and supervisory skills. Position must be familiar with the legal and program parameters governing child welfare. Must have an indepth understanding of child welfare information system, processing, forms, filing requirements and other administrative processes in regards to child welfare. Position requires knowledge of hardware, software and other IT systems and processes for first level contact and troubleshooting. Position requires independence and decision making skills for handling of day to day program administrative requirements. Participates in team environment for problem solving and implementation.

Position typically requires a Grade XII diploma and several years experience including some supervisory experience.

Organization

(Working titles of positions reporting directly to this position.)

Position supervises three Child Welfare Unit Clerks (Administrative Support).

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 015AS10

Identification Section

Working Title:	Program Coordinator
Department:	Treasury Board and Finance
Division, Branch/Unit:	Pensions, Insurance and Financial Institutions
Reports To:	Deputy Superintendent of Insurance
Levels to D.M.:	3
Job Description:	015AS10
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Provides technical and administrative support to the office of the Deputy Superintendent of Insurance including program support, systems support and compliance administration. Working as part of a team, supports the general office administrative functions of all divisions within the business unit.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Requires a working knowledge of the financial institutions, the pension and insurance business and their Acts and regulations. The "C+" rating results from the additional knowledge required to perform systems support and maintenance including coordinating/transmitting data extracts and public reports; generating and formatting tables/reports and reviewing the system for errors and omissions. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand the Insurance Program in order to perform its functions. Communication is for the purpose of exchanging detailed information about the Insurance program.

- **Creativity/Problem Solving:**

Works independently within established guidelines and procedures governing the Insurance program. Benchmark must exercise some judgment regarding initial inquiries, procedural filings and formatting of reports.

- **Responsibility:**

Service delivery focus on the delivery of technical and administrative support services to the office of the Deputy Superintendent. The position does not approve licenses in accordance with the Insurance Act; it processes them once the Deputy Superintendent has given approval. Therefore, the Responsibility profile is an "R1".

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS10

Identification Section

Working Title:	Program Coordinator
Department:	Treasury Board and Finance
Division, Branch/Unit:	Pensions, Insurance and Financial Institutions
Reports To:	Deputy Superintendent of Insurance, Senior Manager
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Program Coordinator provides technical and administrative support to the office of the Deputy Superintendent of Insurance. This includes program support, systems support and compliance administration. Working as part of a team, the Program Coordinator supports the general office administrative functions of all divisions within the business unit.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- 1. Program Support - Approvals and Information under the Insurance Act, Employment Pensions Act and Loans and Trust Companies Act.**

- After approval by the Deputy Superintendent of Insurance, issues licenses in accordance with the Insurance Act.
- Conduct preliminary review of Annual Returns under the Employment Pensions Act and the Loans and Trust Companies Act, reviewing for consistency and accuracy. Forward completed Returns to Pension Analysts.
- Follow-up on straightforward issues and resolve where possible or refer more serious or complex issues to the appropriate Compliance Officer.
- Prepare invoices related to the filings.
- Follow-up on delinquent filings under all three Acts.
- Provide information in response to registration and filing enquiries under all three Acts.
- Provide information and response to inquiries regarding license registrations, the filing of Annual Returns under all three Acts and calls regarding locking in Pension Plans under the Employment Pension Plans Act.
- Enter and retrieve data from the Corporate Registry CORES system and interact with individuals at Corporate Registry to resolve problems relating to the system or data.

2. Provide systems support and maintenance.

- Generate and format tables and reports (scheduled and ad hoc).
- Review tables and reports for accuracy and consistency.
- Coordinate and transmit data extracts to Canada Customs and Revenue Agency and Statistics Canada.
- Coordinate, produce and mail public reports.
- Review the systems for errors or omissions and help resolve any inconsistencies.

3. Issue and forward compliance documentation under the Employment Pension Plans Act, Insurance Act, and Loans and Trust Companies Act.

- Generate and mail certificates of registration, notice of registration of amendment, notice of filing, and notice of termination with respect to filings.

4. Coordination with Administrative Support Team.

- Working with Administrative Assistants, ensure the quality control of databases.
- Provide vacation cover-off for the Office Coordinator.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is expected to make decisions on a regular basis regarding initial enquiries and procedural filings to determine whether to forward an enquiry on or to research and respond independently. Decisions are made regarding the approval/rejection of various applications and forms for processing based on several variables including related guidelines and may require some interpretation.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position interacts with all levels of stakeholders to a high degree, typically to provide and exchange information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position must have a thorough understanding of financial institutions, the pensions and insurance business, their Acts and Regulations. Requires well-developed communication skills to handle client enquiries and issues. This position must have a

thorough knowledge of office procedures and software including word processing, spreadsheets, graphics and database.

- Typically requires a Grade XII diploma, including relevant courses, and several years of progressively responsible experience including working with databases.

Organization

(Working titles of positions reporting directly to this position.)

This position has no permanent supervisory responsibilities. However, it does supervise Administrative Support positions when covering off the Office Coordinator.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS09

Identification Section

Working Title:	Accounting Section Supervisor
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Provincial Court - Traffic Division
Reports To:	Administrator
Levels to D.M.:	6
Job Description:	015AS09
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Supervises the Accounting/Finished Filing Unit overseeing the accurate processing of all monies received in payment of fines and bails, sundry and search fees, and does daily reconciliation of monies received and daily review of financial reports for accuracy. Also responsible for overseeing the accurate filing and retrieval of violations as well as is responsible to ensure that all concluded traffic matters are appropriately filed in finished filing.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Requires a working knowledge of Provincial Offences Procedures Act/Regulations, policies and financial controls governing accounting/filing activities and the specific computer programs utilized within traffic court. Full supervision requires an understanding of how the unit relates to the rest of the office and court system. The benchmark is required to assign, monitor and review work and influence staff resulting in the HR "2" rating.

- **Creativity/Problem Solving:**

Works independently to plan and organize the day-to-day work of the unit within guidelines, policies and procedures governing the accounting and filing functions. Problems typically encountered can be resolved by determining what is the most appropriate procedure to apply which requires the benchmark to exercise some judgement.

- **Responsibility:**

Service delivery focus ensuring the provision of accounting and filing services to the Edmonton Division of Provincial Court-Traffic.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS09

Identification Section

Working Title:	Accounting Section Supervisor
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Provincial Court Traffic Division
Reports To:	Administration, Administration 2
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Accounting Section Supervisor supervises the Accounting/Finished Filing Unit of the Edmonton Provincial Court Traffic Division. Position oversees the accurate processing of all monies received in payment of fines and bails, sundry and search fees, and daily reconciliation of monies received and daily review of financial reports for accuracy. This position is responsible for overseeing the accurate filing and retrieval of Edmonton Police issued violations, photo-radar violations, outside agency violations and City Bylaw Enforcement violations as well as responsible to ensure that all concluded traffic matters are appropriately filed in finished filing.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

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1. Supervises the Accounting Unit that is responsible for:

- Updating the computer management system by inputting all financial transactions, recording and reconciliation of all financial transactions as it pertains to fines and bails.
- Oversee the entering of endorsements and corrections of inaccuracies.
- Ensure photocopy and search fee monies are recorded, balanced and forwarded to Central Finance at month-end.
- Ensure returned cheques are matched to court file, entries are updated, and notifications are typed.
- Ensure all financial reports are audited on a daily, weekly or monthly basis.

2. Supervises administrative services.

- Oversee the accurate filing of concluded files.
- As the Expenditure Officer ensures overpayments are checked, letters and cheques are typed, review for accurate and endorse.
- Ensure files regarding write-offs are pulled, checked, correct endorsements entered and that documentation is sent to the issuing police agency.
- Daily reports received for payments made at Motor Vehicle Registries, the original violations are pulled and processed for finished filing.

3. Provide ongoing training.

- Position provides ongoing training and is the resource person to Unit and all other sections with respect to accounting.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position supervises seven Administrative Support staff that receives payments for fines and bails. Ensure that all payments received at the Counter and via the mail within Edmonton

Traffic Division are inputted into the computer management system and reconciled at end of day.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with the public to receive fines or provide basis information. The Accounting Unit has considerable contact with all divisions of the Edmonton Police Service (EPS). This unit is responsible for receiving, verifying and processing monies received through EPS drop box.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires knowledge of court and departmental procedures and the ability to communicate effectively with the public.
- This position requires a thorough knowledge of regulations, policies and financial controls to carry out day-to-day responsibilities and to ensure that staff are complying to such.
- Application of specialized skills as they relate to the financial aspect of this position. This can be acquired through considerable on-the-job experience.
- Requires a high school diploma, several years related (financial/accounting) experience and supervisory experience.

Organization

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Classification: Public



(Working titles of positions reporting directly to this position.)

Position supervises seven Administrative Support positions.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS08

Identification Section

Working Title:	Office Administrator
Department:	Health
Division, Branch/Unit:	Population Health, Health Surveillance Branch
Reports To:	Director, Health Surveillance
Levels to D.M.:	4
Job Description:	015AS08
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

The Office Administrator provides senior administrative support services to the Director and other Senior Managers of the Health Surveillance Branch. Responsibilities include preparing of action request/briefings and other documents, coordinating daily support services to the Branch, coordinating provincial lab budget preparation and monitoring, records management, contract administration and space planning.

Position supervises one administrative support employee and provides guidance and direction to two other administrative support positions as required.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R1 33	177

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Comments on Evaluation

- **Knowledge:**

Position must have strong working knowledge of the processes/policies and procedures governing administrative services including budget preparation, contract administration, records management and general office support. The C+ rating results from the breadth of knowledge required for the administrative functions as well as the involvement with the complex budgets that are coordinated by this position. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the financial processes in order to coordinate budget preparation and administer contracts. Although the benchmark is responsible for supervision of one staff, communication (for the most part) is for information exchange resulting in a rating of "1" for Human Relations.

- **Creativity/Problem Solving:**

Position operates independently planning and organizing its daily work. It works within established guidelines and procedures governing financial and administrative processes, and must exercise judgement in applying these guidelines to change situations.

- **Responsibility:**

Service delivery focus providing administrative support to Branch.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS08

Identification Section

Working Title:	Office Administrator
Department:	Health
Division, Branch/Unit:	Population Health, Health Surveillance Branch
Reports To:	Director, Health Surveillance
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Office Administrator provides senior administrative support services to the Director and other Senior Managers of the Health Surveillance Branch. Responsibilities include preparation of action requests/briefings and other documents, coordinating daily support services to the Branch, coordinating budget preparation and monitoring, record management, contract administration and space planning.

Position supervises one Administrative Support employee and provides guidance and direction to two other Administrative Support positions that provide office support services to the Branch.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Providing high - level administrative assistance to the Director and Senior Manager, EHA&O (Environmental Health & Assessment Operations).

- Word processing a variety of complex documents, reports and tables.
- Developing and maintaining spreadsheets.
- Coordinating time sheets and other documentation required by Human Resources.
- Scheduling meetings and making travel arrangements.
- Provide liaison and contact with external senior staff (e . g . other government departments, Regions, Alberta Cancer Board, universities , non - government organizations) regarding contracts, grants or requests for information .
- Review incoming correspondence (internal, external and electronic) for Director, prioritizing issues and taking appropriate action (assigning tasks, composing responses, bringing significant items to Director's attention). Tracking tasks, ensuring deadlines are met.
- Preparation of agendas for monthly Team Leader/Branch meetings. Takes minutes at meetings, participate as required, and follows up on any action items.
- Supervise the Receptionist position .
- Oversee the maintenance of Branch vacation schedules .

2. Coordination and tracking of the Branch budget, including the Provincial Laboratory Budget (\$14,000,000.00), the Centre for Toxicology (\$1,8 5 0,000.00), and the Environmental Health Sciences Laboratory (\$200,000), and \$1,400,000.00 in contract/grant dollars for the branch.

- Coordinate budget preparation by reviewing previous years expenditures, approved research projects, Deputy Minister commitments, etc.
- Maintain the Branch financial system to monitor and forecast expenditures. This is done by updating detailed spreadsheets that tract the four budget program codes. Often projects are approved that have not been planned or foreseen. Working with the Senior Manager EHA&O, position will review the entire Branch budget and provide options of where funds may be diverted. When funds are diverted from other program codes, position then records and tracks the changes.

- Review invoices (e.g. contract payments) and expense claims submitted to the Director for signature ensuring departmental guidelines are followed.
- Ensure Project Leads submit contract evaluations for completed service contracts.
- Liaise with Legislative and Legal Services and Financial Planning as required for budget related matters.

3. Contract management.

- Coordinate the sign off/approval process for grants and contracts relating to research projects done in the branch and in the Laboratories funded by the branch. In addition to Deputy Minister approval, many contracts require Ministerial approval. Ensures fact sheets, questions and answers, new releases are prepared.
- Liaise with Legal and Legislative Services regarding unusual inclusions in contracts.
- Enter appropriate contract information into the Contract Management System; complete routing forms and track progress.
- Review grant agreements, prepare routing forms.
- Review contract files to ensure project leads provide relevant progress reporting documentation and follow up as required.
- Processing contract payments in accordance to agreement terms.

4. Office administration and coordination of Branch activities.

- Perform space planning.
- Implement and maintain a records management system.
- Coordinate Branch purchases.
- Supervise one Office Support employee and provides guidance to two others.
- Provide support to Branch staff and colleagues in other Divisions.
- Worksite contact (e.g. staff commencements, terminations, vacation/illness matters).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position provides a wide range of complex office support services to the Director and other Senior Managers in the Branch, including managing the very large and complex budget of the Branch, which includes the Provincial Laboratory, the Centre for Toxicology, and the Environmental Health Sciences Laboratory. This position works with a great deal of independence in answering correspondence, assigning tasks and following up on contracts on contract requirements.

This position also provides timely strategic administrative support to the Office of the Assistant Deputy Minister, Population Health Division.

Position is also a supervisor of one position, and guidance and direction to two others who provide office support services and reception to the Branch.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has contact with a wide range of individuals in and outside the department to resolve Branch needs and requirements in regards to space, budget and overall administration. Position provides guidance, direction and training to one subordinate staff.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires a good working knowledge of office administrative systems and procedures as well as government financial policies and procedures.
- Must have supervisory skills. Thus position requires excellent communication skills, and interaction with different positions within government .
- A working knowledge of computer applications including word processing, spreadsheets and databases is required.
- Independent problem solving related to office administration and management is also required.
- Typically position requires a high school diploma and minimum of five years of secretarial and administrative experience.

Organization

(Working titles of positions reporting directly to this position.)

This position supervises one Administrative Support position.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS07

Identification Section

Working Title:	Appeals Analyst
Department:	Energy
Division, Branch/Unit:	Mineral Development and Strategic Resources, Tenure/Freehold Mineral Tax
Reports To:	Supervisor, Appeals
Levels to D.M.:	5
Job Description:	015AS07
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

The Appeals Analyst performs analysis, verification and makes recommendations to the Appeals Supervisor in support of the resolution unit values, tax appeals and adjustments submitted to the Department under the Freehold Mineral Rights Tax Act. The position updates unit values, revises tax statements, requests additional payment of tax levied, processes refunds and performs interest calculations.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+II 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

This position requires an in-depth knowledge of the production, sale, reporting and revenue generation from petroleum and natural gas. Also requires a working knowledge of accounting procedures, and financial reporting. This combination results in the C+ rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who requires an understanding of the program in order to complete its functions. The Human Relations Skills "1" rating reflects that the communication with appellants is for information exchange. Communication is typically in letter format explaining the calculations. The position is not required to influence the behaviour of clients.

- **Creativity/Problem Solving:**

Works independently within established guidelines, practices and standards, and has the ability to consider the most appropriate process to analyze an appeal submission. Access to assistance is readily available from the Appeals Supervisor.

- **Responsibility:**

Service delivery focus providing program support service to the Appeals Unit.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 015AS07

Identification Section

Working Title:	Appeals Analyst
Department:	Energy
Division, Branch/Unit:	Mineral Development and Strategic Resources, Tenure/Freehold Mineral Tax
Reports To:	Supervisor, Appeals
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Appeals Analyst performs analysis, verification and validation and makes recommendations to the Appeals Supervisor in support of the resolution of unit values, tax appeals and adjustments submitted to the department under the Freehold Mineral Rights Tax Act. This position updates unit values, revises tax statements, requests additional payment of tax levied, processes refunds and performs interest calculations.

Position is required to communicate verbally and in writing with the industry and freehold mineral rights owners to provide guidance and explanations of mineral tax legislation, policies and procedures.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordinate the mineral tax appeals registry and review new appeals.

- Research new appeals to ensure the appellant has the right to submit an appeal under Freehold Mineral Rights Tax legislation by checking the MRS database for any of a few specific qualifiers and using judgment in obscure register.
- Enter appeals in the register.
- Maintain appeal submissions on the Mineral Revenue System (MRS).
- Upon appeal resolution, close file and update references and financial changes on the MRS and CARS.

2. Analyze appeal submissions including the supporting financial documents in order to audit the clients revised revenue per unit of production (unit value) methodology and calculations and recommend to the Appeals Supervisor whether the clients claims are reasonable, supported, result in an equitable tax levy, and what is the appropriate action (i.e. recalculate tax or deny the appeal). Process audit validations from Compliance and Assurance Unit, and using a risk-based approach make retroactive adjustments resulting from changes identified by Crown, Industry or Infrastructure. Recalculate tax levy where changes warrant revision based on internal guidelines.

- Review appellant information to determine if unit value is legitimate. (For example: verify revenue, costs and production against clients source documents and standard methodology.) Check for reasonableness against Crown records and databases to assess the reasonability of the claim and formulate background for the decision to be recommended.
- Prepare written summary of the review, the basis for recommendations and the recommendations ensuring sufficient documentation to support findings. This requires extremely good independent judgment and common sense, as each and every situation is different.
- Using a risk-based approach, prepare data transaction records for appeals, audit validations, retroactive adjustments and system updates.

3. Provide guidance to Mineral Tax clients on tax issues to provide fair and equitable solutions.

- Provide direction and guidance on problematic issues by explaining policies and procedures, and interpret legislation.
- Correspond in clear and concise written communications on appeals issues including negotiation, resolution, the appeal result, audit validation, retroactive adjustment and further action as required. Ensure that any amount due to the Crown is clearly indicated.

4. Data entry and other assistance.

- Accurately enter all relevant appeals, retroactive adjustments, and audit information into the MRS.
- Reconcile system-generated reports to ensure proper refund of tax dollars.
- Assist in the analysis/reconciliation and verification of unit values submitted by industry clients annually for tax calculation/levy.
- Review annual global tax run documents for completeness and accuracy, and assist in processing tax statements.
- Contact Industry and Mineral Owner clients to provide assistance with reporting and legislative requirements.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The primary role of this position is to review unit value submissions and mineral tax appeals. This involves researching precedents, examining financial documentation, testing and auditing claims to ensure compliance with legislation, policies and guidelines in order to make a substantiated recommendation to the Appeals Supervisor in support of, for change to, or denial of the appeal or unit value submission. This position performs all processing related to (1) the appeal, including system updates and reconciliation, (2) audit validations, (3) Industry and Infrastructure amendments, and (4) annual unit value submissions.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Interacts with freehold mineral owners, industry clients (land personnel, production accountants) to discuss concerns, resolve issues and to explain mineral tax legislation. Information provided can lead to an action or inaction on the part of the client and, therefore, must be accurate to avoid future problems.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires a good working knowledge of the production, sale, reporting and revenue generation from petroleum and natural gas; the relationship between freehold mineral rights owners and the oil and gas industry; and a basic understanding of the oil and gas business. A basic understanding of freehold mineral leases, Crown leases, land titles and other agreements are required.
- Must be able to interpret related legislation and regulations, have excellent written and verbal communication skills. Requires the ability to analyze different situations and make appropriate and related recommendations. This position requires a working knowledge of department databases and an understanding of accounting procedures, financial accounting principles, and financial reporting. Also requires a comprehensive knowledge of desktop software.
- Grade XII, plus basic business and accounting education/knowledge including financial transaction analysis and verification. A good working knowledge of spreadsheets, word processing and database programs is required.

Organization

(Working titles of positions reporting directly to this position.)

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Classification: Public



This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 015AS06

Identification Section

Working Title:	Senior Lease Administrator
Department:	Infrastructure
Division, Branch/Unit:	Property and Supply Management, Realty Services
Reports To:	Manager, Lease Documentation
Levels to D.M.:	5
Job Description:	015AS06
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

This position proofreads, assembles, processes and tracks all lease documents as well as monitors and orders office supplies. Ensures accuracy and progress of all lease documentation by coordinating, monitoring and facilitating document movement through various stages of development.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Position requires indepth knowledge of leasing and real estate contracts and documentation. The C+ rating results from the depth of knowledge required to complete the quasi-paralegal administrative aspects of lease documentation. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of how its work relates with others in the leasing program. Communication is for the purpose of information exchange with landlords and tenants regarding details of the lease contract.

- **Creativity/Problem Solving:**

Works independently with over 100 standard lease forms that are modified to fit the specifics of the individual lease. The position must exercise judgement within guidelines to determine the most appropriate lease document format for the specific situation. This position works cooperatively with professional lease negotiators.

- **Responsibility:**

Service delivery focus providing administrative support for the leasing program as well as monitoring and ordering supplies for the office.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS06

Identification Section

Working Title:	Senior Lease Administrator
Department:	Infrastructure
Division, Branch/Unit:	Property and Supply Management, Realty Services
Reports To:	Manager, Lease Documentation
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Lease Administrator is a key member of the team responsible for the delivery of the leasing program. Proofreads, assembles, processes and tracks all lease documentation, and has full supervisory responsibility for the Lease Documents Processor position. Position also monitors and orders office supplies, and is the key contact for the photocopier and fax machines.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- 1. Ensuring the accuracy and progress of all lease documentation by the coordination, monitoring and facilitation of lease documentation movement through the various stages of development.**

- Proofread lease documentation to ensure revisions are accurately completed.
- Accurately assemble lease documentation packages and ensure that the final execution copies are complete.
- Track lease documentation through the various stages of development, staying aware of current status and ensure that the documentation is readily available at all times.
- Draft relevant correspondence.

2. Supervise full time permanent position, and casual staff as required.

- Ensure staff receive the necessary training to perform their responsibilities.
- Distribute work fairly and effectively.
- Ensure work is performed in a prompt and courteous manner.
- Establish work priorities, quality and quantity standards and formally appraise performance of the staff.
- Participate in recruitment and selection process when required.

3. Miscellaneous administrative responsibilities.

- Monitor and order office supplies.
- Key contact for photocopier and fax machine, ensuring minimal down-time.
- Maintain an inventory of standard documents.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is responsible for facilitating completion of lease documentation by processing, proofreading, assembly and tracking of lease documentation. The Senior Lease Administrator will flag any problems with the documentation for the Lease Negotiator to

follow up on. Reviewing the lease documentation requires a sound knowledge of diverse leasing and real estate contracts and documentation. This knowledge of real estate and leasing can be gained from paralegal courses or through experience with real estate and real estate leasing.

The position works with limited supervision and includes packaging and processing of non-standard documentation and associated schedules. Work is governed by directives and a lease inventory manual, and is reviewed by a Lease Documents Officer, a Lease Negotiator or Manager as required based on the complexity of the project. The position utilizes lease templates and will modify them based on instructions of the Lease Negotiator. Position is integral to the program operations of leasing and has significant input into Leasing procedures.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Communication is typically for the purpose of receiving direction or providing information internal to the organization for the most part. There is some contact with landlords and tenants to provide and exchange information about the details of the lease.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires a working knowledge of diverse leasing and real estate contracts and documentation, strong attention to detail, ability to work under pressure, and strong judgement. This knowledge can be gained through experience with real estate or from paralegal real estate courses.
- Typically requires a Grade XII diploma, considerable experience working with leasing contracts and other legal documentation as well as supervisory experience.

