

TITLE: PROGRAM ASSISTANT

CLASSIFICATION: CLERK 9

MINISTRY: WATER, LAND AND RESOURCE STEWARDSHIP

WORK UNIT: SOUTH COAST REGION

SUPERVISOR TITLE: OFFICE SERVICES SUPERVISOR

SUPERVISOR POSITION #: 00139336

JOB OVERVIEW

To provide a variety of office administrative, secretarial and financial support services for the branch and coordinate the day-to-day priorities of the manager, including providing liaison with ministry executive offices.

ACCOUNTABILITIES

- Types, formats and proofreads a variety of documents and materials such as memos, presentation materials, graphs, flow charts, tables, reports, briefing notes, correspondence, spreadsheets, and Cabinet Submissions from drafts or hand-written notes using desktop tools such as MS Word, MS Excel, MS PowerPoint and MS Outlook.
- Receives, sorts, prioritizes, logs, tracks and distributes incoming correspondence and briefing notes; maintains a bring-forward system and ensures issues are tracked and addressed.
- Sets up and maintains the ARCS/ORCS records management system for the branch ensuring the proper storage, retrieval and disposal of the branch's records.
- Ensures urgent matters are brought to the manager's attention and uses discretion to re-direct and assign issues to other staff in the absence of the manager.
- Responds to routine verbal and written inquiries from the public, government staff and other agencies.
- Maintains the manager's calendar and makes travel arrangements, updates, arranges meetings and appointments and compiles files, correspondence, and resource material in preparation for meetings and appointments.
- Schedules meetings, makes necessary arrangements (e.g., meeting dates and locations, required equipment, and catering), prepares agendas with pertinent background information, tracks action items, and takes and distributes minutes.
- Updates and maintains administrative policy and procedures manuals.
- Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures, and administering the petty cash account; checks accuracy and completeness of financial documentation.
- Acts as the branch contact for facilities and equipment issues (e.g., furniture, photocopiers, office moves) and ensures problems are resolved.
- Orders and maintains a stock of office supplies for the branch.

- Assists branch staff with electronic leave management entries and contacts service centre to resolve issues.
- Arranges conferences/conventions, including booking meeting locations, arranging logistics and attending meetings.
- Assists with human resource administrative functions.

JOB REQUIREMENTS

Education and Experience:

- A Certificate/ Diploma in office/business/public administration or a related field and a minimum of six (6) months related experience*OR
- Secondary school graduation or equivalent (Dogwood, GED) and a minimum of one (1) year related experience*OR
- An equivalent combination of education and experience may be considered.

***Related experience must include:**

- Experience in an administrative role.
- Experience typing, formatting and editing a variety of documents.
- Experience in working with various computer applications and databases including MS Word, Outlook, and Excel.
- Experience providing a high standard of client service.

Preference may be given to those with one (1) or more of the following:

- A Degree (or higher) in office/business/public administration or a related field.
- A minimum of 3 years' experience in all job requirements.
- Experience using B.C. Provincial Government Systems.
- Experience working in a natural resource management field.
- Experience using electronic application (eAPP).

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to keyboard with speed and accuracy at approximately 40 to 50 words per minute.
- Attention to detail and accuracy.
- Knowledge in navigating web applications and conducting information searches.
- Ability to apply conflict resolution and negotiation in a regulatory environment.
- Excellent written and oral communication skills.
- Ability to multi-task in a demanding and fast paced work environment.

SECURITY SCREENING

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the Ministry. Note: it is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position.

BEHAVIOURAL COMPETENCIES

- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Cultural Agility (IRBC)** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

The competencies listed above complement the required accountabilities for this position. For more details about behavioural interviews, competency definitions, and to watch interview videos, please visit: [Behavioural competencies in the BC Public Service](#).