

**Vuntut Gwitchin Government**

A. **Identification:** Administrative Assistant /Social Assistance Administrator

**Department:** Health, Social and Recreation

**Supervisor:** Director, Health, Social and Recreation

**Date:** November 2005 (Revised April 2009)

**Status:** Full-time

**Level:** 5

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B. **Job Summary:**

Reporting to the Director, Health, social and Recreation Department this position administers the Social Assistance Program and also provides administrative and office support to the department.

C. **Main Duties:**

**Processes requests for monthly living support assistance to clients by:**

- Meeting with clients once a month to determine need and processing assistance per accessed need in compliance to the Social Assistance Act guidelines and policy
- Completing paperwork as needed and submitting to appropriate departments
- Following up on administrative problems clients may have with receiving approved living support assistance

**Provides office services by:**

- Responding to telephone and electronic inquiries or directing inquiries to appropriate person, screening calls and determining priority level
- Greeting customers, ascertaining nature of business and directing customers to appropriate person
- Keeping informed of co-workers' appointments, travel and meeting schedules, and informing others as needed
- Preparing and submitting to Finance cheque requisitions, purchase orders, travel claims, receipts and other documentation
- Creating and maintaining manual and computerized information filing systems for minutes, correspondence, reports, forms, policies and other documentation
- Ensuring confidentiality and safety of files
- Following procedures for ordering office supplies, gifts and equipment
- Analyzing and resolving office administrative and procedural problems

**Prepares and distributes electronic and paper-based correspondence, reports, statements, brochures, publications, presentations and other documents by:**

- Drafting, word-processing, editing, proofreading and finalizing
- Compiling data, statistics and other information
- Consulting with requestor on layout and intent of document
- Ensuring documents are posted on websites, and compiling packages, mailing, printing, faxing, and copying
- Assisting with maintaining a resource library
- Giving out information from the resource library to customers and clients

**Organizes and participates in meetings and events by:**

- Booking space and ensuring tables/chairs are arranged appropriately
- Preparing and distributing agenda and related documents
- Communicating with participants and speakers
- Determining expenditures and following a budget
- Advertising
- Ensuring materials and equipment are set up
- Arranging for refreshments, luncheons, suppers
- Arranging for translation and interpretation
- Recording, word processing, and distributing minutes

**Makes travel arrangements by:**

- Booking airplane tickets and rental cars, and making hotel reservations
- Preparing travel claims, determining travel expenses, and ensuring advances are obtained
- Developing a travel itinerary with appropriate information such as names and phone numbers of hotels, meals paid for, names and phone numbers of car rental agencies, departure and arrival times of air travel

**D. Job Knowledge and Skills:****Education**

- Certificate or diploma in office administration or secretarial program, or equivalent in experience and relevant course work.
- Knowledge of Umbrella Final Agreement (UFA), Self Government Agreement (SGA) and First Nations Final Agreement (FNFA).
- Knowledge of effective office procedures
- Knowledge of basic accounting
- Knowledge of records management techniques

**Management Skills:**

- Ability to be a team player and work with people from various disciplines and cultures
- Ability to problem solve
- Time management and organizational skills.
- Ability to assume responsibility, prioritize tasks and meet deadlines.
- Ability to follow a budget
- Ability to multi-task and take directions from multiple sources

**Specific Skills:**

- Ability to create documents using Word, Excel, and PowerPoint
- Ability to use computer functions such as Windows, email, and web browsers
- Ability to create and maintain manual and computerized records management systems
- Ability to organize meetings and events
- Ability to organize meeting notes into effective minutes
- Ability to make travel arrangements

Interpersonal Skills:

- Incumbent must be comfortable in a cross-cultural setting.
- Incumbent must be comfortable living in a remote setting with extreme temperatures and light.
- Ability to meet and greet the public and business associates with a positive helpful attitude and maintain a professional manner
- Ability to communicate effectively and diplomatically, both verbally and in writing, with co-workers, community residents, Vuntut Gwitchin citizens, outside agencies, partners and business associates.

E. Decision Making:

The incumbent works independently and with initiative within established policies, procedures, objectives and priorities. Decision-making is required for setting daily work priorities, providing efficient office services, planning meetings and events and providing quality customer service.

F. Impact/Accountability:

This position is accountable for decisions made in the course of work, in meeting deadlines, and following directions from the supervisor. Efficient administrative support is important for delivery of quality services to clients, customers and co-workers.

G. Key Personal Contacts and Nature of Contacts:

Who	Purpose	Frequency
Supervisor	Informing and discussing tasks, and receiving direction.	Daily
Clients	Filling information on AIS	Monthly
Co-workers	Information exchange, arranging meetings, receiving tasks	Daily
Vuntut Gwitchin Citizens & general public	Information exchange; customer service	Daily

H. Positions Supervised: 0

I. Working Conditions:

This position is located in a normal office environment.

**Spiritual:**

Balancing traditional beliefs and practices with modern administrative methods.

**Physical:**

Approximately 70% of time using the computer

Travel approx: none

Remote living conditions in extreme temperature and light conditions

**Mental:**

Regular need to meet deadlines (meetings, reports, ad hoc deadlines)

Receiving direction from more than one source

Balancing demands of multiple customers and prioritizing those demands

Shifting priorities and tasks to respond to Vuntut Gwitchin Government and community needs

Striving for quality service while multi tasking

**Emotional:**

Dealing with a high number of community residents and citizens who are under personal stress, or have varying social values.

J: Conditions of Employment

Willingness to follow policies and procedures  
Extreme confidentiality required.

**SIGNATURES** Supervisor:

<p>Supervisor:</p> <p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p>Incumbent:</p> <p>I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
<p>_____ Supervisor</p>	<p>_____ Incumbent</p>
<p>_____ Date</p>	<p>_____ Date</p>