Organization

(Working titles of positions reporting directly to this position.)

Full supervisory responsibility for one Legal Documents Processor.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS05

Identification Section

Working Title:	Facilities Manager's Assistant
Department:	Infrastructure
Division, Branch/Unit:	Properties, North Region, Government Centre
Reports To:	Facilities Manager, Manager
Levels to D.M.:	4
Job Description:	015AS05
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

This position provides administrative support to the Facilities Manager and area including day-to-day administration, preparation of the budget, monitoring and forecasting expenditures, contract administration, coordinating and preparing briefing materials and action requests and coordinating various administrative projects.

Responds to client requests and dispatches staff or contractors as required.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+II 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Position requires indepth knowledge of contract administration and financial policies and procedures (budget tracking and forecasting expenditures). It also requires a working knowledge of processes governing general office administration (i.e. filing, word processing). The combination of the depth of knowledge in contract/finance and the breadth of knowledge in office administration results in a C+ rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the work of others in order to perform contract and financial administration duties. Communication is for the purpose of information exchange with contractors.

- **Creativity/Problem Solving:**

Works independently within established guidelines and practices governing contract administration financial procedures. Position exercises judgement to determine the appropriate process to follow for specific situations.

- **Responsibility:**

Service delivery focus providing various administrative duties and dispatches staff or contractors as required.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark
Job Description - 015AS05

Identification Section

Working Title:	Facilities Manager's Assistant
Department:	Infrastructure
Division, Branch/Unit:	Properties, North Region, Government Centre
Reports To:	Facilities Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Facilities Manager's Assistant provides administrative support to Facilities Manager and area including day-to-day administration, preparation of the budget, monitoring and forecasting expenditures, contract administration, coordinating and preparing briefing materials and action requests, and coordinating various administrative projects. Responds to client requests and dispatches staff or contractors as required. Acts as liaison for staff with various agencies.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Coordinate administrative activities within the Facilities Manager's office.**
 - Prepare budgets and forecast expenditures by submitting figures at the beginning of the year with the backup documentation to support the submission based on historical information as well as current requirements, such as staff, projects, new space, etc. Throughout the year on a daily, weekly, monthly, basis, the position reviews

expenditures for reconciliation and forecast projection. This is in consultation with the Facilities Manager and staff.

- Review financial and contractual documentation to ensure completeness, accuracy and compliance with policies and procedures. This administration of the contracts, requires interpretation of the contract documents for the purposes of payment as well as adherence by the contractors to the terms of the contract.
- Prepare tender documents for service and maintenance contracts. Ensure the contract documents meet required procedures and regulations. Such as advertising in MERX any contracts over \$100K.
- Review incoming correspondence including Action Requests, research and provide background information.
- Assign priority of and coordinate responses to correspondence.
- Prepare correspondence and responses.
- Compile reports, statistics and related historical information.
- Consult with management and professional staff to gather information.
- Develop, implement and maintain administrative systems and processes such as setting up and maintaining filing systems in accordance with the department as well as GOA guidelines. (However, the organization of information such as building related correspondence, staff information, office procedures, call out lists, tracking expenditures, such as project costs, or overtime dollars, client information, contractor information, is implemented and maintained by each office.)
- Coordinate administrative projects by identifying resources, developing action plans, establishing goals, providing progress reviews and initiating follow-up.
- Area resource on administrative policy, procedures and regulations. The staff rely on this position to communicate/interpret any new or existing policies and regulations that affect their daily jobs or entitlements. For example, if they have any need for clarification or assistance on anything from their Learning Account to changing their personal addresses, banking information etc., they will ask for assistance from this position.

2. Review and process payments for contract and non-contract payments.

- Resolve inconsistencies and anomalies found within the invoices. For example, this position would be required to contact vendors, staff , to resolve billing errors. This may

require either phone calls, or written explanations to both Finance and Vendors. so basically, the position is the liaison between, Finance, the vendors and staff.

- Prepare corrective correspondence.
- Ensure invoices are accurate and properly coded.
- Access historical records and information from the computer database.
- Monitor, track and reconcile payments.
- Manage and update computer databases and spreadsheets. Generate reports for Manager.

3. Provide general office administration.

- Create and maintain financial and administrative systems and procedures.
- Ensure computer malfunctions are reported and corrected.
- Administer day-to-day Bring Forward system.
- Word processing of reports and minutes from handwritten notes.
- Secretarial duties and data entry.
- Maintain a working file consolidating relevant financial information, requests for service and administrative information organized by building or site.
- Ensure file classification information is correctly coded on all file materials.
- Deal with financial concerns related to Freedom of Information and Protection of Privacy legislation.
- Monitor, track and reconcile, timesheets, absences due to vacation, sickness, overtime time, banked time.
- Provide client service, by responding directly or delegating to the appropriate trade or authority.
- Act as liaison for staff requesting personal information, such as salary verification, benefits or regulations found in the Master Agreement, with various agencies.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

An important function of this position is the administration and interpretation of several large contracts. Position will perform independent research of the contracts, leases and other documentation to interpret contractual obligations. The cooperation between staff and contractors to produce effective property management can be directly attributed to timely and appropriate requests from this position.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The work requires a high degree of written and verbal communication with contractors, landlords and government staff to seek clarification and information necessary to develop recommendations. Working closely with high profile building tenants requires a high level of interpersonal and diplomacy skills.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires strong administrative, communication, organizational, interpersonal and multi-tasking skills. Must have a sound knowledge of accounting principles, contract law and administration. Requires working level skills with office software including word processing and spreadsheets.

Typically requires a Grade XII diploma, some business related courses and several years of related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1
Benchmark Evaluation - 015AS04

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Classification: Public

The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.

Identification Section

Working Title:	Technical Systems Support Assistant
Department:	Advanced Education
Division, Branch/Unit:	Adult Learning, Learner Assistance, Learner Funding Information and Systems Support Unit
Reports To:	Technical Support and Research Coordinator
Levels to D.M.:	7
Job Description:	015AS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Provides operational computer support to the Learner Assistance sector by researching and resolving problems directly or by referral. Provides technical assistance to the Coordinator by leading or participating in varied projects, supporting the acquisition of computer hardware and software. Plays a key role in the daily operation of the Students Finance System by ensuring that appropriate software, hardware and related business processes are in place and working.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	22% 25	R1 29	169

Comments on Evaluation

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- **Knowledge:**

Requires a solid understanding of business processes and operational requirements for Student Finance plus in-depth technical knowledge of hardware and software relating to the Student Finance System resulting in the "C+" rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) as it must have an understanding of how work relates with others in order to work with the system's end user. Communication is for the purpose of information exchange.

- **Creativity/Problem Solving:**

Works independently within established guidelines and practices governing the Student Finance computer systems. Must exercise judgment to identify and resolve technical problems within specific guidelines based on past experience.

- **Responsibility:**

Service delivery focus on the provision of operational computer support services.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS04

Identification Section

Working Title:	Technical Systems Support Assistant
Department:	Advanced Education
Division, Branch/Unit:	Adult Learning, Learner Assistance, Learner Funding Information and Systems Support Unit
Reports To:	Technical Support and Research Coordinator, Program Services 2
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Technical Systems Support Assistant provides operational computer support to the Learner Assistance sector by researching and resolving problems directly or by referral. Position provides technical assistance to the Coordinator by leading or participating in varied projects, supporting the acquisition of computer hardware and software, and in participating in the Electronic Data Program planning process.

This position plays a key role in the daily operation of the Students Finance System by ensuring that appropriate software, hardware and related business processes are in place and working.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- 1. Research and evaluate technical problems as they relate to the operation of Student's Finance System and resolve or make necessary referrals. Monitor system operation and output, and coordinate contracted technicians and departmental information technology staff to ensure effective problem resolutions.**
 - Research and evaluate technical problems with mini computer and desktops. Resolve or refer problem to appropriate contract agency.
 - Resolve routine and complex printer problems, including to high-speed impact and laser printers. Escalate more complex problems.
 - Process internal log-in ads, ensuring correct system access security (75 possible levels of access).
 - Develop technical user guides including a guide for computer room operation.

- 2. Assist with varied projects in support of the operation of the Student Finance System.**
 - Define and assess alternatives related to hardware and software requirements.
 - Research and test hardware and software upgrades, identifying issues.
 - Coordinate upgrade rollouts and new system versions.
 - Coordinate work units and delivery partners with hardware implementation, software implementation and licensing.
 - Assist with ongoing maintenance and updates to the Student Finance System business continuity plan.

- 3. Assist with the acquisition and disposition computer equipment and software.**
 - Input into the annual Electronic Data Program planning process.
 - Assist with creation and implementation of evergreen and cascade plans for equipment.
 - Assist with hardware and software implementation.

- Write off and ensure disposal of obsolete equipment and software.

4. Special projects.

- Manage security of computer room.
- Assist with maintaining a reports inventory.
- Assist with user acceptance testing for major data conversions.
- Establish system connections.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position assists with the operation and upgrading of a significant provincial student funding system. Must be completely trained in the use of the system. This position provides system support that requires an aptitude for information technology and coordinates information technology support activities that require a greater depth of expertise (formal information technology training). Position reports to a position that has greater information technology technical depth.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position assists end users with basic problems and coordinates resolution of more complex issues with resources that are both internal and external to the department.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and

abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a solid understanding of the Student Finance business processes and operational requirements and a strong aptitude for information technology. Must have a high level of communication and coordination skills.

In-depth technical knowledge of hardware and software relating to Students Finance System operation.

Typically this position requires a Grade XII diploma, some training in the area of information technology and several years of related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no formal supervisory responsibilities but will provide direction and technical assistance to one position.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 015AS03

Identification Section

Working Title:	Pay and Benefits Administrator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resource Services, Payroll and Benefits Administration
Reports To:	Team Lead
Levels to D.M.:	5
Job Description:	015AS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

The Pay and Benefits Administrator administers pay and benefits services to an assigned portfolio of salary and wage employees within management, bargaining unit and opted out and excluded classifications. Position processes payroll transactions in the HRMS, IMAGIS payroll system, ensuring that employees are paid timely and accurately. Position also responds to payroll and benefit enquires from managers and employee as well as communicates with the HR Consultants, benefit carriers, government departments, Pay and Benefits Specialist/Team Leads.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	22% 25	R1 29	169

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Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the HRMS IMAGIS system and full working knowledge of payroll and benefits regulations, policies/procedures and collective agreements. Combination of the systems and regulation knowledge results in the C+ rating. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) with an understanding of how it relates to the administration of the Human Resources and Financial programs. Communication is for the exchange and clarification of detailed and complex information.

- **Creativity/Problem Solving:**

Works independently within a defined framework of procedures. Procedures are somewhat diversified but solutions to payroll questions can be found within guidelines.

- **Responsibility:**

Service delivery focus providing payroll and benefit administration services.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 015AS03

Identification Section

Working Title:	Pay and Benefits Administrator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resource Services, Payroll and Benefits Administration
Reports To:	Team Lead
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Pay and Benefits Administrator administers pay and benefits services to an assigned portfolio of salary and wage employees within management, the bargaining unit and out-of-scope (opted out and excluded) classifications. Position processes payroll transactions in the HRMS IMAGIS payroll system, ensuring that employees are paid timely and accurately. Responding to payroll and benefit inquiries from managers and employees is a responsibility, as is communicating with HR Consultants, benefit carriers, government departments, Pay and Benefits Specialist/Team Leads.

As a part of the payroll team, attends payroll issues meetings, and covers off duties in the absence of other team members.

The Administrator works with the payroll team in meeting processing requirements of workload fluctuations. The Administrator must liaise with clients, HRC's, benefit carriers, CHR, AGENT, APA, and IBM to answer/resolve problems arising from pay and benefits activities.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Process payroll documents in the cross government payroll system in accordance with existing policies, procedures, regulations and legislation.

- Process payroll documents in the HRMS IMAGIS system for salary and wage employees to meet existing payroll confirmation dates for salary or salary and wage employees.
- Administer and interpret diverse and complex payroll and benefit regulations, and collective agreements. Replies verbally or by written correspondence to all related inquiries.
- Remain current on all ongoing changes to payroll and benefits administration and processing by reviewing updates to related manuals, production notices, etc.
- Perform user acceptance testing during system upgrades and enhancements.
- Raise trouble tickets relating to system and processing problems.
- Ensure appropriate records such as attendance forms, benefit eligibility forms, employee records and files are maintained to support payroll.
- Monitors General Illness and may be involved in the processing of LTDI payroll.

2. Communication with employees and department contacts.

- Reply verbally or by written correspondence to payroll and benefit enquiries.
- Provide information to clients, Human Resource Consultants, and internal and external agencies relating to salary and wage regulations, Collective Agreements, benefit eligibility and federal legislation related to pay.
- Commence and orient newly hired Ministry employees on the government payroll system.
- Notify Ministry contacts of corrections that are required and payroll system processing requirements.

3. Other responsibilities:

- Perform post-audits on transactions, ensuring that payments are accurate and meet regulatory, legislative and Ministry policies and procedures.
- Attend payroll meetings. Discusses and provides input into resolution of problems that may be encountered.
- Provide input into the establishment and refinement of policies, regulation.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs payroll processing for an assigned portfolio of salaried and wage employees that are governed by different collective agreements and/or regulations. This position functions with considerable independence in reviewing and processing payroll documentation.

This position must analyze and resolve payroll problems for their assigned portfolio. Identifies issues and provides suggestions to improve business practices to meet IMAGIS and Ministry payroll processing requirements. Complex problems or decisions or precedent setting nature and sensitive or contentious issues are referred to the Pay and Benefits Specialists or Team Lead.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has contact with employees, supervisors and managers to explain pay regulations, applicable terms of the Collective Agreements and benefit coverage. The Administrator must liaise with clients, HRC's, benefit carriers, CCRA, CHR, APA and IBM.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires working knowledge of the HRMS IMAGIS Payroll System. Full working knowledge of payroll and benefits regulations, legislation and collective agreements. Requires excellent oral and written communication skills to effectively deal with all clients and internal/external agencies in the resolution of problems. Requires excellent analytical skills.

Typically requires a Grade XII diploma, payroll and benefits related courses (Level 1 Canadian Payroll Association) and related experience in a unionized payroll environment.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 015AS02

Identification Section

Working Title:	Divisional Internet Administrator
Department:	Agriculture and Forestry
Division, Branch/Unit:	Economic and Competitiveness, Statistics and Data Development Unit
Reports To:	Unit Leader, Senior Manager
Levels to D.M.:	4
Job Description:	015AS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

The Divisional Internet Administrator lead's the division delivery of the website information and databases for the purpose of knowledge transfer. Position is required to work with division staff to identify appropriate materials for the Internet and Intranet sites and to properly prepare and format those materials and data. Position is required to promote the optimal use of the Internet and dissemination of data and information to the Ministry, industry, producers and the general public.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	22% 25	R1 29	169

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Comments on Evaluation

- **Knowledge:**

Position requires in-depth knowledge of various software including desktop publishing, Excel, Lotus, and website software (i.e. HotDog, Assistant, HTML). The depth of software knowledge required results in a C+ rating. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the division's programs to assist in developing and updating their Internet site. Communication is for information exchange.

- **Creativity/Problem Solving:**

Works independently within departmental Internet guidelines to develop the format for the division's Internet site. Must exercise some judgment based on past experience to determine the appropriate formats/appearance when preparing materials for the Internet and presentations.

- **Responsibility:**

Service delivery focus providing assistance to divisional staff in preparing, gathering and formatting of Internet material.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark
Job Description - 015AS02

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Classification: Public



Identification Section

Working Title:	Divisional Internet Administrator
Department:	Agriculture and Forestry
Division, Branch/Unit:	Economics and Competitiveness, Statistics and Data Development Unit
Reports To:	Unit Leader, Senior Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The job leads the division's delivery of website information and databases for the purpose of knowledge transfer. Although much of the work is at the divisional level, the job also performs work specifically for the Unit. Position is required to work with division staff to identify appropriate materials for the Internet and Intranet sites, and to properly prepare and format those materials and data. Position is required to promote the optimal use of the Internet and dissemination of data and information to the Ministry, industry, producers and the general public.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Prepare materials for the Internet and for presentations, to ensure client accessibility to divisional reports, information and data through user-friendly electronic media.**
 - Prepare documents for the division's Internet sites utilizing appropriate hypertext conversion software and an Internet browser.

- Where downloadable format is required, prepare documents in a readable, printable program with fast download capabilities for the Internet such as Adobe Acrobat.
- Follow department standards for materials on the Internet.
- Participate as a member of the department's Internet group by representing the division and provide input to department recommendations.
- Assist department staff to design Internet and Intranet projects, and recommend appropriate information for posting.
- Provide training sessions and technical expertise to department staff in Internet usage.

2. Provide leadership to the division in preparation of data and statistics to enhance awareness and knowledge transfer via the Internet.

- Review and recommend materials for the Internet, suggested changes and new products.
- Compile and maintain a list of relevant websites for uses by department and division staff.
- Increase department staff awareness of published information on the website through a variety of promotional activities.
- Coordinate information for the division's bi-monthly newsletter.

3. Provide related information to the public to ensure successful access to information posted on the Internet.

- Respond to Internet email information requests and answer questions about the Internet.
- Represent the department at the "Ropin' the Web" booth at agricultural shows.
- Coordinate and schedule volunteers for the "Ropin' the Web" booth at agricultural shows.

4. Prepare appropriate presentations and proof reports, publications and newsletters through advanced technical knowledge of various computer software to ensure expedient release of material while maintaining high quality and consistently recognizable products.

- Lead divisional resource for electronic publishing and represents the division on publishing issues including design and operations.

- Design PowerPoint presentations for use by the Division Director and Unit staff.
- Provide desktop publishing, document formatting, and proofing/editing for unit publication releases and executive communications (action requests, ministerial briefings and releases).
- Consult with staff about design and release formats and provide advance and information related to desktop publishing.
- Prepare agricultural reports, publications and newsletters containing complex tables, graphs and pictures.
- Lead resource on electronic publishing and represent the division on Intranet and Internet issues, including design and operations.
- Assist with Unit administration including the timely release of reports and the organization of reference materials.

5. Administrative and Technical support.

- Assist staff in using software packages, troubleshooting and provide some basic training.
- Provide internal computing technical support to Unit staff.
- Assist in the operation and maintenance of office equipment.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position prepares information and data for display on the Internet and Intranet. A significant part of the role is the provision of guidance, assistance and recommendations on the type and format of materials. Serves as a member of a cross-department committee that plans and determines Internet standards for AAFRD. The position works independently with minimal supervision. Although the position has authority to determine the format of material posted on the website, changes to content are made by the author. Provides information to a broad range of clients including AAFRD staff, producers, agri-business, other governments, educational and research institutes.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The position's communication is primarily for the purpose of discussing client technical Internet issues. Position will provide guidance and information to staff on the types and format of materials for the Internet. The position has direct and indirect contact with the general public through the handling of Internet inquiries and at agricultural shows in responding to and following up on questions from the general public.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires the ability to use a variety of software related to desktop publishing and the Internet including HTML, Assistant, HotDog, word processing software, Excel, Lotus, publishing software, and browsers. Requires consultative, analytical and problem solving skills in working with clients. Knowledge of the department's business plan and policies, familiarity with confidential Acts and provisions and a basic understanding of economic principles are needed.
- Typically requires a high school diploma and several years of experience working with the Internet.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 1

Benchmark Evaluation - 015AS01

Identification Section

Working Title:	Senior Secretary
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, Sport and Recreation
Reports To:	Director of Sport and Recreation Branch
Levels to D.M.:	3
Job Description:	015AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	015AS - Administrative Support 5

Comments on Role

Position takes on a lead-role to coordinate the delivery of administrative support services to the branch. It is responsible for supporting the administrative delivery of the programs by coordinating information requests received from internal and external clients as well as performing various other administrative duties such as word processing, developing correspondence and maintaining computer applications.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

Position requires in-depth knowledge of the administrative policies and procedures of the branch (i.e. action requests, correspondence, records management) as well as working knowledge of the programs. The C+ rating reflects the depth of the knowledge required in order to provide lead-hand expertise to other administrative support staff regarding branch administrative policies and procedures. A full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the work of the branch to complete its functions. Communication is for the purpose of providing detailed policy and procedure information to other administrative branch staff.

- **Creativity/Problem Solving:**

Position works independently within a defined framework of policies and standards that govern administrative and secretarial functions within the branch. Unique situations faced regarding the coordination of administrative services and training of other administrative staff can be resolved based on prior experience.

- **Responsibility:**

Service delivery focus on providing administrative services and secretarial support to the branch.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 015AS01

Identification Section

Working Title:	Senior Secretary
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, Sport and Recreation
Reports To:	Director of Sport and Recreation Branch
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Secretary performs a lead role to coordinate the delivery of administrative support services to the Sport and Recreation Branch. This position is responsible for supporting the administrative delivery of the programs within the Sports and Recreation Branch through coordinating information requests received from internal and external clients, liaising with internal and external clients to provide administrative support, and coordinating the Action Request process. Responsibilities also include a wide range of administrative duties, including, word processing, developing correspondence, and maintaining computer applications including the records management and inventory management systems. Position provides a lead role to other administrative support staff through the provision of training on administrative policies in the branch, and providing assistance with the explanation and interpretation of policies.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordinate the delivery of administrative support services to the branch.

- Coordinate the branch's administrative workload, and coordinate and monitor pre-established priorities for the Sections by reviewing requests for information received from the public, or from internal agencies, and forwarding them to the appropriate Program Section for a response. This process involves assigning deadline dates, monitoring requests to ensure responses have been provided in a timely manner. Information requests are received for Sport and Recreation Branch programs as well as the Alberta Sport, Recreation, Parks and Wildlife Foundation.
- Represent the branch at various division meetings regarding items such as the telephone systems, photocopier and administrative procedures.
- Liaise with the Assistant Deputy Minister, Deputy Minister and Minister's offices regarding outstanding issues. Provides the Sections with updated information or further instructions if required.
- Coordinate correspondence and briefings including ministerial correspondence, letters, memoranda, briefing information, and monthly reports, including liaising with the Assistant Deputy Minister, Deputy Minister and Minister's offices regarding outstanding issues.
- Provide the Sections with updated information or further instructions if required. Including coordinating the preparation of briefing binders for the Director for the Interprovincial Sport and Recreation Council and the Federal Provincial/Territorial Deputy Minister's Meetings and Conference Calls regarding sport, recreation and fitness, as well as for the Alberta Sport, Recreation, Parks and Wildlife Foundation (ASRPWF) board members. Reviews the agendas for accuracy and adherence to guidelines.
- Coordinate the branch monthly reports by ensuring a request is sent to the Sections asking for input in order to meet the deadline. This information is reviewed for accuracy and adherence to guidelines and any questions are referred back to the Sections for further information or correction.
- Coordinate the Sport and Recreation Branch information for the bi-weekly Major Events Log for the Assistant Deputy Minister, Deputy Minister and Minister. Reviews the information for accuracy and ensures the deadlines are met. Ensures that any ministerial briefings are prepared and submitted to the Minister's Office.
- Coordinate Action Requests and ensure responses are sent to the Deputy Minister's office within timelines. Review Action Requests received from the Deputy Minister's

office for accuracy and adherence to the department correspondence manual guidelines, ensure all the requirements and instructions are addressed and forward them to the appropriate Section for a response.

- Coordinate inventory management for fixed assets, attractive assets and computer hardware. Enter information into the department's Attractive Assets Tracking System (AATS) according to the department policy and assigned a bar code. This involves reviewing the AATS inventory on a regular basis to ensure accuracy of information and providing a lead role to 3 other branch staff located in Calgary and at the Percy Page Centre for AATS training, policy and guidelines.
- Liaise with Finance and Administration to troubleshoot any issues on behalf of the branch.
- Provide a lead role to branch administrative support staff for inquiries and training on Attractive Assets Tracking System training, policy and guidelines, ministerial correspondence, letters, memoranda, briefing information, and monthly reports, and Action Request protocol, policies and procedures.

