

JOB DESCRIPTION

BCGEU

1. Position No. 80608	2. Descriptive Working Title Supervisor, Administration		3. Present Classification CL 6
4. Department Applicant Services	5. Branch/Section Operations	6. Work Location On-Site	Date September 2021
7. Position No. of Supervisor 23031	8. Descriptive Work Title of Supervisor Director, Applicant Services		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Supervisor, Administration is responsible for the provision of administrative and support services for the Applicant Services department, including supervising a team performing administration, reception, receipt and management of documents for a range of programs. He/she/they work closely with Managers and Supervisors to ensure that the administrative team priorities support the efficient delivery of departmental programs and services. The incumbent manages and coordinates incoming correspondence and issues and serves as the department's first-level technical resource for administration related systems that support the delivery of services.

11. Duties:

1. Oversees a team of staff responsible for providing administrative services and support functions for the department. Supervises staff by assigning and monitoring work, providing training and orientation, directing, and motivating staff, providing advice and guidance regarding staff issues, conducting performance evaluations, and recommending disciplinary action to the Director when necessary. Participates in the recruitment of staff and resolves grievances at the first stage of the grievance process.
2. Works closely with each team within Applicant Services to understand departmental priorities and objectives and assess administrative requirements. Ensures tasks are performed efficiently and in accordance with requirements, performance standards, and deadlines.
3. Develops, recommends, and implements administrative policies, standards and procedures to ensure the effective and efficient delivery of administrative services. Conducts and participates in comprehensive reviews of Applicant Services procedures and provides expertise and support in developing and implementing new administrative systems and processes. Identifies policy and procedural gaps and makes recommendations for improvements. Updates and maintains all administration related documentation and manuals. Communicates new and revised procedures and processes to staff.
4. Manages and coordinates responses to enquiries and requests from other business areas, including Executive Office, Complaints Resolution, Freedom of Information, Communications, and Housing & Health Services. Receives, tracks, and triages enquiries, identifies appropriate responder(s) and consults with or refers matters to others as appropriate. Follows up to ensure urgent or critical enquiries are responded to within deadlines. Assists with gathering data, liaising with staff across the organization and drafting responses as appropriate. Maintains an issues management and correspondence tracking system and resource library to facilitate consistency and efficiency with future enquiries.
5. Completes assignments on behalf of the Director including researching and compiling background information and documents to respond to letters, completion of reports, submissions, and other correspondence. Acts as an administrative liaison maintaining a positive working relationship with other branches/departments. Plans and coordinates various meetings or special events as directed. Coordinates the preparation and distribution of materials, organizes venue and attends meetings and events to ensure that administrative services which are agreed to are implemented and completed.
6. Acts as the first-level technical resource for assigned systems, databases, and tools used by the administration team, including electronic document management tools. Provides support to users, assesses and resolves problems, and refers difficult issues to Information Management & Technology (IM&T) for resolution as

necessary. Coordinates in conjunction with IM&T department the implementation of new or enhanced information system hardware and software related to the provision of administrative services.

7. Maintains adequate inventory of printed materials for various programs. Ensures Supply Chain and Business Support Services (BSS) established procurement processes and procedures are followed.
8. Develops and enhances business and reporting tools and templates, including statistical and other reports tracking workloads and service levels. Provides orientation, training and support to the administrative team and other department staff on new and changed systems and processes.
9. Works with BSS and IM&T to ensure the timely printing and distribution of automated print jobs and ad-hoc letters to Applicant Services program applicants and clients. Provides coordination and troubleshooting to resolve any issues with print jobs. Establishes business processes that include quality checks and audits to ensure there are no privacy breaches and applicable privacy legislation requirements are met.
10. Participates in the development of department plans and discussion of issues impacting business or operating strategies. Participates in various Applicant Services meetings, activities, training, and events. Provides advice and counsel from an administrative perspective regarding emerging issues.
11. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Education, Training and Experience		

Completion of a diploma in commerce, business administration, or other relevant discipline.

Considerable experience in delivering administrative activities including experience supporting a wide range of teams and clients.

Experience in supervising, coaching and mentoring a team of staff.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge and Skills		
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound knowledge and understanding of administrative policies, procedures, and practices
 - Ability to learn and understand the department and Branch programs, policies, procedures and operating requirements
 - Ability to assess administrative requirements and develop new and revised procedures, business processes, systems, tools, and other mechanisms to support effective delivery of the department's programs and services
 - Ability to lead, coach and motivate staff in a team setting
 - Ability to organize and prioritize the work of others and meet multiple deadlines in a fast-paced environment while maintaining a high standard of service
 - Ability to multi-task, co-ordinate work with others, keep senior management apprised of major issues and adapt to changing priorities
 - Ability to foster strong working relationships to accomplish objectives
 - Strong written and verbal communication, conflict resolution, consensus building and interpersonal skills
 - Strong planning, organizational, analytical and problem-solving skills
 - Strong analysis, research, and problem-solving skills.
 - Proficient in the use of MS Office (Excel, Word, PowerPoint) and related computer systems and databases

6. Occupational Certification		
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Criminal record check is required