2. Provide secretarial support.

- Provide word processing support for Director and professional staff, including drafting ministerial correspondence, letters, memoranda, briefing information, and reports for the Director and professional staff. This includes ensuring information is accurate.
- Perform a wide range of administrative support services including taking and preparing meeting minutes, composing regular correspondence, making travel arrangements and researching files. Including composing various types of correspondence such as letters, faxes or e-mails on a regular basis for the Director's signature.
- Assist the Director by researching files containing past correspondence to gather relevant pieces of information to coordinate a response on a specific topic. This involves a general knowledge of the programs in the branch, and knowledge of the relevant issues.
- Maintain and monitor staff time accounting records by ensuring staff timesheets are received in a timely manner for the Sport Services Section, monitoring overtime, time-off in lieu and vacation requests and ensuring these requests are reflected on the staff timesheets.
- Monitor and order administrative supplies as necessary, and act as the main contact for the photocopier.

3. Other

- Respond to general public enquiries, providing information on the Sport and Recreation Branch, Alberta Sport, Recreation, Parks and Wildlife Foundation services. Information provided includes responding to specific question related to a program and referring inquiries not related to the Sport and Recreation Branch or the ASRPWF to the appropriate department or agency.
- Direct detailed program enquiries to appropriate staff responsible for specific areas.
- Provide necessary information and interpretation to the Director concerning administrative policies and procedures, such as claiming travel expenses, staff development, ministerial correspondence, briefings, action requests, and attractive assets tracking.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is the Senior Secretary to a branch of approximately 40 staff. Position doesn't formally supervise but performs a lead role to coordinate the delivery of administrative services to the branch, and support the delivery of the programs within the Sports and Recreation Branch. Position also provides a lead role to other administrative support staff through the provision of training on administrative policies in the branch, and providing assistance with the explanation and interpretation of policies.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with branch administrative support staff to provide direction, guidance and assistance with the explanation and interpretation of policies. Position interfaces with Assistant Deputy Minister, Deputy Minister and Minister administrative staff for coordination efforts. Also has contact with the public to provide reasonably routine information in regards to department programs, such a scheduled program dates, etc.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Must have strong secretarial skills including word processing, publishing software and short hand. Position requires strong communication skills, considerable organizational abilities and the ability to deal with changing priorities. Requires an extensive knowledge of the branch, and the division and department administrative policies and procedures. Also requires a general working knowledge of the programs within the branch.

Requires a minimum of a Grade XII diploma, preferably complemented by secretarial training, and extensive related experience.

Organization

(Working titles of positions reporting directly to this position.)

Performs a lead role to other administrative support staff through the provision of training on administrative policies in the branch, and providing assistance with the explanation and interpretation of policies. While position has no formal supervisory responsibilities, it coordinates and assigns work to other branch support staff, and provides input to their performance evaluations.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS24

Identification Section

Working Title:	District/Area Clerk
Department:	Environment and Parks
Division, Branch/Unit:	Fish and Wildlife Division, Enforcement Field Services
Reports To:	District Conservation Officer
Levels to D.M.:	6
Job Description:	014AS24
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

Provides day-to-day assistance to District Enforcement staff including receiving phone calls and visitors; receiving and recording complaints; providing customer service including issuing a variety of licenses and permits and providing information regarding prevention of wildlife damage; prepares court documents and performs records management and accounts payable functions.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R2 29	151

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of administrative processes and license/permit requirements for a number of Fish and Wildlife programs. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the operation of the office and the Fish and Wildlife programs. The purpose of the contact is for the exchange of detailed information (i.e. documentation required for license/permits) and issuing of licenses.

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures. Decisions with regard to issuing licenses/permits are made where criteria are clear.

- **Responsibility:**

Issues Fish and Wildlife licenses and permits. Regulatory focus.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS24

Identification Section

Working Title:	District/Area Clerk
Department:	Environment and Parks
Division, Branch/Unit:	Fish and Wildlife Division, Enforcement Field Services
Reports To:	District Conservation Officer III
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The District/Area Clerk provides day-to-day assistance to the District Enforcement Staff, Area Superintendent, Regional Head of Enforcement and Area Wildlife Biologist, receives phone calls and visitors, receives and records complaints, provides customer service including information regarding prevention of wildlife damage and legislation in Fish and Wildlife matters; prepares court documents and performs records management and accounts payable functions.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Position is the receptionist and provides counter service.

- Receives calls and/or visitors, records complaints and, where necessary, refers visitors and/or callers to appropriate persons or agencies.
- Conducts small office tours for school groups and others.
- Schedules, supervises and scores written examinations for first time hunters and mandatory violator's tests.
- Issues a variety of licenses and permits such as Commercial Fishing Licenses, Export Permits, Permit to Possess Found Dead Wildlife, Damage Control Permits, etc.
- Contact person for the Recreational Licensing Management System for the District and assists customers with receiving hunting and fishing licenses.
- Provides information to customers on legislation and regulations pertaining to hunting, fishing, possession and transporting of wildlife and fish (quotas, season dates, license requirements) and on department programs such as damage prevention, compensation and diseased wildlife collection.
- Provides public safety information regarding wildlife interactions.
- Issues traps for problem wildlife, e.g. skunks, squirrels, etc.
- Completes Fur and Compulsory Registrations for various wildlife/accidentally trapped furbearers.
- Processes applications for Landowner Special/Hunter Host Licenses and submit to headquarters for approval.

2. Provide a variety of administrative services for the office.

- Process wage commencements and time sheets.
- Reviews expense claims for accuracy and adherence to policy prior to submission to Expenditure Officer.
- Responsible for deposits, bank transfers, float money, custodian of petty cash, building keys, office opening and closures, daily sales record and revenue returns.
- Process a variety of applications, licenses and permits. Be accountable for all licenses received, issued and returned and maintain a license inventory to ensure adequate supply to meet public demand.

- Files, types and photocopies for the region, area and district.
- Orders all required supplies for the office.
- Collects, sorts and directs incoming and outgoing courier and mail.
- Prepares court documents, prosecution files/court briefs/liaison with Court Clerks and Crown Prosecutors.
- Drafts correspondence associated with enforcement files for the Fish and Wildlife Officer's signature (i.e. notification of seizure return, information to accused concerning outstanding warrants, etc.).
- Assists with investigations by reporting suspicious activities/information, searching files and databases for information.
- As a Commissioner of Oaths, swears tickets, and affidavits.
- Receives, tags, packages diseased and other wildlife and fisheries specimens for storage or shipment.
- Provides training, prioritizes and assigns workloads to temporary, volunteer and part-time salaried staff.
- Provides dispatch service via radio or telephone for district enforcement staff.
- Maintain and verify inventory of office assets annually.
- Ensure proper maintenance of office equipment.
- Provides backup coverage for Action Request Tracking System.

3. Perform word processing and computer input.

- Word processing of memos, letters, spreadsheets, routine forms and other similar assignments.
- Issue Commercial Fishing Licenses, Fish Research Permits and other various licenses and permits online.
- Use a variety of office software including word processing, spreadsheets, email and the internet.

- Enters prosecution, compliance and occurrence information into the Enforcement Field Services Occurrence Recording System.

4. Accounts payable responsibilities.

- Develop and maintain spreadsheets for tracking expenditures.
- Code invoices and distributes for payment. Print and distribute monthly budget roll-ups.
- Monitor budgets for month-end and year-end forecasting.
- Reconcile vehicle activity reports and invoices.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position provides a variety of secretarial and administrative services to the Area Superintendent, Regional Head of Enforcement, District Enforcement staff and Area Wildlife Biologist. Position provides support services to District Enforcement staff, accurately receiving, recording and forwarding information that may be of a sensitive nature. Proper management of information can enhance program delivery whereas inappropriate management of information can impede program delivery and seriously affect overall public service. Position provides accurate financial accounting, record keeping and tracking and forecasting services to District officer and Area Superintendent. Inaccurate financial management can lead to over-expenditure of budget allotments.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position's role is to provide over the counter service to the public as well as to provide telephone and in-person reception/information responsibilities. Communication responsibilities normally require courteous and friendly service while making inquiries to collect detailed information. In addition, this position provides support to other staff and must be able to communicate in a professional and business-like manner with those staff

members. Position provides information to the public on department programs and regulatory requirements such as quotas, season dates and often complex license requirements. Inaccurate information may result in problems ranging from poor public service to public service complaints and legal implications. Position requires communication with disgruntled or agitated clientele to manage the issues until appropriate staff can address the situation.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a working level knowledge of a variety of office and administrative functions including word processing, spreadsheets, accounts payable, bookkeeping and accounting. Position requires an extensive knowledge of policies and procedures and direction as they apply to financial administration, license and permit issuance and management of occurrence and prosecution recording and file management. Position requires knowledge of resource legislation (season dates, quotas, license requirements), district geography and department programs such as damage prevention, compensation and diseased wildlife collection programs. Position requires good communication skills to deal with the public and the ability to recognize sensitive issues and situations that require immediate attention. Position must have the ability to work independently. In the absence of officers, is often required to make decisions which may affect public safety or opportunity to obtain information required for enforcement purposes/preservation of evidence, etc. Must have ability to deal with a large variety of clientele, including individuals who are illiterate and those for whom English is a second language, to try to communicate legislation and consequences of actions, often delivering unpopular/controversial information in a pleasant manner. Typically requires a Grade XII diploma and relevant course work and several years of experience.

Organization

(Working titles of positions reporting directly to this position.)

Position has no permanent supervisory responsibilities but prioritizes, trains and assigns workloads to temporary and permanent part-time administrative staff, seasonal officers and volunteers.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS23

Identification Section

Working Title:	Registration Specialist
Department:	Health
Division, Branch/Unit:	Program Services, Client Services Branch
Reports To:	Lead Registration Specialist
Levels to D.M.:	6
Job Description:	014AS23
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

Determines eligibility and registers eligible residents of Alberta with the Alberta Health Care Insurance Plan (AHCIP) and its programs. Using an online computer system, reviews, approves and processes a variety of documents and applications designed to register residents in the Stakeholder Registry, establishes eligibility for the Alberta Health Care Insurance Plan and makes adjustments to records to ensure residents receive benefits and coverage they are entitled and are billed accordingly.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R2 29	151

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the policy, procedures and criteria governing eligibility for the Alberta Health Care Insurance Plan. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of how registration in the plan impacts the provision of health care to Albertans. Requires effective communication skills to explain the technical requirements of eligibility criteria to Albertans, group administrators and other government departments.

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures and criteria. Judgment is applied in determining the eligibility of residents for the AHCIP. Solutions to eligibility questions can be found within the defined framework of procedure documents and precedents.

- **Responsibility:**

Determines eligibility and makes final decision to approve/register Albertans with the Health Care Insurance Plan. Regulatory focus.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS23

Identification Section

Working Title:	Registration Specialist
Department:	Health
Division, Branch/Unit:	Program Services, Client Services Branch
Reports To:	Lead Registration Specialist
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Registration Specialist determines eligibility and registers eligible residents of Alberta with the Alberta Health Care Insurance Plan and its programs. Using an online computer system, position reviews, approves and processes a variety of documents and applications designed to register residents in the Stakeholder Registry, establishes eligibility for the Alberta Health Care Insurance Plan and makes adjustments to records to ensure residents receive benefits and coverage they are entitled and are billed accordingly.

The position interprets related legislation, regulations, policies and procedures and provides information to clients on the various Alberta Health Care programs when determining eligibility and effective dates for coverage. Position initiates correspondence or telephone contact to the public, group administrators and other government departments. This position also provides cover-off for the Telephone Inquiry Customer Service Agents.

Responsibilities and Activities

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Classification: Public



(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Determines eligibility and registers residents for Alberta Health Care, Premium Subsidy, Premium Waiver, and Blue Cross non-group coverage; reviewing documents, researching Stakeholder files and processing transactions to establish eligibility.**
 - Determine effective dates for eligible dependents.
 - Validate information and register coverage ensuring continuous coverage.
 - Process transactions that affect the billing responsibility (e.g. premium subsidy, group commencements and terminations, dependent additions and deletions).
 - Update addresses and other demographic information.
 - Review and process highly complex documents such as retroactive subsidy and waiver of premium applications.
 - Research, analyze and process penalty removals, journal adjustments, transfer of funds and refunds.
 - Determine eligibility for premium assistance, non-group Blue Cross and Alberta Seniors Benefits Program.

2. **Communications to ensure that Alberta Health programs are correctly administered.**
 - Explain Acts, regulations, policies and procedures when resolving inquiries. Ensure clients have full knowledge and complete understanding of the Alberta Health Care Insurance Plan.
 - Explain outcomes of investigations and transactions in terms that are easily understood.
 - Provide information to other department branches, government departments and the federal government.
 - Initiate verbal and written communications with the general public and group administrators to obtain and confirm information relating to transactions.
 - Explain the requirements and benefits of each program.
 - Assess payment arrangements and inform clients of premium assistance available.

3. Accounts receivable responsibilities.

- Analyze accounts receivable.
- Prepare and process journal adjustments on group and individual accounts for retroactive credits and debits, removal of penalties, issuing refunds, canceling refunds and transferring credits.

4. Other

- Prepare completed documents for micro-graphics.
- Prepare monthly statistics, and timely and weekly counts.
- Identify system problems and provide recommendations for improvements.
- Suggest improvements to processes.
- Provide assistance to within the CS&R Branch and other Branches.
- Participate in special projects.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Registration Services is a high volume one-stop environment. The position must ensure that all documents and applications are processed in accordance with all Acts and Regulations. Position works independently and is required to interpret and explain Alberta Health Care Acts, regulations, policies and guidelines. Exercises judgement to make decisions on eligibility for coverage, registration, temporary absence issues, assistance and billings.

Contacts

(Main contacts of this position and the purpose of those contacts.)

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Classification: Public



Position will initiate contact with other government departments; the public and group plan administrators to seek information and to provide clarification.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Requires extensive knowledge of Alberta Health Care Acts and Regulations, eligibility and portability agreement, Alberta Blue Cross, premium subsidy and waiver programs, policies and procedures, and indepth knowledge of related computer systems Stakeholder (STKH) registry and Eligibility and Premium System (EAP). Position requires knowledge of the Alberta Senior Benefits system and the Human Resources and Employment system.

Typically requires a Grade XII diploma and several years of related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1
Benchmark Evaluation - 014AS22

Identification Section

Working Title:	Customer Service Agent
Department:	Health
Division, Branch/Unit:	Program Services, Customer Services and Registration
Reports To:	Lead Specialist
Levels to D.M.:	6
Job Description:	014AS22
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The Customer Service Agent determines eligibility and registers eligible residents of Alberta including persons under the Canadian Immigration jurisdiction with the Alberta Health Care Insurance Plan (AHCIP) and its programs. The Agent interprets related legislation, regulations, policies and procedures and provides information to clients on the various AHCIP Health programs.

Position prepares correspondence in response to enquiries received by mail or telephone calls from the public, group administrators and other government departments.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R2 29	151

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the policy, procedures and criteria governing eligibility for the Alberta Health Care Insurance Plan. Position also requires working knowledge eligibility and portability agreements, stakeholder registry and their corresponding benefits. A full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of how registration in the plan impacts the provision of health care to Albertans. Requires effective communication skills to explain the technical requirements of eligibility criteria and to communicate with people whose second language is English.

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures and criteria. Judgment is applied in determining the eligibility of residents for the AHCIP. Solutions to eligibility questions can be found within the defined framework of procedure documents and precedents.

- **Responsibility:**

Determines eligibility and makes final decision to approve/register Albertans with the Health Care Insurance Plan. Regulatory focus.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark
Job Description - 014AS22

Identification Section

Working Title:	Customer Service Agent
Department:	Health
Division, Branch/Unit:	Program Services, Customer Services and Registration
Reports To:	Lead Specialist
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Customer Service Agent determines eligibility and registers eligible residents of Alberta including persons under Canada Immigration jurisdiction with the Alberta Health Care Insurance Plan (AHCIP) and its programs. The Agent will interpret related legislation, regulations, policies, and procedures and provides information to clients in person on the various AHCIP Health programs.

Using an online computer system, position reviews, approves and processes a variety of documents and applications designed to register residents in the Stakeholder Registry, establishes eligibility for the AHCIP and makes adjustments to records to ensure residents receive benefits and coverage they are entitled to and are billed accordingly.

Position also initiates correspondence or telephone contact with the public, group administrators and other government departments. Position also performs the duties of cashier and receptionist.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Determines eligibility and registers residents for AHCIP, Premium Subsidy, Premium Waiver, and Blue Cross non-group coverage; reviewing documents, researching Stakeholder files and processing transactions to establish eligibility.

- Explain the requirements and benefits of each program to each resident. Ensure the client has full knowledge and complete understanding of the Plan.
- Determine eligibility for AHCIP coverage, premium assistance, non-group Blue Cross, and extended health coverage for seniors.
- Use necessary resources to resolve highly complex problems. Explain outcomes of investigations and transactions in terms that are easily understood.
- Review and process highly complex documents for persons under the jurisdiction of Canada Immigration. Answer telephone calls from persons with various immigration documents.
- Liaise with group leaders, other provincial health plans, practitioner offices and health regions, other government offices to deal with customers concerns.

2. Perform administrative duties in support of AHCIP registration.

- Accept payments and negotiate arrangements to clear outstanding arrears and provide a thorough explanation of billing procedures and billing notice.
- Process transactions that affect the billing responsibility (e.g. premium assistance, group commencements and terminations, dependant additions and deletions, pre-authorized payment option.)
- Research, analyze and process penalty removals, journal adjustments, transfer of funds and refunds.
- Update files accurately with information required for programs.
- Identify problems with the programs or system by completing situation reports.
- Prepare written communications as required.
- Complete daily and weekly count statistics.

- Participate as a cashier and act as receptionist when required.
- Provide on-the-job training when required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position works independently and is required to explain AHCIP Acts, regulations, policies and guidelines. Exercises judgement to make decisions on eligibility for coverage, registration, temporary absence issues, assistance and billings. Judgement is exercised for requests of special consideration for personal circumstances (e.g. waiving waiting periods and waiving penalties).

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has contact with the public for the purpose of explaining AHCIP coverage and programs, to determine eligibility and for their registration. Position is required to hear of individual circumstances and apply judgement to ensure that the intent of universal coverage under the Canada Health Act is met.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires extensive knowledge of eligibility and portability agreement, stakeholder registry, benefits of all programs offered through the Plan.

- Position requires excellent communication skills and analytical skills.
- Requires a High School diploma and considerable related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS19

Identification Section

Working Title:	Information Officer
Department:	Service Alberta
Division, Branch/Unit:	Consumer Services, Citizen Services Call Centre
Reports To:	Manager, Citizen Services Call Centre
Levels to D.M.:	3
Job Description:	014AS19
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

First point of contact for Alberta citizens seeking information on government programs and services. Will determine caller needs and offer referral assistance to the appropriate ministry office or to the Internet site. Also a member of the team that answers Alberta Connects (the provincial government comment line). In this capacity, the position will provide indepth program information on behalf of ministries that utilize Alberta Connects as a call centre for their programs.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

- **Knowledge:**

Benchmark is required to have a broad range of general knowledge regarding the programs offered by the Government of Alberta as well as an understanding of the programs available under other jurisdictions. As part of the Alberta Connects service, the position provides assistance to ministries in the delivery of their programs by communicating detailed program information, data collection and data compilation resulting in an "I" rating. The benchmark is required to utilize excellent communication skills in order to determine and provide Albertans with the information they require.

- **Creativity/Problem Solving:**

Works with considerable independence providing a communication service to Albertans within a defined framework of procedures. Will exercise limited judgement in situations where the most appropriate choice has been learned through prior experience.

- **Responsibility:**

Service delivery focus of the job is to provide information services to the Alberta public.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 014AS19

Identification Section

Working Title:	Information Officer
Department:	Service Alberta
Division, Branch/Unit:	Consumer Services, Citizen Services Call Centre
Reports To:	Manager, Citizen Services Call Centre
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Service Alberta Call Centre Agent is the first point of contact for Alberta citizens seeking information on government programs and services. Position will determine caller needs and offer referral assistance to the Internet site or appropriate ministry program office. The Agent will independently determine what resources would best benefit their caller in order to make a helpful referral.

Position is also a member of a team that answers the provincial government comment line (Alberta Connects). In this capacity, position will provide some indepth program information and enter citizen comments in a database.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Using the provincial government Service Alberta database, government home page and the Service Alberta web site, assist callers with their concerns and enquiries.

- Determine if caller's problem or question falls under an Alberta government ministry and, if it doesn't, refer the caller to the appropriate federal or municipal government office.
- Assess the caller's question, use the database and Internet site to search for appropriate responses and provide assistance or referral information.
- Help callers to navigate the government home page and Service Alberta site. Often provides the necessary assistance to the caller (i.e. no further referral to another ministry is required).
- Transfer callers where more specialized information is required. Provide detail contact information to caller prior to transferring them.

2. Member of Alberta Connects team.

- Provide program information on government initiatives advertised under the Alberta Connects program as per details provided by ministries. Government ministries can use Alberta Connects to handle frontline public inquiries during major announcements such as the energy rebate program, a new farm assistance program or public consultation initiatives.
- Accurately summarize and record caller comments into the Alberta Connect database and refer to the comment to the appropriate ministry for information/file.
- Summarize and record caller questions and refer them to the appropriate ministry for a response.
- Determine needs of callers asking to receive additional information packages and obtain appropriate mailing information.

3. Other administrative duties.

- Book and place conference calls.
- Research and reviewing program information and recommend revisions to the database where appropriate.
- Provide co-workers with updates.

- Update MS word documents as required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position works in a high volume and fast paced call centre environment and requires the ability to multi-task. Primary responsibility is to provide accurate information of a general nature on government departments, programs and the government web site. If detailed information is required, the position assesses caller questions to determine the appropriate office or program for referral. The position also performs a variety of office functions.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position is a call centre agent and is required to provide the general public with appropriate, accurate and courteous responses to all requests for information. Position deals with difficult callers, requiring tact, negotiation and problem solving skills.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Sound knowledge of Alberta government structure, programs and services, as well as a working knowledge of municipal and federal government areas of responsibility.

- Considerable knowledge of the Alberta Government home page and Service Alberta web site content, and strong Internet search and navigation skills.
- Considerable communication and listening skills, and a demonstrated ability to assess caller needs and provide appropriate referrals.
- Strong problem solving and interpersonal skills when dealing with difficult callers or working with callers to clarify complicated/obscure questions.
- Excellent customer service skills overall.
- Good writing and summarizing skills, including accurate spelling, grammar and punctuation when recording caller comments and questions.
- Keyboarding skills and skills in the use of office machines. Position must be proficient in the use of Access databases, the Internet, e-mail and word processing software.
- Typically requires a Grade XII diploma and at least two years call centre experience.

Organization

(Working titles of positions reporting directly to this position.)

The position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 014AS18

Identification Section

Working Title:	Electronic Data Coordinator
Department:	Agriculture and Forestry
Division, Branch/Unit:	Food Safety Division, Agri-Food Laboratories Branch
Reports To:	Soil and Crop Unit Sample Coordinator, Agri-Food Laboratories Branch
Levels to D.M.:	6
Job Description:	014AS18
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

Coordinates data generated from a wide range of laboratory analyses in order to create clear and accurate reports for the branch. Also provides administrative support to a team of chemical laboratory specialists and ensures clients and researchers receive the reports in appropriate electronic or hard copy format as well as maintain appropriate records and databases. During peak periods or to meet deadlines, will assist technical staff in performing basic analytical techniques.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

- **Knowledge:**

Benchmark requires working knowledge of related departmental policies and procedures as well as various spreadsheet and database software to create reports for the branch and clients. Must have an understanding of how the information in the reports will be utilized by the branch/external clients in order to appropriately format reports resulting in the full "I" rating. Communication is for the exchange and clarification of information (data).

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures. Decisions/procedures for creating the reports with the various software are diversified but solutions to most problems can be found based on past practices and experience.

- **Responsibility:**

Service delivery focus providing a data coordination and report generation service as well as some administrative support services.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS18

Identification Section

Working Title:	Electronic Data Coordinator
Department:	Agriculture and Forestry
Division, Branch/Unit:	Food Safety Division, Agri-Food Laboratories Branch
Reports To:	Soil and Crop Unit Sample Coordinator
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The primary focus of this position is the coordination of data generated from a wide range of laboratory analyses in order to create clear and accurate reports for the branch. The job provides administrative support to a team of chemical laboratory specialists who meet analytical needs of clients including researchers within AAFRD, other government ministries, educational institutions and industry. It is the responsibility of this position to ensure clients and researchers receive the reports in appropriate electronic or hard copy format, as well as maintain appropriate records and databases.

This position assists technical staff in performing basic analytical techniques during peak periods or to meet deadlines. The job also extracts samples and assists in preparations for a range of tests in the lab. This position follows Standard Operating Procedures (SOPs) and meets requirements of the established laboratory quality system (accredited under ISO 17025).

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordination of laboratory generated data.

- Input reference information from research, industry and diagnostic sample submissions (including soils, animal feeds, food and animal tissues).
- Verify results of data input before releasing lab reports.
- Work with lab staff who generate data to correct problems in scheduling and processing of data for report generation.
- Identify potential data collection and reporting problems; recommend alternatives and update staff on the impact of potential operational changes.
- Verify that date entered is consistent with source document and correct data entry errors.
- Maintain database containing laboratory and research data.
- Distribute final electronic or hard copy results from each sample submission to respective clients.
- Design appropriate report formats using word processors and spreadsheets.
- Plan and determine personal workload schedules.

2. Provide related administrative support to laboratory.

- Act as back-up for Branch secretary by providing the following duties: answering phones, directing client inquiries, and receiving samples for the different laboratories.
- Provide administrative assistance to Unit Sample Coordinator for the Application for Research Process and Budget Transfer Process.
- Provide technical staff with administrative support such as designing and developing worksheets.
- Provide assistance to laboratory staff with software issues, assisting with problem areas and providing instructions and advice based on expertise.

- Provide administrative support for scientists in generating scientific reports, publications and journal articles.

3. Assist Senior Technical staff in performing basic analytical techniques.

- Participate in sample processing, including submission receipt, tracking, handling, grinding, processing and packing samples. Works primarily with soil and feed samples.
- Weighing samples for soil and feed analysis.
- Set up extraction apparatus for greenhouse analysis, Cation Exchange Capacity and Sodium Absorption Ratio.
- Wash glassware and clean other lab equipment as needed.
- Perform routine tests including pH, EC and moisture analysis.
- Update (SOP) and Quality Control (QC) manuals and incorporate changes identified by the supervisor needed for ISO accreditation.

4. Develop and maintain communications.

- Maintain clear and concise communication with management and staff relating to Branch activities.
- Consult both senior lab staff and clients to determine appropriate report styles and formats.
- Communicates analytical data to clients in the form of a final report.
- Use plain language and two-way communication when assisting senior technical staff.
- Assists in developing Unit and Branch goals.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This is a complex administrative position providing coordination of data generated in the laboratories to support internal and external researchers and clients in the Agriculture and Agri-Food Industry. The position is diverse in that it deals with a wide range of analytical test results as well as being involved in basic laboratory testing process including sample reception, specific testing, data coordination and final reporting. The job works in an ISO accredited laboratory environment requiring all staff to follow specific protocols; ensuring accuracy of reports; proper archiving of records; participating in lab audits and applying corrective actions where required.

Responsibilities include establishing guidelines for data entry, collecting and arranging results in an acceptable format, and developing and generating routine and ad hoc reports. This position also provides support in the lab by assisting senior technical staff with routine laboratory techniques. This position makes day to day decisions regarding administrative duties and schedules time to assist in the lab. Work is performed independently, referring only major problems to supervisor. The incumbent works with a large number and a range of staff (management, scientific and technical staff) in fulfilling these duties.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The primary purpose of communication is to provide information and assistance in the general area of data coordination. The incumbent may provide guidance and train others in data coordination and database structure.

This incumbent maintains communication with a wide variety of people:

- Supervisor and management, for general operational concerns and workload.
- Scientific and technical staff, for details about sample submissions, analytical results and report generation.
- External clients, for clarification of submission details and delivery of reports.
- Quality assurance staff, for formatting and accuracy checking.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Typically, this position requires a Grade XII diploma with related experience in a laboratory environment, preferably an agricultural lab.
- Microcomputer and software training in word processing, spreadsheets and databases. Thorough operational skills in using spreadsheets to compile and report data.
- An understanding of the laboratory data recording protocols and database structure, as well as clients needs for reporting analytical results.
- An understanding of food safety and animal health laboratory testing programs.
- Must be able to work independently or as part of a team.
- Good organizational and interpersonal skills, with ability to pay attention to detail.
- Knowledge of basic laboratory analytical techniques.
- Knowledge of chemical and lab safety and WHMIS.
- Knowledge of the Division and Branch Business Plan.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS17

Identification Section

Working Title:	Maintenance Enforcement Program (MEP) Liaison Clerk
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Edmonton Region Family Maintenance
Reports To:	Supervisor, Separated and Divorced Unit, Unit L
Levels to D.M.:	6
Job Description:	014AS17
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The MEP Liaison Clerk registers crown claims and calculates Affidavits of Arrears with the Maintenance Enforcement Program to enable low income Albertans to meet basic needs.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

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- **Knowledge:**

Position requires working knowledge of administrative procedures and legal documents used in the Family Maintenance, Maintenance Enforcement, and Supports For Independence programs. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the 3 programs (MEPs, SFI and Family Maintenance) in order to perform the functions. Communication is for the purpose of exchanging of information with other stakeholders.

- **Creativity/Problem Solving:**

Works independently within a defined framework of procedures. Solutions to situations encountered are based on prior experience or learned through exposure to various court orders.

- **Responsibility:**

Service delivery focus on providing administrative program support.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 014AS17

Identification Section

Working Title:	Maintenance Enforcement Program (MEP) Liaison Clerk
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Edmonton Region Family Maintenance
Reports To:	Supervisor, Separated and Divorced Unit, Unit L
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The MEP Liaison Clerk registers crown claims and calculates Affidavits of Arrears with the Maintenance Enforcement Program to enable low income Albertans in meeting basic needs. The job operates within the People Investment core business of the Ministry.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- 1. Perform the responsibilities of MEP Liaison Clerk.**
 - Calculates and registers Crown claims on Family Maintenance files, with Alberta Justice, including ongoing maintenance, arrears owed to the crown and completes Affidavits and corresponding documentation.

- Analyzes information from various mainframe systems.
- Compiles statistics for worksite productivity measures.
- Provides information and advice to Family Maintenance Workers, including identifying any discrepancies found through information gathering.
- To develop and maintain consistent and standardized procedures/information for the Maintenance Enforcement Program packages as requested by Alberta Justice.
- To distinguish terms of various Court Orders from across Canada and calculating the terms, i.e. Terms with Consumer Price Indexing.
- Liaison between Family Maintenance Workers, Maintenance Enforcement Program, Family Court, Consolidated Civil Enforcement and Supports for Independence Program.
- Schedules Court dates and organizes documents for court presentation.
- Maintain records to ensure proper billing on service documents.

2. Other

- Front reception cover-off phone duties. Miscellaneous administrative duties including computer work, file makeup and filing.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs file reviews and calculations of arrears payments which are typically detailed and complex, and may also involve referencing various court orders from across Canada.

Contacts

(Main contacts of this position and the purpose of those contacts.)

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Classification: Public



Position has considerable contact with internal staff and staff in Alberta Justice, primarily for the purpose of giving and exchanging information. Liaison with Consolidated Civil Enforcement for bailiff services.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of Family Maintenance, Maintenance Enforcement Programs, and Supports for Independence Program - policies, operational procedures, and related legal document preparation/review.
- Accuracy and precision required in analyzing file information and calculating debt amounts.
- Computer literacy and keyboarding skills, as well as knowledge in specific software programs.

Typically this position requires a Grade XII diploma and related office experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 014AS16

Identification Section

Working Title:	Applications and Subdivision Appeals Administrator
Department:	Municipal Affairs
Division, Branch/Unit:	Municipal Government Board
Reports To:	Director, Project and Administration - Manager
Levels to D.M.:	4
Job Description:	014AS16
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

This position reviews and processes Subdivision Appeals, Inter-Municipal Disputes, Equalized Appeals, Linear Appeals and Assessments Appeals. Position is also responsible for providing technical and research support to professional and management staff in the case management of appeals and by completing special projects.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CII 100	22% 22	R1 25	147

Comments on Evaluation

- **Knowledge:**

Requires a working knowledge of administrative practices/procedures related to the various appeals and office software such as word processing, spreadsheets and graphics. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand the department's programs in order to process the appeals. The purpose of communication is for information exchange.

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures. The work is performed in accordance with well-established guidelines.

- **Responsibility:**

Service delivery focus on reviewing and processing appeals and providing support to management and professional staff.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS16

Identification Section

Working Title:	Applications and Subdivision Appeals Administrator
Department:	Municipal Affairs
Division, Branch/Unit:	Municipal Government Board
Reports To:	Director, Project and Administration
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This Administrative Support position reviews and processes Subdivision Appeals, Inter-Municipal Disputes, Equalized Appeals, Linear Appeals and Assessment Appeals. Position is also responsible for providing technical and research support to professional and management staff in the case management of appeals and by completing special projects.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Review and process Assessment Appeal Applications and Linear Appeal Applications to ensure all information is correct and legislated timelines have been met.**
 - Request additional information from appellants where required and track until complete.

- Refer incomplete assessment applications to scheduling team when requested information has not been received within program timelines.
- Determine which part (1, 2 or 3) of the Assessment Complaints and Appeals Regulation applies to an assessment and whether a Bylaw is in place.
- Send "Disclosure of Evidence" letters for each application received by the Board.
- Coordinate correspondence submitted by the Assessment Review Board.
- Enter all applications into appropriate tracking system, attach application to a hearing ID and ensure there is no duplication in the system.
- Forward Linear Appeals applications and supporting documents to Assessment Services.
- Send a copy of the application to the Appellant and the Municipality.
- Place late appeals before an administrative hearing and attend the hearing to clarify the issues for the Board Members.

2. Process Subdivision Appeals, Inter-Municipal Disputes and Equalized Appeal Applications.

- Process applications, create files, assign file numbers, and enter in a register or tracking system.
- Ensure information is complete and timelines have not been exceeded.
- Prepare relevant information for the hearing.
- Prepare and send acknowledgements, decision letters and other related correspondence.
- Coordinate appeal hearings and prepare board responses.
- Enter decisions into tracking systems or registers.
- Respond to enquiries in the secretariat's absence.

3. Provide all other administrative support responsibilities including:

- Prepare and finalize various pieces of correspondence.

- Cover-off administrative support positions including filing, processing expense claims and reception.
- Prepare annexation orders for Minister's signature and coordinate responses to Action Requests.
- Request all file labels for the Subdivision, Equalized, Inter-Municipal Disputes and Linear Appeals.
- Assist in developing graphic presentations and other special projects.
- Perform grammatical review of written board decision.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position reviews and processes a variety of appeal applications. Work is performed in accordance with a considerable number of well-established guidelines.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position must communicate effectively with clients, and interpret and apply legislation when answering telephone queries.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position must have working knowledge of Board operating practices and procedures, and related legislation. Requires the ability to apply a number of procedures in handling a diverse range and high volume of appeals. Must have expertise with office software including word processing, spreadsheets and graphics.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS15

Identification Section

Working Title:	Apprenticeship Administrator
Department:	Advanced Education
Division, Branch/Unit:	Apprenticeship and Industry Training, North Region
Reports To:	Senior Consultant Trades Qualification
Levels to D.M.:	4
Job Description:	014AS15
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The Apprenticeship Administrator supports the delivery of the Apprenticeship and Industry Training programs and services by responding to counter and phone inquiries that range from general queries to specific questions. The position processes applications orders, schedules, exams and processes contracts and performs a variety of administrative functions to support the office.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the administrative requirements of the Apprenticeship and Industry Training programs. Position requires an awareness of how its work relates to the work of others resulting in the "I" rating. Communication is for the purpose of exchanging information about the Apprenticeship and Industry Training programs.

- **Creativity/Problem Solving:**

Benchmark works with considerable independence within a clearly defined framework of procedures. Standards exist but the benchmark must exercise some judgement when determining appropriate information sources.

- **Responsibility:**

Service delivery focus on providing administrative services in support of the delivery of the Apprenticeship and Industry training programs.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS15

Identification Section

Working Title:	Apprenticeship Administrator
Department:	Advanced Education
Division, Branch/Unit:	Apprenticeship and Industry Training, North Region
Reports To:	Senior Consultant, Trades Qualification Inspector
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Apprenticeship Administrator supports the delivery of Apprenticeship and Industry training programs and services by responding to counter and phone enquiries that range from general queries to questions that are very specific and require research. Position processes application orders, schedules and contracts; and performs a variety of administrative functions in support of operating the office.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Respond to in-person and telephone queries raised by apprentices, journeyman, employers, union representatives and the general public on Apprenticeship and Industry Training (AIT) programs and services concerning over 50 different trades.

- Answer general questions such as the process of becoming a registered apprentice.
- Answer a wide range of specific questions related to apprenticeship programs within and outside the province.
- Research answers by searching information sources such as the AIT Encyclopedia or contacting post-secondary institutions and employers, or discussing with the Senior Consultant or Consultant.
- Answer general enquiries related to Human Resources and Employment programs or refer clients with some complex queries related to that department's programs.

2. Accept and process fees, process apprenticeship contracts, and other duties related to apprenticeship.

- Accept and process fees paid at the counter by cash or credit card.
- Process a variety of applications related to apprenticeship.
- Assess applications for completeness and ensure all supporting documents, transcripts and fees are included.
- Enter application data on a database, resolving any inaccuracies by contacting the client or employer.
- Order, schedule, administer and mark theory and practical exams.
- Print, proof-read and mail apprenticeship contracts and letters of approval. Approves and registers contracts.

3. Financial responsibilities.

- Assist with financial forecasts and track expenditures.
- Prepare and make bank deposits, performing the bank reconciliation.
- Maintain a cash float.
- Prepare budget monitoring reports, and compile a variety of monthly statistics and information.
- Provide input to the business plan.

4. Administrative

- Maintain a filing system for individual and employer AIT files.
- Order books, office supplies, course outlines, and forms.
- Assist with major processing projects such as eliminating apprentice files that are not classified as employed.
- Resolve general operating problems with office equipment or arrange its repair.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position assists from 30 to 40 clients per day providing answers to queries that range from general program questions to very specific requests to do with apprenticeship. Position is located in the Fort McMurray office and provides services for Fort McMurray and surrounding area.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable ongoing contact providing information and advice to clients in person and on the phone. The information provided can be specific and require the position to research an answer.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a working knowledge of Apprenticeship programs and services in order to provide information and advice. Must have the ability to support financial processes including budgeting, expenditure tracking and reconciling bank statements. Position must be comfortable using office software including word processing and spreadsheets. Requires well-developed communication skills.

Typically, this position requires a Grade XII diploma and considerable related administrative experience including in a role that provides information and advice to clients.

Organization

(Working titles of positions reporting directly to this position.)

N/A.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS14

Identification Section

Working Title:	Program Information Officer
Department:	Seniors and Housing
Division, Branch/Unit:	Seniors Services, Client and Information Services
Reports To:	Section Head, Information Centre
Levels to D.M.:	4
Job Description:	014AS14
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

This position provides program and services information to the public concerning the Alberta Seniors Benefit (ASB) program, the Special Needs Assistance program (SNA) and other Senior's programs in Alberta.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

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- **Knowledge:**

Position requires working knowledge of Alberta Senior's Benefit and Special Needs Assistance legislation in order to answer telephone inquiries. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the delivery of the ASB and SNA programs. Contact with clients is for the purpose of explaining the ASB and SNA programs (exchange of program information).

- **Creativity/Problem Solving:**

This position is primarily a call centre answering questions from clients. As a result, the position works independently and uses judgement to determine the most appropriate choice of action in various situations when dealing with clients. Solutions to situations are usually found quickly and are based on past practice/experience. Assistance is available from the supervisor.

- **Responsibility:**

Service delivery focus providing program and services information to the Alberta Public.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS14

Identification Section

Working Title:	Program Information Officer
Department:	Seniors and Housing
Division, Branch/Unit:	Seniors Services, Client and Information Services
Reports To:	Section Head, Information Centre, Program Services 4
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Program Information officer provides program and services information to the public concerning the Alberta Seniors Benefits (ASB) program, the Special needs Assistance program (SNA) and other Seniors programs in Alberta. Position must effectively communicate accurate and up-to-date information to callers. Must present themselves and material in a manner that meets the communication needs of seniors. The position is required to protect caller confidentiality and only request information that is relevant to the file.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Answer telephone enquiries related to the ASB, SNA and other programs.

- Provide general program information including advising on program availability, eligibility requirements, program components, program cycle and special circumstances.
- Discuss specific ASB client files, explaining changes on the file, missing information or documentation pertaining to system generated letters and divisional correspondence.
- Assist clients with filling out forms and applications.
- Explain and defend department policies and legislation.
- Receive information to update files.
- Routinely handle complaints and concerns.
- Diffuse hostile callers.
- Refer callers to other agencies and government programs.
- Refer clients with more complex queries to supervisor.

2. Provide program support services to clients.

- Complete a variety of administrative forms for clients such as stop payments, address changes, death notices, and referral notes.
- Documents information received and updates client files.
- Gathers statistics on current issues facing seniors.
- Keep current with program and service changes.
- React quickly and professionally when new programs are released.
- Research support group/agency websites.

3. Other administrative responsibilities.

- Attend staff and information meetings.
- Attend training and in-service sessions.
- Fax information to callers.
- Photocopying.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position answers questions of a routine nature independently. Questions that are complex, unique, politically sensitive or from the media are referred to the supervisor. Must be creative in dialogue with diverse clients. Constantly review processes for continuous improvement.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Focus of this position is to receive calls from seniors, care givers and support groups by providing them advice and assistance in a consultative manner. Position will frequently deal with a hostile caller and requires the ability to diffuse the situation.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a basic knowledge of ASB and SNA legislation, adequate computer skills, knowledge of the ASB computer system, and a basic knowledge of the telephone's computer logging system and voicemail. Must have the ability to communicate professionally with callers of a wide range of mental abilities and emotional states. Requires considerable knowledge of senior's programs throughout the province. Possess strong communication skills plus display empathy, patience and understanding.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS13

Identification Section

Working Title:	Tourism Specialist
Department:	Culture and Tourism
Division, Branch/Unit:	Tourism and Industry Division, Tourism Development and Services Branch
Reports To:	Manager, Visitor Information Centre Support Services
Levels to D.M.:	5
Job Description:	014AS13
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The primary responsibilities of the position are Tourism Information System (TIS) quality control, coordinating and implementing TIS updating and special projects, TIS knowledge management, TIS training and reporting.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

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- **Knowledge:**

Position requires working knowledge of the Tourism Information System (TIS) in order to provide quality control, updating and training and reporting services. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of Alberta's Tourism industry and the Tourism framework. Communication is for the purpose of information exchange with stakeholders and to provide training on TIS to tourism industry operators.

- **Creativity/Problem Solving:**

Position works within a defined framework of procedures governing the TIS. Judgment is based on past experience when dealing with unique situations.

- **Responsibility:**

Service delivery focus operation and maintaining the Tourism Information System.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS13

Identification Section

Working Title:	Tourism Specialist
Department:	Culture and Tourism
Division, Branch/Unit:	Tourism and Industry Division, Tourism Development and Services Branch
Reports To:	Manager, Visitor Information Centre Support Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The primary responsibilities of this position are Tourism Information System (TIS) quality control, coordinating and implementing TIS updating and special projects, TIS knowledge management, TIS training and reporting. The position contributes to Alberta Economic Development's business plan (Core Business 3) through its focus on delivering value-added support services to the tourism industry. The position enhances knowledge management and database development in addition to supporting the marketing activities of Travel Alberta in order to increase tourism revenues to the province.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordinate contractors and staff efforts to ensure centralized, comprehensive updating of the Tourism Product Database (25%).

- Coordinate contract staff creating and maintaining tourism product profiles - including developing and adhering to timelines set for updating 4000+ tourism product profiles, interviewing Alberta tourism operators, responding to phone and email requests and follow up as necessary.
- Train and facilitate skill development of contract staff. This position ensures there is effective TIS and Tourism Product training for new contract staff, in addition to providing training on system updates, data enhancements, etc.
- Plan workflow and determine project priorities. Projects may include database and new data updates.
- Assign and supervise research projects performed by Travel Alberta Visitor Information Centre staff.

2. Review and verify incoming data for the TIS, to ensure accuracy, relevance and timeliness (25%).

- Review, edit and format all new and updated information housed in the TIS database (4000+ profiles) and website (100+ FrontPages).
- Quality control and random testing and correction of human and system errors. This position will review reports to ensure information is consistent plus perform spot audits on particular Tourism Products to ensure accuracy.
- Research and verify pertinent industry information, i.e., the position researches tourism operations and facilities through interviews, publications, internet, etc. to ensure that TIS information is consistent, accurate and complete.

3. Conduct Special Projects to contribute to the efficient, effective operation of TIS, as outlined below (25%).

- TIS troubleshooting and problem solving - problem identification, analysis, solution development and implementation.
- Collaborate on TIS development strategies - including design, maintenance and system enhancement.
- Implement TIS development strategies and perform systems upgrade testing.

- Website Administrator for the tourism industry private website www.tis.gov.ab.ca - design, maintain, update and format website.
- Market the TIS as a valuable tool to Tourism Industry stakeholders, i.e., when working with Tourism Operators, this position will demonstrate the TIS capabilities and explain how it can help to market their operations/facilities.

4. Report Consumer market Intelligence on a weekly and monthly basis, utilizing the TIS to provide the market research information (10%).

- Generate, format and edit Consumer market Intelligence reports (visitation statistics) derived from the TIS using OLAP (Online Analytical Processing System). This entails running reports from TIS and reviewing them for accuracy.
- Conduct on, edit and format custom TIS Updating Reports.
- Consultation and production of additional reports as required, in conjunction with the Tourism Coordinator. This position also provides back-up for the Tourism Coordinator, which requires performing some system development and web administrator functions.

5. Knowledge Management and Training to maximize efficient use of the TIS and enhance the database content for high level tourism consulting (10%).

- Generate and administer specialized TIS training programs (User, Operator Update, Data Entry and Updater training) for Travel Alberta Visitor Information Centre Staff, Contact Centre Staff and Tourism Operators. Collect and act upon feedback.
- Create new TIS operation and user manuals in addition to maintaining existing manuals.
- Provide TIS User support- including training, monitoring user needs, problem identification and resolution.
- Create and administer TIS mail-outs and correspondence to industry stakeholders.
- Research, create and publish regular TIS update briefings online (www.tis.gov.ab.ca) to disseminate information to TIS users, Visitor Information and Contact Centre staff.
- Promote operator update capability, determine operator eligibility according to Tourism Operations and establish users on the TIS.
- Travel Alberta Contact Centre - contact centre agent training, coaching, call monitoring and evaluation.

- Develop and perform Consumer market Intelligence Training, with other Tourism Services staff.

6. Participate in other projects as required (5%).

- Development and maintenance of strong, positive relations with tourism industry stakeholders, other government departments and Tourism Framework partners through consultation.
- Respond to information requests and action requests as required. These requests would typically be from tourism industry stakeholders, other government departments, Tourism Framework partners and the general public for tourism information.
- Input on Branch Operational Plan.
- Other related duties as required with Branch programs such as Alberta Visitor Information Providers (AVIP), Travel Alberta Visitor Information Centres, Alberta Road Map, Alberta Vacation Guide and creation of reference materials (Summer and Winter Products Manual).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Position requires an understanding of how the Tourism Services Branch exists as part of the larger Tourism Framework which includes other government departments, other branches of AED, government contractors (Travel Alberta) and the tourism industry.
- The TIS supports www.travelalberta.com (the public website), www.tis.gov.ab.ca (the CC/DC) and tourism industry website, Travel Alberta publications, as well as supporting Travel Alberta and AED by providing the data required to undertake surveys, direct marketing, etc.
- The TIS contains, maintains, and updates over 2600 tourism products, 112 web pages and 5555 business contacts.

- Over 600 tourism operators have requested the operator update function.
- The TIS database is now used as the primary tourism product-listing source for three major tourism websites including tis.gov.ab.ca, [Travel Alberta.com](http://TravelAlberta.com) and TravelAlbertaNorth.com.
- The TIS is one of the most frequently used sections within TravelAlberta.com, Travel Alberta's consumer website.
- The TIS creates product listings for the Travel Alberta Vacation Guide.
- The TIS is the primary reference tool for the Travel Alberta Contact Centre and the ten Travel Alberta Visitor Information Centres (VIC), as well as many of the communities involved in the Alberta Visitor Information Providers (AVIP) program.
- The TIS performs distribution and inventory functions for the Travel Alberta Contact Centre.
- The TIS gathers essential Consumer Market Intelligence used for direct marketing, forecasting, campaign tracking/success evaluation, follow up surveys, Contact Centre/VIC staffing/budgeting and satisfaction surveys.
- AVIP is a support program that involves 103 community visitor information centres and focuses on creating a strong network of visitor information in Alberta.
- The Contact Centre fields over 86,000 calls annually.

Contacts

(Main contacts of this position and the purpose of those contacts.)

VIC Staff and Supervisors, Contact Centre Staff and Supervisors - compiling market information, coordinating TIS updates, providing training.

Tourism Industry Operators - Training for operator self-updates and promotion, quality assurance of data.

Tourism Framework Partners, i.e. Travel Alberta, Travel Alberta International, Travel Alberta in Province, Tourism Destination Regions - provide input to data, reporting, coordination of project updates, two way exchange of information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Education: Post-secondary.
- Knowledge of Alberta's tourism industry, products and programs including the Tourism Framework.
- Knowledge of the Tourism Information System.
- Knowledge of Travel Alberta's Visitor Information and Contact Centres.
- Ability to work independently.
- Strong judgement and decision-making skills required.
- Strong computer skills - internet, databases, Microsoft Front Page, word processing and OLAP.
- Excellent organizational skills are required to balance multiple tasks, prioritize, and supervise other staff while meeting deadlines.
- Excellent research and analytical skills.
- Strong written and verbal communication skills are needed for production of written materials and consultations with the TIS Team.
- Ability to work effectively as a team member and build positive working relationships.

- Strong Trouble-shooting and problem solving skills required.
- Strong supervisory, training and coaching skills. (Position does not provide direct supervision, but does coordinate contract staff activities, plans workflow and provides quality assurance in TIS data entry. Direction, guidance and training/development is provided to contracted staff.)

Organization

(Working titles of positions reporting directly to this position.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS11

Identification Section

Working Title:	Accounts Processing Administrator
Department:	Environment and Parks
Division, Branch/Unit:	Fish and Wildlife, Policy and Business Management
Reports To:	Budget Administrator
Levels to D.M.:	5
Job Description:	014AS11
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

This position is responsible for the accounts processing function for Fisheries and Wildlife Management. Position codes invoices, reconciles reports, and generates and distributes IMAGIS reports on a regular basis for the Fish and Wildlife Division Management at the Head Office. The Accounts Processing Administrator is also responsible for reviewing and updating FWD HQ contract and grant listing as well as updating and maintaining FWD Expenditure Officer cards and files.

Position provides a full range of administrative support services for Head Office branch staff.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
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Classification: Public



CI1 100	22% 22	R1 25	147
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Comments on Evaluation

- **Knowledge:**

Requiring a working knowledge of IMAGIS, the Accounts Payable process and Microsoft Office. Position is a full individual contributor (position's duties are well beyond a simple task focus, exercises some judgment and requires an understanding of the environment/work around it) who must have an understanding of applicable policies, procedures and regulations in the area of administration and finance.

Position interacts with internal and external clients for the purpose of exchanging detailed financial and administrative information.

- **Creativity/Problem Solving:**

Works independently within standardized policies and procedures on Accounts Payable process. Position exercises judgment to establish project codes and provide a measure of policy interpretation to field staff. Unique situations and problems are referred to the Supervisor.

- **Responsibility:**

Service delivery focus providing Accounts Payable service.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS11

Identification Section

Working Title:	Accounts Processing Administrator
Department:	Environment and Parks
Division, Branch/Unit:	Fish and Wildlife - Policy and Business Management
Reports To:	Budget Administrator
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Budget/Accounts Administrator and working within a team environment, the position is responsible for the accounts processing function for Fisheries Management and Wildlife Management. The position will generate and distribute Fish and Wildlife Division (FWD) Head Office (HQ) IMAGIS reports (7001, 1001, 3004/05 and EPS) on a regular basis. Responsible for reviewing and updating FWD HQ contract and grant listings as well as updating and maintaining FWD Expenditure Officer cards and files. The position will maintain a database of all FWD utilities (including telephones, facsimiles, etc.). In addition, the position provides a full range of administrative support services for Head Office branch staff including: photocopying, filing, researching and sorting of information. Also responsible for cover-off of telephone and counter reception for Policy and Business Management.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Accounts Processing

- Review and code Fisheries Management and Wildlife Management invoices, ensure correct expenditure officer signature and forward documentation to Accounts Payable for input into IMAGIS and processing.
- Reconcile expenditures with the weekly/monthly reports for Policy and Business Management (except IT and Relocations), Fisheries Management and Wildlife Management. Prepare any necessary adjustments.
- Respond to Accounts Payable inquiries and tracers with regards to payable documents for Policy and Business Management, Fisheries Management and Wildlife Management.
- Generate, distribute and file the weekly (7001) and monthly (1001) IMAGIS reports for Policy and Business Management, Enforcement Field Services, Fisheries Management and Wildlife Management.
- Copy, distribute and file the monthly (3004/04) manpower expenditure reports for all Head Office branches.
- Distribute Expenditure Officer Designation forms for Fish and Wildlife Division (FWD) and maintain the Expenditure Officer Listing for the Division.
- Review grant and contract listings from Financial Services, forward to HQ branches for signature and inclusion on the quarterly and year-end accrual listing.
- Request cheques for FWD head Office (e.g. subscriptions, conferences, petty cash, etc.).
- Prepare, reconcile (to 7001) and file quarterly and year-end supplies and services accruals for Policy and Business Management, Fisheries Management and Wildlife Management.
- Monitor and prepare printing orders for FWD Head Office. Maintain log of all printing orders.

2. Administrative

- Assist the two Budget positions in the preparation of financial information.

- Provide assistance to team members in the areas of data entry, photocopying and typing.
- Draft correspondence and prepare reports related to area of responsibility.
- Participate in department and division meetings as required, by providing information to FWD staff related to area of responsibility.
- Consult with others on changes o financial/administrative procedures in order that new or changed operating procedures are consistent and effective.
- Liaise on a daily basis with Financial Services in carrying out the position duties and responsibilities.
- Request files to be open and daily filing.
- Cover-off telephone and counter reception for Policy and Business Management.
- Manage all hard copy and electronic forms, which includes ensuring an adequate supply, as well as ensuring online forms are updated. Asses whether forms can be made available electronically and ensure that form number and name is online for easy access to those forms that are not available electronically.

3. Grants

- Distribute grant applications and review requests against the budget listing to verify funds and grants and maintain grant listing to ensure that grantee and budget requirements are met.
- Prepare correspondence and forward to Assistant Deputy Minister and Deputy Minister for approval and signature. After approval is obtained, prepare correspondence and forward to Financial Services requesting cheque be drawn and returned to Policy and Business Management.

4. Contracts

- Review financial and contractual documents submitted from Policy and Business Management, Fisheries Management and Wildlife Management. Documents are reviewed for completeness (all documents and appendices and schedules, if necessary, are attached, cover sheet has vendor name and address, IMAGIS chartfields, work dates, original contract signed and includes all pertinent information, amendments reviewed against original contract), accuracy, and appropriateness of information (signed by appropriate expenditure officer (EO) and within EO's authorized dollar limit).

- Assign contract numbers, maintain contract listing and request files for contracts.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position requires collaboration and highly effective working relationships with: FWD staff and management provincially, Department Finance staff, ACSC staff, private sector vendors and suppliers.

Assess any changes to procedures, within area of responsibility, from Department Finance and ACSC and determine the impact of change before communicating the new or revised procedures to FWD staff provincially.

Facilitate and coordinate FWD grants and EPS (utilities and telephones) in the most expeditious and efficient manner, resulting in accurate information for forecasting and budgeting.

Assigned projects have to meet established deadlines, using organizational skills, communication with stakeholders, information analysis and problem solving skills (i.e. Print Orders and Forms (over 300 different forms) conform to Departmental Communications standards, liaise between vendor and Communications with proofs).

Contacts

(Main contacts of this position and the purpose of those contacts.)

Externally:

Vendors and Print Vendors - follows up on price quotes, orders, payments and other inquiries.

Grant Recipients (individuals and organizations, public and private) - communicates the type of grant and reason for grant application; completion of grant applications and follow-up.

Internally:

ACSC - Accounts Payable, Communications, Facility Services, Facility Operations and Records Management - for updates, verifications and general inquiries.

SRD Finance - Expenditure Office request forms and updates; requests for cheques; requests for grants and contracts; journal vouchers (transfers); quarterly accruals.

Minister's and Deputy Minister's Office, ADM's Office - communicating regarding contracts, grants and expenditures pertaining to Fish and Wildlife and provides daily financial and administrative support; reconciliation of their expenditures to IMAGIS reports.

Fish and Wildlife Directors, Managers, and Regional Controllers - responds and provides financial and administrative information when requested; follow-up on outstanding financial issues.

Fish and Wildlife Head Office and Regional Staff - daily basis with regards to financial and administrative functions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires knowledge to interpret various government, department and division policies and procedures, regulations and agreements in areas of administration and finance. For example, the Department Financial Policies and Procedures Manual are referred to daily to answer inquiries and to monitor for compliance before processing documentation.
- Must respond to changing priorities and critical deadlines.
- Consultative and negotiating skills with the ability to work independently and as part of a team.

- Ability and knowledge to extract pertinent information from multiple Government systems.
- Strong organizational skills.
- Good oral and written communication skills as well as excellent interpersonal skills.
- High School Diploma.
- A minimum of two years administrative/financial experience in a large, decentralized organization. Training and experience in the use of microcomputers for data entry and report production are required. Working experience with the Microsoft Office Suite and IMAGIS is required.
- Equivalent combination of education and experience.

Organization

(Working titles of positions reporting directly to this position.)

Position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS10

Identification Section

Working Title:	Finance Administrative Support
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forest Protection, Lac La Biche
Reports To:	Wildfire Management Area Administrator
Levels to D.M.:	5
Job Description:	014AS10
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

This position is responsible for verification and entry of time and exception payroll data in the FIRES program using business rules, Financial Standards Operating Procedures and Forest Protection Policy for permanent, seasonal and emergency staff. This data is entered by the position into various computer applications including FIRES and CAS (Contract Administration System).

Position also is responsible for reconciliation of both wage, long-term and permanent payroll reports between IMAGIS and FIRES program.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

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Classification: Public



Comments on Evaluation

- **Knowledge:**

The position requires working knowledge of the FIRES and CAS program. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) with a broad set of responsibilities. Communication is for the gathering and exchanging of information.

This position also requires Time Unit Leader training. First Aid training and two ICS training modules to work on a Incident Command Team.

- **Creativity/Problem Solving:**

Works independently within well defined policies and procedures. Position exercises judgment to reconcile emergency payroll on issues such as overtime, statutory holidays, etc.

- **Responsibility:**

Service delivery focus providing data entry and verification of emergency payroll.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS10

Identification Section

Working Title:	Finance Administrative Support
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forest Protection, Lac La Biche
Reports To:	Wildfire Management Area Administrative Coordinator
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The position is responsible for verification and entry of payments and costs and wage time certificates using business rules, financial Standard Operating Procedures and Forest Protection Policy into various computer applications including FIRES and CAS (contract administration system). This position is also responsible for manpower reconciliation of both wage, long-term and permanent personnel.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Human Resources

- Reviews time certificates online on FIRES before being released for payments. When needed, will assist with the daily entry of wage, temporary and permanent salary times into FIRES.
- Reviews and reconciles all manpower charges for the Wildfire Management Area and submit transfer requests to the Administrative Coordinator.
- Prepares and sends out offer letters to all seasonal staff, prepares commencement packages and registers them for their employment period.
- Creates and maintains/tracks spreadsheet/database on all seasonal staff with their employment information (i.e. increments, rates of pay, and grade/step).

2. Fires

- Provides support in the daily entry of all Wildfire Crew daily hours and Emergency Payroll firefighters into FIRES program.
- Generates time certificates from FIRES and issues payment to emergency payroll personnel.
- Provides support to seasonal Administrative Support in setting up equipment vendors, rates of pay and entry of hours worked for each piece of equipment.
- Maintenance of firefighter experience records, manpower and stakeholder databases (i.e. address changes, manpower status changes, certification status, etc.).

3. CAS Program

- Provides support in setting up contracts in CAS.
- Verifies contract invoices against the daily times recorded to verify that hours recorded and hours billed are reconciled before payment to the contractor is approved.
- Enters contract invoices into CAS for approval by reviewer and submission for payment.

4. Administration

- Through IMAGIS Accounts Payable modules, responds to vendor inquiries on status of invoices.

- Provides client services by fielding and directing public inquiries.
- Provides support as the administrative representative in the JWHSC, handles Safety Committee tasks and maintains/updates the Safety Libraries and the Safety Boards.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position works within defined policies and procedures to verify payments, cost and wage time certificates and enter them into various computer applications. It is required to obtain various reports from the FIRES and CAS systems and creates databases and spreadsheets for tracking seasonal staff information.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Communication is typically for the exchange of information. Contact is typically via telephone or in-person at the counter.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires knowledge of:
 - Forest Protection Policy & Standard Operating Procedure.
 - Master Agreement.
 - Fireline Certification Manual.
 - Government Personnel Directives.

- Government Financial policies and budget processes.
 - Forest Protection Business Rules.
 - FIRES program. The program is used to generate a time certificate and issuing payments to emergency payroll.
 - CAS program (Contract Administration Program).
- The position must have excellent computer skills in order to create spreadsheets and enter data into various programs.
 - Excellent communication skills.
 - Requires Grade 12 and several years related experience as well as a Drivers License (Class 5) and First Aid Certificate. First Aid is a requirement for Fireline Certification in order to participate on positions on an Incident Command Team.

Organization

(Working titles of positions reporting directly to this position.)

There are no positions reporting to this position.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS09

Identification Section

Working Title:	Records Coordinator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administrative Services, Records Management
Reports To:	Senior Records Analyst
Levels to D.M.:	7
Job Description:	014AS09
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The key responsibility of this position is to classify and maintain a records classification system - generated by Ministry Executive Office. This position is the senior on-site records coordinator for this office. This categorization/classification of documents provides consistency, improves control of and accessibility to government business records thus enabling the Executive Offices to better meet their administrative, operational, legal, and accountability requirements of their business. The position is responsible for the creation (making new files, amending the file structure), maintaining (ensuring file integrity, accustom those authorized, tracking of records, etc.) and disposition (ensuring that active records are separated from closed and inactive records, applying the appropriate Schedules to records and finally ensuring the final disposition takes place, destruction or permanent).

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
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Classification: Public



CI1 100	22% 22	R1 25	147
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Comments on Evaluation

- **Knowledge:**

Requires working knowledge of all facets of the GOA's records management policies and procedures including the classification of documents, disposition and file room operations. Full individual contributor (position whose duties are well beyond task focus and requires an understanding of the environment/work around it) with a solid understanding of all the programs of the client Ministry in order to classify documents and records schedule determination. Communication is for the purpose of gathering and exchanging information.

- **Creativity/Problem Solving:**

Works with considerable independence within a defined framework of procedures. Decisions with regard to records classification are based on a thorough knowledge of the Ministries business, and disposition is made by interpreting which schedules are applicable to which Ministries records. Supervisor is off-site so access to assistance is less accessible.

- **Responsibility:**

Service delivery focus providing records management services to client Ministry.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 014AS09

Identification Section

Working Title:	Records Coordinator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administration Services, Records Management Services
Reports To:	Senior Records Analyst
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Service Delivery Unit Supervisor, the key responsibility of this position is to classify and maintain a records classification system - generated by Ministry Executive Offices. This categorization/classification of documents provides consistency, improves control of and accessibility to government business records thus enabling the Executive Offices to better meet their administrative, operational, legal and accountability requirements of their business. The individual is responsible for the creation (making new files, amending the file structure), maintaining (ensuring file integrity, accustom those authorized, tracking of records, etc.) and disposition (ensuring that active records are separated from closed and inactive records, applying the appropriate Schedules to records, and finally ensuring the final disposition takes place. Destruction or permanent.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Records Classification

Analyzes and determines content of business documents, selects appropriate place under which to file into the record keeping system, and assigns appropriate record codes to the documents for subsequent filing and retrieval. Also includes:

- Receiving and sorting of incoming correspondence.
- Completing any necessary cross-referencing.
- Checking for duplicate copies of information.
- Updating the file plan and related indexes/thesaurus.
- Maintenance of the master file plan manual and distribution of updates to clients.
- Use of electronic systems associated with the classification of business records.

2. File Room Operations

Performs day-to-day records management activities associated with the central recordkeeping system. Includes:

- Ensuring file equipment is in good order (shelving or cabinets are in good shape and utilizes appropriately) and that files are appropriately labeled, and correspondence is filed on a regular daily basis).
- Creating new files as required.
- Re-filing returned records or adding newly received documents to system.
- Controlling access to records in the system to authorized personnel.
- Retrieval of routine requests for records.
- Providing advice/guidance to clients on various components of file room operations . (How to request a file, how the system works, and ensuring the client can access the information by using indexes and guides as compiled by the incumbent).
- Use of electronic systems associated with updating and control of active business records.
- Processing formal (non-routine) requests for information (e.g. FOIP, litigation) including determining scope and focus of formal requests, identifying potential information

sources, selecting appropriate sources, researching and gathering/collating information required to satisfy request and preparing and disseminating response.

3. Records Disposition

Performs day-to-day records management activities associated with the central recordkeeping system. Includes:

- Ensures that the disposition of records for semi-active/inactive storage, destruction or transfer to the Provincial Archives of Alberta is done on a regular basis.
- Maintain information on holdings in the Alberta Records Centre (ARC), and records transferred to the Provincial Archives of Alberta (PAA).
- Use the Inactive Records Inventory System (IRIS) to initiate transfers to the ARC and PAA.
- Re-activate, on a permanent basis, those records that are required by the Ministry.
- Implement and interpret Records Schedules so that records can be transferred to the ARC or PAA or final disposition, i.e. destruction.
- Direct Client Service Delivery.
- Deal directly with clients, receiving requests for records by phone, in person, or by e-mail.
- Provides advice to clients regarding Records Management practices.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Creativity and flexibility is required with this job in order to adapt various tasks.

- Development of administrative processes and systems updates are required to meet new and changing area/division needs.

- The ability to locate and put into practice new methods of retrieving and using information.

Position works within a framework of established policies and procedures when developing/maintaining and updating the records management classification systems. Ability to evaluate financial data and systems to apply business requirements and area/divisional goals. The position must evaluate workloads, evaluate, change and provide creative and flexible alternatives to meet changing goals.

Non-routine problems are referred to supervisor.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position works with the Executive office staff to ensure that all documents are properly classified in order for the clients to be able to retrieve those documents and to explain records management processes. Position provides/obtains information to/from internal (clients) / external groups or individuals.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Considerable knowledge of Records Management policies/procedures, acts and legislation of the Government of Alberta. Includes the Information Management Framework and current practices of records retention/disposition and records classification processes, i.e. the functional approach.
- Considerable knowledge of the organization and program areas including standards and delivery of program services.
- Basic knowledge of associated legislation, regulations, policies, procedures and organizational practices. (This includes the Government Organization Act and the

associated regulations on Records Management, the Historical Resources Act, the FOIP Act, plus a good working knowledge of the Acts pertaining to Labour issues and the Human Resources and Employment Acts.)

- Familiar with interpreting and applying records retention and disposition schedules.
- Familiarity of Records Management/Document Management Software and its applications.

Typically requires a Grade XII diploma and three years related records management experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities. Will supervise ad hoc project staff.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 014AS08

Identification Section

Working Title:	Land Use Clerk
Department:	Environment and Parks
Division, Branch/Unit:	Land and Forest Division, Northeast Region, Lac La Biche Area
Reports To:	Administrative Support
Levels to D.M.:	5
Job Description:	014AS08
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The position has the primary responsibility for processing land use applications and conditions of approval for a central geographic area. This position also provides a variety of administrative support responsibilities including human resource, customer service (reception), receiving payments, issuance of over-the-counter timber permits, database input and maintenance, word processing and disposition.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

Comments on Evaluation

- **Knowledge:**

Position requires working knowledge of administrative support functions (i.e. word processing, mail, reception, etc.) and the procedures and administrative requirements to process land use applications. A full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the Land Use program. Communication is for the purpose of information exchange with clients at the counter and over the telephone.

- **Creativity/Problem Solving:**

Works independently within a defined framework of procedures governing land use applications. Position exercises some judgment to process applications and permits where the appropriate choice is based on prior experience.

- **Responsibility:**

Service delivery focus providing program and administrative support.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS08

Identification Section

Working Title:	Land Use Clerk
Department:	Environment and Parks
Division, Branch/Unit:	Land and Forest Division, Northeast Region, Lac La Biche Area
Reports To:	Administrative Support 5
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This Administrative Support position has primary responsibility for processing Land Use applications and conditions of approval for the central geographic area in the Lac La Biche area. As well, this position provides a variety of administrative support responsibilities including human resources, customer service (reception), receiving payments, issuance of over-the-counter timber permits, database input and maintenance, word processing and disposition filing.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordinate the processing of land use applications for well sites, miscellaneous leases, roads and pipelines.

- Download requests for conditions on applications and forward to a Forest Officer.
- Forward approval conditions established by the Forest Officer to Edmonton for processing.
- Maintain a log of all dispositions and inform the Forest Officer of any deadlines.
- Set-up and maintain land disposition files for both open and closed files.
- Data entry of approval conditions and inspections into Land Status Automated System (LSAS), ADEPT and area database.
- Perform client searches and request reports from LSAS and ADEPT.
- Create process control records on LSAS and create temporary field authority dispositions on LSAS.

2. Provide human resource administrative functions for the 15+ Lac La Biche office staff.

- Coordinates the timesheet (both permanent and wages) processing for all staff ensuring that timesheets are accurate and adhere to human resource policies and procedures.
- Assist with the completion of wage commencements.
- Follows up on interpretations of human resource policies and procedures for staff.

3. Provide administrative support services for the office (23 staff, including IRS and Rangeland).

- Enters a variety of data and information into various land and forest related systems.
- Maintains a revenue float, performs bank deposits and completes revenue return forms.
- Maintains the Land Use filing for the office.
- Word process reports and correspondence.
- Creates, maintains and inputs into spreadsheets and databases using Access and Excel.
- Sorts, stamps and distributes mail.

- Provides reception duties, including counters and phones, for Forest Management, Land Use, and Rangeland staff and the Regional Information Unit.
- Maintains a stock of forms.
- Assist with processing invoices, petty cash reimbursement, emergency time certificates and issuance of firefighter emergency cheques.

4. Provide customer service via the counter and by phone along with the other two administrative staff in the office.

- Answer public enquiries on a variety of topics, such as firewood sales, in a friendly, helpful and timely manner.
- Provides back-up to the Timber Management Clerk.
- Refer more complex enquiries to the proper information source.
- Issue forms, and accept permits and payments from the public. Issue receipts.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position has primary responsibility for processing applications and permits for land use, and ensures that land use applications and referrals are dealt with according to policy and procedure. As well, this position provides general office support services including reception, filing, word processing, mail, etc. and impacts the general perception of the public view towards government efficiency. The position also provides advice and guidance regarding accurate submission of staff timesheets.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with department staff to liaise between Head Office in Edmonton, Branch staff and clients to coordinate the processing of land applications and to provide and receive information. This position also provides a counter service and answers phone enquiries along with the other two Administrative Support in the office. It provides basic program information and will refer callers with more complex questions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires good communication skills, and the ability to work with department databases and requires a working knowledge of office software including word processing, spreadsheets and databases.
- This position must have a thorough understanding of land use and timber management in order to process applications and permits.
- Typically requires a Grade XII diploma and several years related experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities, but does provide technical lead-hand expertise on the Land Use functions to other offices in the Lac La Biche area.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS07

Identification Section

Working Title:	Posting Clerk
Department:	Energy
Division, Branch/Unit:	Mineral Development and Strategic Resources, Tenure, Business Analysis and Sales
Reports To:	Senior Posting Coordinator, P&NG Agreement Sales
Levels to D.M.:	6
Job Description:	014AS07
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The Posting Clerk is responsible for the initial receipt and review of posting request for public and private sales. The position maintains a register of postings, enters rejected letters and assembles and forwards new agreements to clients. This position has interaction with industry by telephone to clarify sales policies and procedures in order for them to submit accurate posting requests.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	22% 22	R1 25	147

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Classification: Public



Comments on Evaluation

- **Knowledge:**

Position requires working knowledge of the Posting process, the Alberta Survey System, Information Letters related to Sales, and Sales policies/procedures. Also requires knowledge of the relevant computer systems and software. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how its work relates to the program and industry. The purpose of communication is for information exchange.

- **Creativity/Problem Solving:**

The position works independently within defined framework of Sales policies and procedures. Position may exercise some judgment in applying criteria to process applications.

- **Responsibility:**

Service delivery focus providing administrative support to a program.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark
Job Description - 014AS07

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Classification: Public



Identification Section

Working Title:	Posting Clerk
Department:	Energy
Division, Branch/Unit:	Mineral Development, Tenure
Reports To:	Senior Posting Coordinator, P. & N.G. Agreement Sales
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This Posting Clerk position is responsible for the initial receipt and review of posting requests for public and private sales and is constantly required to meet specific deadlines. The position maintains a register of postings, enters rejected bid letters and assembles and forwards new agreements to clients. This position has interaction with Industry via telephone clarifying Sales policies and procedures in order for them to submit accurate posting requests. The position is an integral part of a larger team and processes the Public Offerings in Calgary, ensuring accuracy of entering winning bids.

Position also provides cover-off for other administrative staff in their absence or as required.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Responsible for the processing of posting requests for Public and Private Sales.

- Records the request in the register and in Ogasas (current computer system for sales).
 - Records the request in LAMAS (new computer system for sales).
 - Assigns a priority rating and a tracking number to each request.
 - Generates a Detail Report and uses this to track, monitor and review the requests.
 - Contacts requesters to clarify obvious errors or omissions in their request.
 - Ensures postings are delivered to the mapping section within the required time frame.
 - Maintains the record and archiving processes for the sales files, i.e. ordering of new files and preparing old ones for pick up.
- 2. Participates in Public Offerings (land sale) held bi-weekly in Calgary where millions of dollars are received for the purchase of the posted parcels of land.**
- Promptly and accurately enters correct winning bids into computer.
 - Prints cash reports and sales results to be used for Electronic Fund Transfer and preparation of statistics.
 - Assists in setting up the equipment for the sale.
 - Participates in initial processing of bid letters by opening envelopes, numbering and sorting bids and recording and checking of the bids.
- 3. Enters rejected bid letters into Ogasas following each land sale to ensure quick access to this information.**
- Participates in the entering of hundreds of rejected bid letters into Ogasas.
 - Orders new files for the rejected letters.
 - Ensures archiving processes are carried out for the old files.
- 4. Ensures new agreement documents are forwarded to Industry within the appropriate time frame.**
- Generates transmittal letters for mailing of the agreements to Industry.

- Assembles the agreement documents very promptly to ensure another clerk has adequate time for signing the documents.
- Ensures that agreements are sent to Industry by the Tuesday prior to the next sale.

5. Interacts with industry, providing interpretation of routine policies relating to the posting process and agreement issuance thus allowing industry to submit accurate posting requests and bids at the land sale.

- Handles telephone queries from clients, responding to them in an accurate manner and within appropriate time frames for their request.
- Researches information from various sources in order to provide client with accurate response to their telephone query.
- When necessary, redirects difficult enquiries to appropriate personnel.

6. Ensures new electronic fund transfer clients are scanned into LAMAS within the appropriate time frame.

- Scans all the documentation for the new electronic fund transfer clients by Tuesday prior to the next sale.
- Files documentation in EFT binders in proper client order.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The decisions taken by this position can cause a delay for a parcel to be put into a specific sale, and can cause the client to lose time and money, as well as wasting other Sales staff's time.

Contacts

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Classification: Public



(Main contacts of this position and the purpose of those contacts.)

The position communicates with individuals at different levels of government and the private sector. Position has considerable ongoing contact providing information to clients in person and on the phone. The position provides specific information as well as provides clarification to internal and external clients.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- This position requires an in-depth knowledge of Alberta Survey System. The incumbent must also possess knowledge of Information Letters relating to Sales, as well as the Sales policies and procedures. Excellent knowledge of Ogasas, LSAS, Word, Outlook, Omnirim and LAMAS are required. Position must be proficient in the use of excel and CIS. Excellent time management for handling multi-tasking and deadlines are also required.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1
Benchmark Evaluation - 014AS05

Identification Section

Working Title:	Administrative Assistant
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, Volunteer Services
Reports To:	Manager, Volunteer Services
Levels to D.M.:	4
Job Description:	014AS05
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The Administrative Assistant provides a variety of administrative support services and assists with program delivery in an office that delivers several community programs. Responsibilities include ministerial and board briefings, preliminary review for grant application and final reporting, word processing and filing.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CII 100	19% 19	R1 22	141

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of the various programs' administrative processes (i.e. Grant application process, Volunteerism Award program, etc.). Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the operation of the office and several community programs. Communication is for the purpose of exchanging information including providing detailed information about the administrative requirements of the programs.

- **Creativity/Problem Solving:**

Performs administrative support functions within well-defined program guidelines with many precedents (i.e. Grant criteria and procedures). Assistance is available from the consultants.

- **Responsibility:**

Service delivery focus on delivering a variety of administrative support services to the various programs.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS05

Identification Section

Working Title:	Administrative Assistant
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, Volunteer Services
Reports To:	Manager, Volunteer Services
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Administrative Assistant provides a variety of administrative support services and assists with program delivery in an office that delivers several Community programs. Responsibilities include Ministerial and Board Briefings, Preliminary Review for Grant Application and final reporting, word processing and filing.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Provide administrative and program support for the International Development Grants Program.

- Receive applications, conduct a preliminary review, assign file numbers and prepare files.
- Prepare grant listings, grant acceptance letters, grant agreements, accountability reports and request cheque dispositions.
- Manage filing system including inventory, storage and archiving.
- Maintain file bring forward system and prepare monthly reminders for the Consultant.
- Enter data into the grants database (GMIS), management of the database.
- Review final reports for completeness, reporting any discrepancies to the Consultant.
- Prepare final grant report for the Consultant and close database files.
- Develop and update grant program resources in the area of application development.
- Prepare program reports on an ongoing basis as requested by Minister and Program Consultant.

2. Provide administrative support to the Manager's unit, Volunteer Services Consultants and the Community Leadership Section.

- Receive and distribute mail, including actioning any instructions received.
- Receive and review invoices for correctness.
- Review monthly 7001 Finance Reports for accuracy and report on discrepancies.
- Produce routine correspondence including memorandums, letters, minutes and reports from copy or general instructions.
- Maintain a mailing list.
- Call for items and prepare meeting agendas and board briefing materials for bi-monthly and quarterly board meetings.
- Make travel arrangements, schedule meetings, book boardrooms.
- Records management including inventory, storage, archival and establishment of new files.

3. Provide administrative support for the Volunteerism Awards program/Wall of Fame Initiative.

- Assist Consultant with the annual coordination of the program as well as development of annual award criteria and nomination information.
- Receive nominations and assist with their collation and entry into the database.
- Preparation of nomination package information for distribution to selection committee.
- Assist the Consultant with selection meeting preparation.
- Preparation of certificates.
- Main database and mailing lists.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position independently provides secretarial and program support to an office. Performs a wide variety of administrative support responsibilities.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Communication is usually internal to the office and for the purpose of providing information or receiving instructions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires the ability to manage and monitor several tasks at the same time. Must have a high degree of professionalism and initiative. This position requires superior keyboarding skills and the ability to develop correspondence on own initiative.

Typically, this position requires a Grade XII diploma and several years of experience including experience with office software (word processing, spreadsheets, databases and graphics).

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibility.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS04

Identification Section

Working Title:	ARTS Administrative Coordinator
Department:	Economic Development and Trade
Division, Branch/Unit:	Strategic Planning, Corporate Issues
Reports To:	Manager, Corporate Issues
Levels to D.M.:	3
Job Description:	014AS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

Position provides planning, coordination and administrative support for the action request tracking system for the department of Economic Development.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CII 100	19% 19	R1 22	141

Comments on Evaluation

- **Knowledge:**

Position requires working knowledge of the action request tracking system, briefing note requirements and Alberta Economic Development structure and programs. Full individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) performing a coordinating role in ensuring that ARTS requests are responded to in a timely and accurate manner by the department.

Communication is for the purpose of providing information on the preferred ministerial style and the ARTS process to the departmental staff.

- **Creativity/Problem Solving:**

Position follows well-defined procedures governing the ARTS process. Access to the supervisor is available when problems arise.

- **Responsibility:**

Service delivery focus providing administrative support for the Action Request Tracking System.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 014AS04

Identification Section

Working Title:	ARTS Administrative Coordinator
Department:	Economic Development and Trade
Division, Branch/Unit:	Strategic Planning, Corporate Issues
Reports To:	Manager, Corporate Issues
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

To provide reliable, professional administrative support for the Action Request Tracking System (ARTS). This position contributes to the efficient and effective operation of the corporate issues management system to meet the needs of the Minister, Deputy Minister, and stakeholders.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Provide administrative support for Action Requests for the Minister's and Deputy Minister's Offices to assist in the timely, accurate completion of Action Requests (AR) and related tasks. Also, needs to ensure ARs are traceable and easily accessible through an organized, current records management system:

- Assigns, distributes, and tracks action requests.
 - Edits action request responses.
 - Prepares final paper copies of action request responses.
 - Attends Action Request meetings.
 - Works directly with the Corporate Issues Manager and the rest of the Corporate Issues Team.
 - Assists with the efficient and effective processing of Action Requests.
 - Maintains an effective and efficient numerical AR file system that cross references with department's subject orientated file management system.
 - Maintains cover off manual of duties and processes.
 - Provides ARTS advice and training to ensure support staff are capable of meeting ARTS goals/deadlines as required, when covering off for this position.
- 2. Liaises with Minister's and Deputy Minister's Offices and responds to inquiries from department staff, including trouble-shooting ARTS. This ensures information is shared formally and informally to enable better decision making:**
- Liaises with AR representatives to ensure ARs are returned on time, provide notification of additional information, and share relevant information on ARTS.
- 3. Performs other duties, as required.**

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position is required to liaise closely with the Minister's and Deputy Minister's office requiring an understanding of what needs to be done to ensure the AR are completely satisfactorily. Also, the position needs to bridge between the Deputy's office and the department branches when assigning AR's. These two aspects of the job require the

position to have an understanding of the department in order to perform the coordinating role for ARTS (Action Request Tracking System) and ensure AR's are responded to in a timely and accurate manner.

Position must exercise good judgement and make informed decisions when dealing with sensitive or confidential issues and liaising with department staff, the Minister's Office, and members of the public. Position work is reviewed by supervisor upon completion for speed, accuracy and implication of decisions made. New ARTS policies, procedures and processes are discussed with supervisor.

Position must ensure that cover off support are well informed of position and required duties through the creation and maintenance of cover-off manual and training.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Works effectively with Corporate Issues team, Minister's Office, Deputy Minister's Office, and other department staff to share and compile information plus provide advice. Recommendations provided regarding ARTS, formatting and writing style requirements enable better decision making.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires a good background on general office administrative functions, typically obtained through a two-year administrative technical diploma or several years of administrative support experience.
- Position requires knowledge of Alberta Economic Development department structure and functions. The incumbent needs to possess strong written and verbal communication skills. The position requires knowledge of administrative support

techniques, business and office procedures as well as computer skills, including MS Office products, Internet and ARTS system.

- Position requires a comprehensive working knowledge of the Ministerial style guide (writing guide used as a standard for Ministerial and Deputy Minister correspondence) and ARTS processes.
- Position requires good judgement and decision-making capabilities to assess and resolve ARTS related process and content issues. Good judgement is also required when dealing with the assignment of action requests, considering the tight timelines.
- Position requires strong teamwork and relationship-building skills to handle team communication and, individual and group dynamics. These skills are critical to maintain a smooth, uninterrupted operation and good working relationships with the Deputy Minister's and Minister's Offices.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 014AS03

Identification Section

Working Title:	Accounts Payable Clerk
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Accounts Payable, Finance Services
Reports To:	Team Lead, Accounts Payable
Levels to D.M.:	5
Job Description:	014AS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

The Accounts Payable Clerk is responsible for the accurate and timely processing of various accounts payable transactions including invoices, expense claims, procurement cards, purchase orders, contracts, adjustment vouchers, etc. Other responsibilities include responding to vendor and client inquiries and liaise with program areas on matters pertaining to respective accounts payable processing. A sound knowledge of government policy and regulation is required for this position as well as processing knowledge and experience in using the IMAGIS accounts payable and purchasing modules.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	19% 19	R1 22	141

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Comments on Evaluation

- **Knowledge:**

Position requires working knowledge of IMAGIS AP and Purchasing Modules as well as working knowledge of the Financial Administration Act/Policies/Procedures. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who takes accounts payable process from start to finish. Position interacts with clients, staff and vendors to provide and exchange information.

- **Creativity/Problem Solving:**

Performs administrative functions within well-defined policies and procedures. Assistance of a supervisor is available.

- **Responsibility:**

Service delivery focus on providing accounts payable services.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 014AS03

Identification Section

Working Title:	Accounts Payable Clerk
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Accounts Payable, Finance Services
Reports To:	Team Lead Accounts Payable
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Accounts Payable Clerk is responsible for the accurate and timely processing of various accounts payable transactions including invoices, expense claims, procurement cards, purchase orders, contracts, adjustment vouchers, etc. Other responsibilities include responding to vendor and client inquiries, and liaise with program areas on matters pertaining to respective accounts payable processing. A sound knowledge of Government policy and regulation is required for this position as well as possessing knowledge and experience in using the IMAGIS accounts payable and purchasing modules.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- Review transactions for completeness and accuracy including chart field coding and proper authorization for payment processing.
- Enter Accounts Payable and Purchasing transactions in IMAGIS modules-complex ERP system.
- Ensure payment processing in compliance with Government and Ministry policy and procedures.
- Ensure that contract payments are in accordance with contract terms. Set up, monitor and perform complex reconciliations directly into IMAGIS.
- Prepare and enter adjustment vouchers.
- Balance transactions entered into IMAGIS - run postable voucher reports and balance to source documents.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position processes daily transactions in accordance with governing policy and procedure. The incumbent will also be required to run ad hoc queries from clients and stakeholders requiring independent and prompt research. Position works within established policies and procedure and is required to exercise judgment to determine how the guidelines should be applied to specific situations. Transactions that are sensitive in nature need further clarification or corrections are referred to the supervisor (i.e. transactions originating from the office of a senior position from within the ministry).

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position interacts with internal staff, clients and vendors, typically to provide and exchange information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Ministries business processes.
- Working knowledge of PeopleSoft/IMAGIS AP and Purchasing Modules.
- Knowledge of Microsoft Excel, Work and Outlook.
- Financial Administration Act.
- Order-in-Council.
- Treasury Board Directives.
- Various Government and Ministry Policy and Procedures.
- IMAGIS procedure manuals.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 014AS02

Identification Section

Working Title:	Human Resource Assistant
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resources, Edmonton Region
Reports To:	Business Manager
Levels to D.M.:	5
Job Description:	014AS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

Reporting to the Business Manager, this position provides administrative support and assistance to the Human Resource Consultants, Ministry clients and the general public. This includes all the administrative responsibilities pertaining to staffing, classification and employee relations and requires considerable contact with all parties to coordinate and complete requirements.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI1 100	19% 19	R1 22	141

Comments on Evaluation

- **Knowledge:**

Position requires in-depth knowledge of the administrative processes and procedures pertaining to recruitment and classification as well as IMAGIS. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must have an understanding of the HR processes. The position gathers and exchanges information with the public and worksites.

- **Creativity/Problem Solving:**

Position works within well-defined procedures set by past practices and many precedents. Assistance is available from consultants.

- **Responsibility:**

Service delivery focus providing administrative support to a team of Human Resource Consultants.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 014AS02

Identification Section

Working Title:	Human Resource Assistant
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Human Resources - Edmonton Region
Reports To:	Business Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Business Manager, this position provides administrative support and assistance to the Human Resource Consultants, Ministry clients and the general public. This includes all the administrative responsibilities pertaining to staffing, classification and employee relations and requires considerable contact with all parties to coordinate and complete requirements.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Staffing administrative responsibilities including:

- Sets up advertisements in IMAGIS ensuring deadlines are met and recruitment standards followed.
- Enters applicant information in IMAGIS, downloads and prints resumes.
- Provides information and responds to inquiries from internal and external candidates.
- Assists in screening applications as requested.
- Arranges interviews, copies and assembles interview packages, administers written portions of interviews.
- Ensures records for Security Screening and Academic credentials are completed and recorded as per policy.
- Completes offer letters and secondment agreements as directed by a Human Resource Consultant.
- Ensures all information requirements and documents are included in the competition file and closes competition in IMAGIS.
- Initiates and processes documentation for reimbursement for travel expenses incurred by candidates.
- Processes advertising invoices for payment by worksites.
- Maintains Certification Lists.
- Enters into IMAGIS "Exemptions from Competition" information and forwards exemption approval forms to respective authority for approval.

2. Classification administrative responsibilities including:

- Completes acknowledgement of position descriptions.
- Receives and enters requests for classification into IMAGIS.
- Completes the Position Classification Decision form and Classification Memo for all creations, updates and reclassification requests.
- Enters information into IMAGIS for all new positions.

- Copies and sends out comparators requested by regional offices and other departments.
- Liaises with the worksite to process position extensions.
- Assists Consultants in gathering information and compiling Departmental Appeal Board and Classification Appeal Board submissions.

3. Employee Relations

- Prepares grievance, discipline and position abolishment correspondence.
- Enters all grievance and discipline and abolishee information into IMAGIS.

4. Public Relations and Coordination of Information Inquiries

- Responds to candidates inquiring on status of application or general inquiries on employment opportunities with the Ministries served.
- Responds to worksite HR related inquiries such as location of HR guidelines, policies, procedures, regulations, Master and subsidiary agreements, and other information available on the CHR website.
- Responds to field staff and HRC inquiries regarding IMAGIS reports and information.
- Verifies (by phone or letter) employment information for employees.

5. Generation and Maintenance of Reports

- Researches and prepares a variety of information and reports such as absence reports, candidate listings, inactive positions, salaried employee, secondments and various others as requested.

6. Office Maintenance

- Assists Business Manager with record archival and file maintenance.
- Sorts and distributes incoming and outgoing mail, photocopying, faxing.
- Provides onsite training and support to new administrative support staff as directed by Business Manager.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position prioritizes own workload to meet essential deadlines including those for recruitment advertising and salary administration cut-off dates; decides when workload requires assistance from other HRA's in order to meet deadlines. May make recommendations regarding changes to office procedure and administrative processes such as restructuring activities and recruitment process.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with internal and external clients typically for the exchange of the information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires an indepth knowledge of administrative policies, procedures and standards pertaining to recruitment and classification as well as the ability to work independently. Indepth knowledge of IMAGIS and excellent human relations skills. Team Player. Microsoft Office: Word, Excel, Outlook Express, Power Point.
- Position typically requires a Grade XII Diploma and 2 years related experience.

Organization

(Working titles of positions reporting directly to this position.)

Position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation - 014AS01

Identification Section

Working Title:	Assistant to the Director of Land Titles South
Department:	Service Alberta
Division, Branch/Unit:	Registries and Consumer Services, Land Title
Reports To:	Director, Land Titles South: Senior Manager
Levels to D.M.:	4
Job Description:	014AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	014AS - Administrative Support 4

Comments on Role

This position provides for and coordinates the delivery of the administrative support services in the Calgary office. Position coordinates and provides for the operational needs for the office including: the provision and maintenance of supplies, equipment needs, housekeeping and facility requirements and other related functions. This position is also a liaison with other divisions, departments and the public for providing information and requesting services as well as performing the cashier function daily.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CII 100	19% 19	R1 22	141

Comments on Evaluation

- **Knowledge:**

Requires a working knowledge of a variety of administrative functions needed to support the land titles office including records management, purchasing, accounts payable, etc. Individual contributor (position who's duties are well beyond task focus and requires an understanding of the environment/work around it) who must understand how this work relates to the operations of the registries and consumer services. Communication is for the purpose of information exchange.

- **Creativity/Problem Solving:**

Position works within prescribed standards and set policies/procedures governing administrative support services within the land titles office. Assistance is available.

- **Responsibility:**

Service delivery focus providing administrative support for the office and performs the cashier function.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 014AS01

Identification Section

Working Title:	Assistant to the Director of Land Titles South
Department:	Service Alberta
Division, Branch/Unit:	Registries and Consumer Services, Land Titles and Surveys, Land Titles South
Reports To:	Director, Land Titles South
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Alberta Land Titles Office provides Albertans with land Registration services. The Assistant to the Director provides for and coordinates the delivery of administrative support services in the Calgary office. Position also coordinates and provides for the operational needs for the office including: the provision and maintenance of supplies, equipment needs, housekeeping and facility requirements and other related functions. This position is also a liaison with other divisions, departments and the public for providing information and requesting services. This position also performs the cashier function daily.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Coordinate and deliver operational support processes and services for the Calgary Land Titles Office.

- Manage all aspects relating to the provision of the supply needs for the office.
 - Maintain inventory records for primary consumable supply items, forms and staff supply needs.
 - Initiate supply orders as required through Edmonton Office.
 - Receive and verify ordered supplies and stock storage areas.
 - Process and route packing slips and any invoices received for payment.
 - Determine best supply products and solve any quality issues.
- Coordinate all operational service requirements for the Land Titles office and in-house service provider (WNS) associated with non-computer equipment repair and maintenance, courier services, telephone issues, housekeeping concerns, facility related needs.
- Provide for the record management needs of the office including the maintenance of the administrative records and the storage and disposition of operational records.
- Liaison with department staff regarding purchasing, employee time sheets, scheduling of conference room, telephone issues, parking, records disposition, document recall, distribution of government materials.
- Liaison with facility management personnel re: after hour building access, lighting, electrical and mechanical needs, office renovations, furniture moves, office temperature, janitorial issues.
- Provide information and assistance to the public in person and by phone on a wide variety of issues, i.e. seeking employment, redirecting to other government offices, Land Titles needs and concerns.
- Arrange with Xerox for copier supplies and service, Telus and Bell regarding phone line installations, moves and repairs, Pitney Bowes for fax supplies and services, deal with armoured transport and courier service issues for the Calgary Registration office.

2. Provide administrative services.

- Provide administrative assistance to the Director:
 - Formatting correspondence.
 - Scheduling meetings.
 - Faxing and couriers.
 - Act as contact for Director when out of office.
 - Maintaining materials and office publications.

- Controlling security of petty cash fund.
- Process and route administrative correspondence.
- Research and compose correspondence for management signatures concerning administrative issues.
- Schedule and coordinate conference room use.
- maintain office records relating to BRP, first aid, office key assignment, signing authority, staff, telephones, and furniture and non-computer equipment inventories.
- Provide staff assistance and basic information regarding human resource issues, pay and benefits, training, travel arrangements and other related administrative matters.

3. Perform Cashier function on a daily basis (approximately 30% of position's time).

- Perform cashier function during the primary cashiers regularly scheduled breaks, vacation and other absences.
- Accept and record payments for Service Requests, Documentation Requests and account payments.
- Ensure acceptability of payment instruments, accuracy of amounts, accuracy of account numbers and tender correct change.
- Control cash and securities, perform daily cash balancing of cash, cheques, credit card and debit machines transactions with ALTA system cashier sub ledger and prepare bank deposit.
- Verify and code adjustments for returned cheques.
- Contact account holders regarding discrepancy on cheques/payments and provide direction and assistance to remedy deficiencies.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Calgary Land Titles Office is a fast paced, high volume service provider with over 50 staff performing over 450,000 registrations a year with annual materials and supplies expenditures of \$75,000 and annual earned revenues of \$15 million. This position is responsible for ensuring that the diverse and essential administrative and operational needs of the Calgary land Titles Office are provided for. Failure to meet these operational responsibilities, particularly as they pertain to supplies and equipment needs, could lead to disruptions in the registration process, which would have very serious ramifications. Position is also the primary cashier cover-off on a daily basis. This position functions with considerable independence but within clear guidelines.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with other department divisions, other departments and the public for the purpose of providing information or requesting services.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position must be proficient in office software including word processing, spreadsheets, and email. Also requires a working knowledge of the department systems ALTA, Agent, Exclaim, Versatile Enterprise and accounts payable and receivable principles. Position requires having basic knowledge in the operation of business machines and office equipment and ability to troubleshoot in these areas.
- Position requires time management skills and the ability to analyze, organize and prioritize in order to handle the diversity and fast pace of the job.
- Considerable contact with stakeholders requires well-developed communication skills and a good knowledge of government organization.

- Typically requires a Grade XII diploma, computer courses and secretarial experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1

Benchmark Evaluation -013AS06

Identification Section

Working Title:	Administrative Assistant
Department:	Human Services
Division, Branch/Unit:	Child and Family Services, Calgary and Area
Reports To:	Administrative Team Leader
Levels to D.M.:	6
Job Description:	013AS06
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

The Administrative Assistant is part of a team providing support for professional staff and programs delivered by verifying, inputting and processing information and financial data into a variety of department programs and systems. It also generates agreements, licenses, statistics; word processes and provides information to the public and clients as well as performs reception duties.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	22% 19	R122	128

Comments on Evaluation

- **Knowledge:**

Position requires working knowledge of the department's systems, procedures and administrative processes for the various programs (i.e. Foster Care, Child Protection, etc.). Position is beyond a task focus, as it is required to have an understanding of the programs in order to verify documents, identify errors and make appropriate referrals. This results in the "T+" rating. Required to utilize effective communication skills to exchange information.

- **Creativity/Problem Solving:**

The position exercises a limited degree of judgment in situations based on past experience. Solutions can be found within a defined framework of administrative procedures and standardized precedents. Assistance is available.

- **Responsibility:**

Service delivery focus providing administrative support to professional staff, clients and programs.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 013AS06

Identification Section

Working Title:	Administrative Assistant
Department:	Human Services
Division, Branch/Unit:	Child and Family Services, Calgary and Area
Reports To:	Administrative Team Leader
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Administrative Team Leader, the Administrative Assistant is one of several administrative support who provide administrative services for the professional staff and programs delivered through a Community of Service Office. The Administrative Assistant verifies, inputs and processes information and financial data into a variety of department programs and systems including accounts payable. The position provides administrative assistance to support the delivery of a variety of programs delivered by the Ministry. This includes the generation of agreements, licenses, statistics, word processing, minutes and the provision of information to the public and clients as well as reception. Specifically within COS 8, programs delivered include: Child Protection, Adoption/Post-Adoption Support, Children with Special Needs, Foster Care, Family Enhancement, PCHIP.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Verification and Data Entry Responsibilities related to program administration (DAPS, CGS, CSN, Foster Care). Verification includes checking the expense submission for authorization, accuracy of amounts, correct coding, validity of expense per regulations, matching to service plan and/or ensuring no duplication of entry/payment.**
 - Generate Referral and Evaluations for services contracted to clients, must ensure hours and amounts are adhered to by the Fee for Service Guidelines and proper EO approval obtained. Identify contract number, verify adequate amount and hours in contract to process invoice, obtain proper EO approval, batch, enter into CGS and track and monitor invoices paid against contract. Process, batch and input payables into the Child and Family Services programs (e.g. Child Welfare, Foster Care, Children with Special Needs, Contracts and Grants, Accounts Payable, Expense Claims) as an operator or back up supervisor.
 - Based on a strong working knowledge of all applicable programs (Child Protection, Family Enhancement, Children with Special Needs, Foster Care, (PCHIP) and accounting systems (DAPS, CGS, CSN, Foster Care) responsible for verifying, batching and inputting all contract payments and financial data for each identified program as per above.
 - Generate agreements and addendum for Children with Special Needs selecting appropriate format/template and accurate entry of information. Documentation provided from CSN Intake/Financial Worker and the file.
 - Verify and release payments to foster parents. Requiring a good working knowledge of foster care rates, children placements, repayments, manual payments, automatic recoveries and adjustments.
 - Enter screening, child welfare, foster care, children with special needs, data (i.e. Information Consolidation, Bring Forward, Referral and Evaluations, Screening/Investigation, Affiliations, Service Plans, Closures, Transfers, CSN Intake, Agreements, and Addendums, on all relevant systems).
 - Track and distribute bus tickets. To support monthly ordering and monthly payment process.

2. **Records Management and Statistics.**

- Create and maintain client files, as per Departmental Records Management System. Ensure that all filing is up to date and in order.
- Generate and track statistics, manually or through electronic systems/methods from various departmental systems and regional databases (i.e. CWIS, HCSIS, CCIS, CTS, CW Intake Book, Incoming/Outgoing files).
- Provide/compile reports, regular and ad hoc, as requested.
- Complete cash blotter in an accurate manner, per Records Management procedures.
- Identify correct location of client files, to ensure that all previous history is requested and all information on client files is available in a timely manner.
- Ensures proper procedures are met when dealing with sensitive information. Following upon the proper process depending on designation of the file (i.e. restricted client files, highly confidential client files).

3. Administrative Support.

- Performs reception duties, in person and by telephone, assists visitors/clients to reach the correct party. When dealing with sensitive/difficult situations the caller is then forwarded to the caseworker or a team leader for further follow-up.
- Provides information to clients, i.e. Day Care Subsidy Application process.
- Take and distribute minutes, notes and correspondence. Types of meetings attended: internal Admin. Support team, MST, Team Leader, and committees.
- Refers clients to appropriate Authority staff, community resources or other Government Departments as appropriate.
- Provide assistance to Human Service Worker staff, word processing letters, memos, reports. Transcribe dicta tape as required.
- Receive and process all mail, deliveries and faxes. Dates, sorts and tracks to ensure all items go to the correct party.

Scope

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Classification: Public



(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is a member of an administrative team that provides a variety of support services in the COS 8 Marlborough Office, a multi-service office delivering Child Protection, Family Enhancement, Children with Special Needs and PCHIP. Position performs clerical responsibilities related to these department's programs. Within established department and regional guidelines and procedures, e.g. Fee for Service Guideline, Financial Policy, Records Management, Child Welfare Handbook, Child Welfare Program Manual, Foster Care Procedures, CSN Regional Manual ensures documentation gathered/completed and information provided is in accordance that maintains client confidentiality and FOIP. Although not every program is administered from every MST, it is necessary that administrative staff have ongoing cross-training to have an ongoing working knowledge of all programs in Child and Family Services delivered in the Region thus enabling staff to assist and cover off within and to other MST's.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position provides routine program information and referral to callers (Public, Clients, Agencies). On a rotational basis, performs a receptionist role requiring the ability to properly direct visitors and callers in a professional and friendly manner. Position may encounter distressed and/or difficult callers and would be required to exercise sensitivity and understanding in determining needs and making appropriate referral. Typically, these situations would be referred to the Supervisor for action.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a knowledge of the department, a working knowledge of the department's systems and procedures. Working knowledge of the program areas, administrative

processes and procedures related to the position's duties. General knowledge of the programs, specifically - Child Protection, HCIS, Family Enhancement, Foster Care as well as a knowledge of HCIS, Child Protection, PCHIP, Family Enhancement, Foster Care, Kinship, Placement Services, Adoption, Post-Adoption, delivered by the Ministry. Must be able to work with a variety of office equipment and have excellent keyboarding skills; understanding of coding invoices for budget tracking. Good communication skills and ability to work independently referring only new or unusual problems, concerns to their supervisor. Typically this position requires High School graduation and 1-2 years general office experience including computer and data entry experience. Must possess intermediate skills in Word, Excel, Outlook, working knowledge of all applicable programs and accounting administrative processes, procedures and systems, must be able to multi-task, be a self-starter, team participant.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 013AS05

Identification Section

Working Title:	Records Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administrative Services, Records Management
Reports To:	Senior Records Analyst
Levels to D.M.:	7
Job Description:	013AS05
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

The Records Technician assists with the daily storage and management of records as well as providing retrieval services. The main duties are classifying, locating and retrieving records where criteria are clear; boxing and storing records; moving records to off-site storage facilities including the Alberta Records Centre; and disposing of records under well-defined processes and transferring records to the Alberta Records Centre and/or the Provincial Archives of Alberta.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19 % 16	R1 19	122

Comments on Evaluation

- **Knowledge:**

Requires knowledge of all facets of records management including limited classification of documents i.e. name files or a number has already been assigned, filing, transferring of records, retrieving and disposing of records. While the duties are task focused, the position rotates through three functional areas requiring understanding of the work of others resulting in a "T+" rating. Communication is for the purpose of exchanging information.

- **Creativity/Problem Solving:**

Operates within well-defined records management procedures. Most situations are similar allowing for resolution based on past experience. Exercises limited discretion (i.e. where to file documents and where files go).

- **Responsibility:**

Service delivery focus providing records management services to clients.

Last Reviewed:

Last Review / Update: 2015-02-12

Subsidiary 1 Benchmark Job Description - 013AS05

Identification Section

Working Title:	Records Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administrative Services, Records Management
Reports To:	Senior Records Analyst
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Records Technician is a member of a large records management program and assists with the daily storage and management of records, as well as helping clients retrieve their required records. The main duties of this position are classifying, locating and retrieving records; boxing and storing records; moving records to clients and other record centres; and disposing of records in consultation with clients, the Alberta Records Centre and the Provincial Archives of Alberta.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Position ensures correct file classifications, files records, and retrieves records.

- Verify client supplied file classification and consult with branch or records analyst on any issues.
- Sort documents and prepare them for filing.
- Identify and locate records, and arrange their delivery.
- Verify the clients right to access the file and charge out records.
- Prepare files for transfer to other record centres.
- Store documents, files, plans, boxes and other records.

2. Performs file maintenance and set-up.

- Create new file folders, volumes and enclosures.
- Make labels and bar codes for files and boxes.
- Identify mis-filed documents on existing files and cross-reference documents where required.
- Re-file all mis-files.

3. Update electronic databases.

- Create and update records such as files, microfilm, microfiche, tapes, videos, etc.
- Enter charge-outs and dispositions.
- Produce reports on records centre activity.
- Transfer record disposition data to the appropriate system.
- Keys and downloads information into the records scheduling system.

4. Properly dispose of records.

- Code inventory, and verify retention periods and action dates.
- Box records according to established criteria.

- Prepare appropriate documentation for the electronic transfer of information.
- Arrange pickup of disposed files.

5. Provide customer service, assist with projects and provide input into policy and procedures.

- Answer client queries, provide advice and provide information on policies and procedures.
- Help clients resolve issues and problems.
- Assist with record conversion projects and field projects.
- Provide feedback and input into policy and procedures.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position rotates through three functional areas of the records program: (1) Corporate Records Centre, (2) Semi-Active Records Centre, and (3) the disposition of government records. Performs responsibilities related to classifying, filing and archiving records; retrieving records; and disposing of records. Position interacts with several automated records systems in the performance of its duties. All operating decisions are made within established procedures. Position is required to prioritize its workload, and determines when and what record will be transferred to the various records centre locations.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position requires a friendly and helpful manner when assisting clients in their search for a required record. Communication is typically a friendly exchange of relevant information.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires a good working knowledge of records management procedures and processes. Position requires interpersonal skills and must deal with clients in a helpful and friendly manner. Typically requires a Grade XII diploma that includes some records related courses.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-02-12

Subsidiary 1
Benchmark Evaluation - 013AS04

Identification Section

Working Title:	Inmate Accounts Data Processing Operator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Remand Centre, Administration
Reports To:	Inmate Accounts Supervisor
Levels to D.M.:	
Job Description:	013AS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

Inputs financial information into a computerized financial system, verifies the accuracy of the data and initiates reports. Also responsible for inputting fines into a computerized fines register and dealing with inmates and their representatives in regards to their accounts.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of accounting procedures, correctional computer systems, and relevant Standard Operating Procedures and experience in data input. The accounts

function is task focused. However, the "T+" rating reflects the benchmark must have an awareness of the legal system (i.e.: bail process, fine payments) in order to perform its duties. Communication is for the purpose of exchange of information.

- **Creativity/Problem Solving:**

Performs inmate accounting function within well-defined financial procedures with many precedents. Assistance is available and most situations are similar in nature.

- **Responsibility:**

Service delivery focus providing data entry services and verification of financial information at the Edmonton Remand Centre.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark
Job Description - 013AS04

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Classification: Public

The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.

Identification Section

Working Title:	Inmate Accounts Data Processing Operator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Remand Centre, Administration
Reports To:	Inmate Accounts Supervisor
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the direct supervision of the Inmate Accounts Supervisor and the general direction of the Administration Officer, the Inmate Accounts Data Processing Operator inputs financial information into a computerized financial system, verifies the accuracy of the data and initiates reports. Position is also responsible for inputting fines to a computerized fines register and deals with inmates and their representatives in regards to their accounts.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Deposits to Inmate Trust Accounts:

- Check to ensure that cash received is accurate and cash receipts for deposits are made out correctly.
- Ensure balances on admission sheets are accurate and totaled correctly.

- After verifying cash balances with the Inmate Accounts Supervisor, post all cash deposits into each inmates' account individually or by batch.
- Verify that each admission deposit is accompanied by cash envelope, and that the envelope contains the correct amount of money.

2. Bails for inmates:

- Verify bail amounts with Records Department or the courthouse in order to collect the correct amounts for bail payments.
- After verifying bail with our Records Department, prepare a cheque and remove the amount of bail from inmate's account.

3. Fine Payments:

- Receive fine payment from the public and confirm fine amounts with the Detention Manager. Post information on fines to the Justice On-Line Information Network (JOIN), and then balance the deposits to a daily reconciliation sheet.

4. Disbursements:

- After verifying balances, disburse cash to inmates upon release. The disbursement will be in cash or in cheque, depending upon the balance of account.
- Disburse cheques to members of the public as per written requests from inmates or by force of court orders, e.g. maintenance orders.
- Verifying inmate account balances and preparing cheques by batch for inmate transferring from our institution to federal prisons.
- Verifying inmates account balances and putting holds on the accounts for the barber. Afterwards reducing the inmate's account and preparing a cheque for the barber at least once per week.

5. Centre Meal Counts:

- On a weekly basis, verify the meal counts and prepare meal reconciliation reports, including variances.

- Verify invoices for vegetable deliveries from Fort Saskatchewan Correctional Centre and confirm that the invoice dollar amounts are correct.
 - Prepare Head Office reports for meal counts and costs per meal are identified and are correct.
6. Assume the duties of the Inmate Accounts Supervisor when he is unable to carry out his duties due to holidays or sickness.
 7. Assist the Inmate Accounts Supervisor with his monthly reconciliation reports to Head Office.
 8. Prepare daily batch reconciliation reports in order to verify that all cash and non-cash transactions are balanced.
 9. Assist public/outside agencies such as Lawyers, RCMP, Edmonton Police Services, Immigration, etc. on a wide variety of subjects regarding inmate accounts, bails and fines.
 10. Investigate problems and inquiries from inmates concerning inmate accounts.
 11. Deal with members of the public regarding inmate accounts and matters regarding bail and fine payments.
 12. Provide relief or assume the full duties of the switchboard/mail clerk.
 13. Distribution and control of updating Standing Operating Procedures and Policies and Procedures Manuals at the Edmonton Remand Centre.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Provide services in an institutional facility to inmates, staff and visitors.
- Must utilize Policies and Procedures and Standing Operating Procedures to ensure the well being of staff, inmates and visitors.
- Must provide proper handling of inmate monies.
- Maintain contact with public inquiries, i.e. fine payments, bails, deposits.

- Maintain contact with other provincial and federal institutions regarding inmate monies.
- Other related duties as assigned by Inmate Accounts Supervisor.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Communication is typically for the purpose of providing information to inmates, staff, police and lawyers in answer to their queries about inmate accounts. Requires the exercise of courtesy.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires knowledge of:
 - Justice On-Line Information Network.
 - Freedom of Information and Protection of Privacy Act.
 - Adult Centre Policies and Procedures.
 - Edmonton Remand Centre's Standard Operating Procedures.
 - Correctional Offender Management Information System.
 - Offender Trust Accounts System.
- Requires an indepth understanding of the financial systems used.
- Requires Grade 12.
- Knowledge of basic computer skills and programs with excellent keyboarding skills.
- Good communication and documentation skills.

- Requires knowledge of an institutional facility.
- Requires an understanding of basic accounting skills.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 013AS03

Identification Section

Working Title:	Payment Endorsement Clerk
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Provincial Court Traffic
Reports To:	Accounting Unit Supervisor
Levels to D.M.:	8
Job Description:	013AS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

Ensures that all amended files and endorsements from the courtrooms, Justice of the Peace and First Appearance Centre are updated on the Computer management system. Accurately performs payment entry functions for all payments received within Edmonton Traffic as well as daily reconciliation of monies. Responsible for the accurate filing and retrieval of violations and ensuring all concluded traffic matters are appropriately filed in finished filing.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of specific computer programs utilized (i.e. JOIN, MOVES, etc.) as well as accounting procedures and the Provincial Offences Procedures Act. The payment entry functions performed have a task focus. However, the "T+" rating reflects that the benchmark must have an awareness of the court process in order to perform its duties. Communication is for the purpose of providing and gathering information.

- **Creativity/Problem Solving:**

Performs payment entry functions within well-defined financial procedures with many precedents. Assistance is available and most situations similar in nature.

- **Responsibility:**

Service delivery focus on providing payment entry services to the Traffic Court.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 013AS03

Identification Section

Working Title:	Payment Endorsement Clerk
Department:	Justice and Solicitor General
Division, Branch/Unit:	Edmonton Provincial Court Traffic Division
Reports To:	Accounting Unit Supervisor
Levels to D.M.:	8

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Payment/Endorsement Clerk's primary purpose is to ensure that all amended files and endorsements from the courtrooms, Justice of the Peace and the First Appearance Centre are updated on the computer management system to reflect the amended charge, change and file endorsement. Position is required to accurately perform payment entry functions for all payments received within Edmonton Traffic either in person or via the mail as well as the daily reconciliation of monies received. This position is responsible for the accurate filing and retrieval of Edmonton Police issued violations. Photo-radar violations, outside agency violations and City By Law Enforcement violations as well as responsible to ensure that all concluded traffic matters are appropriately filed in finished filing. Position also assists with the opening and processing of incoming mail, by ensuring procedures are strictly followed pursuant to policy directives and audit requirements.

Responsibilities and Activities

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(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Computer Management System (CMS).

- Receive all amended files coming from the courtrooms and First Appearance Centre and ensure that the CMS is updated to reflect the amended charge or change.
- Responsible for any endorsements coming from the courtroom or signed by the Justice of the Peace, i.e. withdrawn, dismissed, forthwith, must be entered into the CMS and verified for accuracy of change.
- Select appropriate screens required to input and update data on the CMS.
- Verify that data to input is correct and confirm that data has been entered accurately.
- Correct errors by scanning input screens and error messages.
- Update system database by inputting financial transactions and case endorsements.
- Performs payment entry functions for all payments received both in person and through the mail. Position is responsible for the accurate data entry skills to ensure accuracy and daily balancing.
- Performs inquiry functions on mail payments received without proper information.
- Ensures proper payments are matched to proper original file to prevent wrongful convictions with the possibility of license suspensions.

2. Assists in the processing of all incoming mail.

- Due to the volume of mail received for Edmonton Traffic, mail is picked up at 9:00 a.m., every morning and is not delivered with the regular court mail.
- Examine each envelope for Personal and Confidential mail, mail intended for other areas, or unusual in appearance.
- Examine each payment for correctness, i.e. dollar amount, date, signature, date stamp each violation, and envelope, as well as deposit stamping reverse of cheque for processing.
- Forward inconsistencies either with payments or violations to appropriate area for return.

- Entering into a ledger, controlling and maintaining all post-dated cheques.
- Ensure misdirected mail is delivered to appropriate area.
- Ensures all procedures pursuant to Policy Directives, regarding the opening of mail are strictly adhered to.
- Processing mail payments on the cash register and balancing daily entries.

3. Filing Unpaid and Paid Violations.

- Filing accurately by date and alphabetical order all violations received, such as Photo Radar (speeding and red light, Officer issued, and Municipal By Law offences).
- Matching all paid offence notices to original violations and ensuring are filed in daily finished filing.

4. Answer telephone enquiries in reference to the courts.

- Answer enquiries in reference to administrative procedures, the Provincial Offences Act, demerits, Motor Vehicle Suspension and whether an individual has been directed to the wrong court.
- Pull files to review and provide answers to internal customers, Police, other forces or the public.

5. Other.

- This position, on a rotational basis, is responsible for receiving, verifying, and processing documentation and monies received via a "drop box" from the four (4) divisions of the Edmonton Police Services (EPS) for Edmonton Provincial Court Traffic and Criminal Divisions. This task is completed by opening the drop box (Traffic is the only ones with keys to these boxes), counting monies receipted for and ensuring that the monies match the documentation. If there are inconsistencies, position is responsible for identifying inconsistencies and advising the EPS Constable and returning for corrections.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position assists in the managing of the day to day administration of the unit by being knowledgeable of the various systems and procedures in place and having the ability to distinguish what information is required and where to search for information.

This unit is the beginning and end for all violations that are received in the Edmonton Traffic Division. All violations are sorted and filed here by this position and once a violation has been paid, this position then updates the computer management system to indicate such, and then the file is deemed finished and filed appropriately in finished filing.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The majority of responsibilities do not require significant interaction with others. However, some higher interpersonal skills and patience are required to answer telephone queries, as callers are usually in an argumentative state. Unit has considerable contact with all divisions of the Edmonton Police Service (EPS). This position, on a rotational basis, is responsible for receiving, verifying, and processing documents and monies received through the EPS drop box.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires excellent keyboarding skills and a good knowledge of the sections of a ticket or payment in order to identify the data applicable for input and its accuracy. Must be familiar with POPA.

The position also answers a variety of routine queries regarding fine amounts, court dates, processes and related legislation or regulations. Position must have patience, understanding

and the ability to translate legal terminology into laymen terms for the public whom are usually in an irate and/or abusive state when calling in because they have missed a court date, or a late penalty has been assessed.

When opening and verifying the documents and monies from the EPS drop boxes, consequences of not performing this task accurately could mean loss of services at Registry, loss of liberty. This could mean embarrassment to the individual, EPS, Court Services and the Department.

Typically requires a Grade XII diploma, general office experience, computer/keyboarding skills, as well as being familiar with the operation of a cash register and balancing to the cash register.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 013AS02

Identification Section

Working Title:	Centre Administrative Support/Receptionist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Processing Development, Centre for Agri-Industrial Technology
Reports To:	Manager - CAIT
Levels to D.M.:	5
Job Description:	013AS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

Performs general office and reception duties at the centre. Assists in the reviewing of expense claims, tracks computer inventory, maintains office equipment and supplies and maintains and organizes the resource centre.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of a variety of administrative functions (i.e. accounting, word processing, inventory and purchasing). The administrative functions are task focused. However, the T+ rating reflects the benchmark must have an awareness of the operation of the centre in order to perform its duties. Communication is for the purpose of providing or gathering information.

- **Creativity/Problem Solving:**

Performs office administrative functions within well-defined procedures set by past practices and many precedents. Assistance is available and most situations similar in nature.

- **Responsibility:**

Service delivery focus providing receptionist service to the centre.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 013AS02

Identification Section

Working Title:	Centre Administrative Support/Receptionist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Processing Development, Centre for Agri-Industrial Technology
Reports To:	Manager - CAIT, Senior Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Administrative Support position performs general office and reception duties on behalf of staff at a technology centre. Position reviews expense claims, tracks computer inventory, maintains office equipment and supplies, and maintains and organizes the resource centre.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

- 1. General administrative support.**
 - Sort and distribute incoming mail, faxes and courier receipts.
 - Prepare outgoing mail.

- Prepare, duplicate and collate documents and project final reports.
- Assist project leaders, clients and staff with preparation for meetings, seminars, and presentations.
- Create word processing documents and reports.
- Record, prepare and distribute meeting minutes.
- Maintain and upgrade the filing system (includes financial, personnel, project, facility and equipment files).
- Create and duplicate Centre's brochures and promotional materials.
- Maintain Centre's commercial and technical resource centre databases and literature.

2. Accounting related responsibilities.

- Verify the accuracy of invoices with originating documents and process for payment.
- Assist with the preparation of expense claims and submit claims for management approval.
- Custodial for petty cash.
- Prepare progress reports and client invoicing documents.

3. Reception.

- Provide initial contact with clients who access the centre through in-person visits or via phone calls.
- Direct clients to necessary resources or provide information.

4. Computer inventory custodial and maintain office equipment and supplies.

- Maintain the computer inventory by tracking new acquisitions, disposals and movement.
- Coordinate computer maintenance and upgrades.
- Purchase materials, equipment and office supplies.

- Maintain the photocopier and fax machine.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position provides a variety of administrative services for the manager, engineers, scientists and technical staff at the Centre for Agri-Industrial Technology. Work is performed with considerable independence within well-established guidelines and procedures.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Has considerable contact with phone and walk-in clients. Interaction is typically courteous and friendly.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires good organizational skills and must be able to work in a team environment. Requires a working knowledge of office and administrative support including word processing, spreadsheets, accounting and filing. Typically requires a Computerized Office Automation Diploma or equivalent and several years of office experience.

Organization

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Classification: Public



(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 013AS01

Identification Section

Working Title:	LMIC Coordinator and Site Contact
Department:	Human Services
Division, Branch/Unit:	Delivery Services, South Region, Crowsnest Pass Worksite
Reports To:	Office Manager
Levels to D.M.:	5
Job Description:	013AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	013AS - Administrative Support 3

Comments on Role

The Labour Market Information Centre (LMIC) Coordinator and Site Contact position maintains an up-to-date collection of information, materials and tools to assist groups and individuals with their career and employment information needs. Position is also the first line of support for computer-related problems and issues at the work site.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT+1 87	19% 16	R1 19	122

Comments on Evaluation

- **Knowledge:**

Requires working knowledge of a variety of LMIC resources/materials, administrative processes and procedures. The T+ rating reflects that the level of assistance provided to clients is limited. The LMIC is self directed and clients would be referred to career and employment counsellor if clients require assistance beyond accessing the centre's resources. Communication is for the purpose of information exchange with clients.

- **Creativity/Problem Solving:**

Well-defined procedures govern the LMIC coordinator role and most situations faced can be resolved from past experiences. Assistance is available.

- **Responsibility:**

Service delivery focus providing information services to the Alberta public.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 013AS01

Identification Section

Working Title:	LMIC Coordinator and IT Site Contact
Department:	Human Services
Division, Branch/Unit:	Delivery Services, South Region, Crowsnest Pass Worksite
Reports To:	Office Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Labour Market Information Centre (LMIC) Coordinator and Information Technology (IT) Site Contact position maintains an up-to-date collection of information, materials and tools to assist groups and individuals with their career and employment information needs. Position is also the first line of support for computer-related problems and issues at the work-site.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Provide basic information and advice to clients, employers and community partners in the areas of career planning, work search, labour market, student funding and training, and other community services to assist them in accessing a self-directed resource centre.

- Answer in person and phone queries from clients, employers and the general public.
- Recommend appropriate printed, audio-visual and electronic information resources to clients.
- Refer and schedule clients to meet with Career and Employment Consultants, attend workshops or connect with community agencies.
- Promote LMIC resources/services to community agencies.
- Plan and coordinate Canada Career Week activities and participate in Career Fairs.
- Enter and maintain a database of all resource material in the LMIC. Maintain library resources typical of LMIC's across the province (e.g. current newspapers, supplies of information bulletins on varied career related topics).
- Perform general library duties to maintain an organized LMIC.

2. Perform duties of Information Technology Site Contact for the Crowsnest work-site.

- Liaise with staff and service providers to resolve computer hardware and software issues and coordinate move/add/change requests for workstations. Troubleshoot and resolve basic problems (e.g. jammed printers) directly, or with assistance from service providers.
- Transfer and surplus computer equipment.
- Maintain accurate IT inventory.
- Manage computer printout Record Disposition.
- Assist Business Manager in identifying IT needs.
- Perform Security Coordinator functions.
- Perform system back-ups and basic maintenance such as cleaning the tape drive.
- Provide one-on-one orientation and basic training to staff for Office suite programs and email, as required.
- Coordinate IT rollouts.

3. Perform program support responsibilities.

- Print and reconcile database reports and distribute them.
- Produce vouchers and print emergency cheques.
- Designated custodial of all controllable documents and maintainer of logs and records.
- Create new files and volumes, and file documentation.
- E-mail file requests and transfers.
- Gather client information for intake appointments and book intake appointments.
- Perform various program functions (i.e.: CDD - Central Client Directory functions).
- Verify and approve bank account information for Direct Deposits (LISA Function 19 - Access Client File).
- Access the EI Database through WebAOBLink to obtain and print off EI client reports.

4. Perform a variety of administrative support responsibilities.

- Share reception duties.
- Maintain cash blotter and cash control including doing the bank deposit, reconciling transfer accounts and performing year-end duties.
- Order, organize and maintain a supply of department forms.
- Data entry and filing for DAPS and ACE systems.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs a wide variety of basic administrative and program support services including first level IT support for approximately 16 workstations and maintaining a resource library of career information. Position will assist clients by providing basic

information on careers, employment, developing resumes and career development to assist them in utilizing this self-directed information centre.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable personal contact with LMIC visitors for the purpose of directing them to access appropriate career and employment information. Position also has contact with staff and with IT service provider staff in resolving service problems and coordinating projects involving equipment installs, cascades, and disposals.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of Service Excellence.
- Basic understanding of Career Development process.
- Knowledge of varied LMIC resources and materials.
- Knowledge of processes and procedures to resolve computer issues identified by staff.
- Knowledge of varied administrative processes and procedures relating to programs supported.
- Good organizational skills.
- Good verbal skills, in interpreting LMIC resources for visitors to the Centre.

Typically this position requires a Grade XII diploma and some administrative experience.

Organization

(Working titles of positions reporting directly to this position.)

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 012AS04

Identification Section

Working Title:	Unit Clerk - AISH
Department:	Human Services
Division, Branch/Unit:	Delivery Service, Edmonton Region, AISH, Edmonton West Area
Reports To:	Unit Supervisor
Levels to D.M.:	6
Job Description:	012AS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	012AS - Administrative Support 2

Comments on Role

Part of the administrative support team, the Unit Clerk provides a variety of administrative services including processing file transfers, telephone reception, word processing, filing and other clerical duties to the AISH program (Assured Income for the Severely Handicapped) and AISH workers.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT1 76	19% 14	R1 16	106

Comments on Evaluation

- **Knowledge:**

Requires procedural knowledge of the AISH program (i.e. types of documentation) as well as application of specialized administrative skills (filing, word processing) resulting in the C rating. Reviews files to ensure required forms are present. The position is not expected to judge the completeness or appropriateness of the information contained in the file. The duties retain a task focus. Benchmark receives calls from clients if worker is unavailable. While the position occasionally deals with difficult situations, the expectation is that only basic information will be provided to clients or to refer the caller to the appropriate resource.

- **Creativity/Problem Solving:**

Well-defined procedures exist and most situations are similar which can be resolved from past experience. Assistance from the supervisor is available where past precedent does not exist.

- **Responsibility:**

Service delivery focus providing administrative support services to the AISH Unit.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 012AS04

Identification Section

Working Title:	Unit Clerk - AISH
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Edmonton Region AISH, Edmonton West Area
Reports To:	Unit Supervisor
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Unit Clerk is part of a clerical team, providing a variety of administrative services to support delivery of Assured Income for the Severely Handicapped (AISH) program within the Edmonton West Area. Position processes file transfers, and performs varied duties, including: telephone reception, word processing, filing, and other related clerical responsibilities within clearly defined procedures.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Process transfers of client files in and out of the District Office.

- Review incoming files for completeness and forward them to an assigned Financial Benefits Worker.
 - Action requests to transfer files to another District Office.
 - Maintain and reconcile records of file transfers, both manually and electronically.
- 2. Professionally, effectively and efficiently answer telephone enquiries from clients, other government office, agencies and the general public.**
- Provide callers with basic information related to department programs (e.g. application requirements, status of application under review, issuance of cheques, etc.). Screen and direct callers to other units.
 - Deal appropriately with distressed or difficult callers, including referring callers to outside agencies.
- 3. Perform word processing and data entry functions ensuring accuracy and compliance with priorities.**
- Type letters, memos and reports from hand written records or using standard formats.
 - Update address lists, logs and checklists.
- 4. Maintain active and closed files.**
- File correspondence, documents and records, adhering to file policies and standards.
 - Maintain an effective filing system by ensuring the accuracy of labels and correctly filing by alphabet.
 - Close, log, and package physical files forwarded to the Records Centre, in compliance with department standards.
 - Splits files into volumes according to office procedure.
- 5. Other administrative responsibilities.**
- Photocopy, fax and shred documents.

- Process incoming and outgoing mail.
- Maintain office supplies and forms; confirm records of goods received.
- Cross train for other related positions in the District Office for cover-off as required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is one of eight within the District Office that provide a variety of administrative support services. Position functions within well-established and clearly defined procedures. Guidance is sought for those issues that require discretion, but position is empowered to prioritize daily workload in a busy District Office.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position is required to provide basic program information to telephone callers. Occasionally position must de-escalate difficult telephone situations and exercise judgement in order to determine a suitable course of action. Typically, difficult clients, emergency situations or client complaints would be referred to the Casework Supervisor or referred to appropriate staff within the District Office.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Working knowledge of office related procedures to support District Office programs - filing, data entry, mail processing, supplies maintenance, etc.
- General knowledge of Word Processing, e-mail, internet and of internal department electronic systems (e.g., LISA, CCD, AISH tracking) to access and update electronic records.
- Good/excellent verbal communication skills - providing and explaining basic program information to callers with professionalism, courtesy, tact, and understanding.
- Good/excellent skills in time management, work prioritization, and attention to detail.

Typically this position requires a Grade XII diploma and some office experience.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 012AS03

Identification Section

Working Title:	Unit Clerk
Department:	Human Services
Division, Branch/Unit:	Native Multi-Services Team, Calgary Rocky View CFSA
Reports To:	Clerical Supervisor
Levels to D.M.:	
Job Description:	012AS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	012AS - Administrative Support 2

Comments on Role

The Unit Clerk completes administrative support for Child Protection Workers in the Native Multi-Services Team. The position is responsible for typing various documents, CWIS entries, tracking and logging of files and mail duties.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CT1 76	19% 14	R1 16	106

Comments on Evaluation

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Classification: Public



- **Knowledge:**

Requires knowledge of the CWIS as well as the application of specialized administrative skills (filing, word processing) resulting in the "C" rating. The duties retain a task focus. While the position occasionally deals with difficult situations, the expectation is that only basic information will be provided to clients or to refer the caller to the appropriate resource.

- **Creativity/Problem Solving:**

Position operates within well defined policies and procedures. Most situations are similar, allowing for resolution based on past experience.

- **Responsibility:**

Service delivery focus providing administrative support to a team of Child Protection Workers.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 012AS03

Identification Section

Working Title:	Unit Clerk
Department:	Human Services
Division, Branch/Unit:	Native Multi Services Team, Calgary Rocky View CFSA
Reports To:	Clerical Supervisor
Levels to D.M.:	

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Unit Clerk completes administrative support for the Child Protection workers in the Native Multi Services Team. Reporting to the Clerical Supervisor, the position is responsible for typing various documents, CWIS entries, tracking and logging of files and mail duties.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Type all case management documents and types letters, memos, vouchers, court documents, authorizations, departmental forms, professional contracts, adoption packages, and reports as required.
2. CWIS - enters all CWIS data for workers on computer including intakes, screening summaries, closures, updates and changes as they occur on cases.

3. Track and log incoming files and files documentation on individual client files, record expenditures on individual client files. Split files/skeleton file as required.
4. Answers telephone calls for Child Protection staff and takes messages where necessary. Cover-off for reception during breaks and absences.
5. Handle incoming and outgoing mail for team (i.e. mailing vouchers, bus passes for children in care, etc.).
6. Ensures team have adequate office/stationery supplies and forms.
7. Ensures invoices are reviewed by and signed by the Child Protection Worker or Team Leader.
8. Assumes duties of Clerical Team Supervisor during absences if required.
9. Attend Team meetings and record minutes.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is focused on providing administrative support to a team of Child Protection workers.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position's main contacts are with the Child Protection workers and Clerical Supervisor to gather information regarding the administrative support duties being performed.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

- High school diploma and some secretarial training/experience.
- Working knowledge of CWIS, Windows, Microsoft Office (Word, Outlook), CWIS and departmental policies and procedures governing case management documentation and file management.
- Basic program knowledge in order to answer phones and provide routine information.
- Time management skills.

Organization

(Working titles of positions reporting directly to this position.)

Last Review / Update: 2015-04-13

Subsidiary 1

Benchmark Evaluation - 012AS02

Identification Section

Working Title:	Receptionist
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, ADM Office
Reports To:	Assistant to the ADM
Levels to D.M.:	3
Job Description:	012AS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	012AS - Administrative Support 2

Comments on Role

First contact for a large division, operates a multi-line switchboard and assists walk-in clients. Answers phone and direct calls to correct staff members, receives and orders couriers, prepares mail-outs and provides word processing services as required.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

Comments on Evaluation

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Classification: Public



- **Knowledge:**

Position carries out standard receptionist procedures, requiring knowledge of the operational structure. Also requires some knowledge of word processing and spreadsheets in order to assist with administrative functions. This additional knowledge results in a push on the "B". The benchmark is highly task specific and contact is for the purpose of information exchange.

- **Creativity/Problem Solving:**

Position follows detailed standard practices and has access to immediate assistance to deal with unique situations not covered by office procedures.

- **Responsibility:**

Service delivery focus providing receptionist service for the ADM's office.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 012AS02

Identification Section

Working Title:	Receptionist
Department:	Culture and Tourism
Division, Branch/Unit:	Community and Citizenship Services, ADM Office
Reports To:	Assistant to ADM, Administrative Support
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Receptionist is the first point contact for a large division, operating its multi-line switchboard and assisting walk-in clients. Position will answer the telephone, direct calls to the correct staff member, assist walk-in clients, receive and order couriers, and prepare mail-outs. As required, will provide word processing and other administrative support services.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Operate a multi-line switchboard.
 - Answer the telephone and direct callers to the appropriate staff member.

- Efficiently operate a modern multi-line business set (such as a Meridian M5216).
- Answer general questions concerning problems and services.

2. Act as receptionist for the Community and Citizenship Services Division.

- Greet the public in a professional and courteous manner.
- Provide information public require or refer them to a staff person who can help.
- Receive and order couriers, ensuring addresses are correct and timelines are met.

3. Provide administrative support duties to the division.

- Open and date stamp incoming mail and grant applications.
- Provide updates for the Community and Citizenship Services Division intranet.
- Update database.
- Assist with bulk mail-outs.
- Assist with file archiving.
- Assist division staff with word processing and spreadsheet preparation.
- Provide other basic administrative support services as required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is the first point of contact for public telephone calls and walk-in clients for a division of approximately 80 staff. Provides some other office support services including some word processing.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Must receive people in a professional, friendly and courteous manner, and requires the ability to occasionally handle difficult people.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Must have excellent interpersonal skills, have a friendly disposition and demonstrate professionalism in dealing with the public. Position must be able to multi-task, and deal with changing priorities. Must also be able to perform word processing and use spreadsheet and database software. Requires a high school diploma.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 012AS01

Identification Section

Working Title:	Receptionist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forest Protection Division, Wildfire Service Branch
Reports To:	FPD Finance Specialist
Levels to D.M.:	6
Job Description:	012AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	012AS - Administrative Support 2

Comments on Role

The receptionist provides visitor and telephone reception duties for the Division Head's office. Also responsible for receiving and distributing mail.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

Comments on Evaluation

- **Knowledge:**

Main function of the position is to provide standard receptionist functions for the office requiring knowledge of the operational structure. Due to the other office administrative duties assigned (receipt and distribution of mail, photocopying and typing of routine correspondence), the position received a "B+" rating. Position has a task focus and requires effective communication skills to exchange information.

- **Creativity/Problem Solving:**

Position operates within well-established standard practices and requires limited judgement. Assistance is immediately available to deal with unique situations not covered by office procedures.

- **Responsibility:**

Service delivery focus providing reception services to the Forest Protection Division.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 1 Benchmark Job Description - 012AS01

Identification Section

Working Title:	Receptionist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forest Protection Division, Wildfire Service Branch
Reports To:	FPD Finance Specialist
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Receptionist provides visitor and telephone reception duties for a Division head office. Position also receives and distributes the mail, and other assigned clerical responsibilities.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Receptionist for the Forest Protection Division.

- Booking of boardrooms.
- Receive and direct incoming telephone calls through a switchboard by courteously greeting callers and referring them to the appropriate party.

- Ensure Forest Protection Division staff have updated the sign in/out board.
- Courteously greet walk-in clients and inform appropriate personnel.
- Maintain all telephone lists and department directories.

2. Receive and distribute incoming and outgoing mail.

- Receive and date stamp incoming mail.
- Packaging of oversized mail outs (i.e. manuals, prevention materials).
- Ensure fax correspondence is delivered or sent appropriately.
- Forward the mail to proper personnel several times daily.
- Prepare outgoing mail with proper cover and forward.
- Maintain knowledge of postal regulations and courier procedures.
- Arrange private courier services for timely delivery of materials.
- Ensure private courier packaging requirements are kept up to date.

3. Perform other office support responsibilities.

- Type routine office correspondence.
- Miscellaneous projects as assigned such as inputting application data or end dating Project Control Records.
- In-house photocopying and making arrangements for outside print projects.
- Large mail-out projects requiring mail merge or labels.
- Coordination of mailing out seasonal wage cheques and maintaining accurate banking information for wage employees.
- Ensure main fax machine and photocopier are operating well and arrange for repair or ordering of supplies.
- Filing of personnel and accounts payable correspondence.

- Trains and coordinates assignments for a seasonal receptionist (summer).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position performs routine receptionist and related office support responsibilities for a Division office. While it reports directly to the Office Administrator, position will take direction from the Branch Head. Where assignments are not covered by well-established procedures, detailed instructions are provided.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position spends a considerable amount of its time performing receptionist duties both on the phone and in-person. The nature of the interaction requires courtesy, and through routine, requires the ability to adjust to changing environments.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Position requires the ability to interact with callers in a professional and friendly manner. Must have a working knowledge of office procedures and software including word processing (basic). Position must be familiar with forest protection and comfortable with related fire fighting terminology.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities, but on an annual basis (summer), trains and coordinates assignments for a seasonal receptionist.

Last Review / Update: 2016-03-11

Subsidiary 1

Benchmark Evaluation - 011AS01

Identification Section

Working Title:	Divisional Mail and Photocopier Assistant
Department:	Human Services
Division, Branch/Unit:	Service Quality Division
Reports To:	Secretary
Levels to D.M.:	3
Job Description:	011AS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Administrative Support
Job Code:	011AS - Administrative Support 1

Comments on Role

Performs routine and repetitive work including photocopying, shredding, distributing mail within the office and operating a fax machine.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
BT1 57	14% 8	R1 9	74

Comments on Evaluation

- **Knowledge:**

The position must have knowledge of how to operate simple equipment following standard procedures (i.e. fax machines, photocopier). Position is very task focused and communication is for the purpose of exchanging information.

- **Creativity/Problem Solving:**

Position operates within detailed, standard practices. Direct supervision is available at all times.

- **Responsibility:**

Service delivery focus performing simple administrative activities for an office.

Last Reviewed:

Last Review / Update: 2015-04-13

Subsidiary 1 Benchmark Job Description - 011AS01

Identification Section

Working Title:	Divisional Mail and Photocopier Assistant
Department:	Human Services
Division, Branch/Unit:	Service Quality Division
Reports To:	Secretary
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This is a routine and repetitive work performing non-complex duties of limited scope and variety.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. The main responsibilities are:

- Picking up mail from the mailroom and then dividing mail to go to certain branches.
- Distributing mail and messages assigned from supervisor to various appointed people.

- Operating a photocopier and providing services to the Service Quality Division.
- Answering the phone and taking messages.
- Operating a fax machine.
- Operating a shredding machine.
- Completing special deliveries.
- Filing documents into specific folders.
- Organizing matching correspondence.
- Performing various other duties as requested.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The incumbent performs specific administration tasks (i.e. photocopying/shredding jobs). Direction is given verbally or in writing by senior staff.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Incumbent has contact with staff internal to the Branch or Division with some contact with other Divisions. Incumbent has minimal contact with external clients.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and

degrees. Specific training if it is an occupational certification/registration required for the job.)

- Competent of location of staff for effective distribution of mail.
- Expertise of operating photocopier, fax, shredding machines, computer and telephone.
- Good interpersonal skills and memory.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-04-13