

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Divisional Support Coordinator	
Position Number(s)	Community(s)	Division/Region(s)
97-0203	Yellowknife	Performance and Corporate Services

PURPOSE OF THE POSITION

The Divisional Support Coordinator provides office services that support regular office operation by implementing administrative systems, practices, procedures, and policies, and by providing primary backup coverage for Reception.

This position interacts with the Performance and Corporate Services Team and plays an active role in the delivery and coordination of administrative support for both the day-to-day operations and strategic objectives/initiatives.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

This position is located in Yellowknife, Northwest Territories, and reports to the Vice President, Performance and Corporate Services. The Divisional Support Coordinator is a member of the Performance and Corporate Services team that consists of Facilities and Records, Human Resources, Information Services, and Performance and Innovation. The incumbent is

responsible for the day-to-day management and coordination of all administrative support and service for Performance and Corporate Services and must act as a model for service excellence, and ensure timely, high-quality, cost-effective work with meticulous attention to detail.

This position requires an organized, detail-oriented individual who can manage multiple tasks/projects at once in a fast-paced environment while providing a full range of office administration services. A high degree of discretion and confidentiality is required at all times.

The position has a spending authority of up to \$5,000.

RESPONSIBILITIES

1. Provides administrative support to Performance and Corporate Services.

- Prepares correspondence, reports, and documents for the Performance and Corporate Services Leadership Team.
- Assists in preparing presentations and other projects through research, writing, etc., using presentation and spreadsheet software, and the Internet and Intranet.
- Forwards tasks to Performance and Corporate Services Leadership and monitors progress and deadlines on the VP's behalf.
- Schedules meetings, including video/teleconferences, prepares agendas, and records minutes as required. Provides updated files and materials related to these meetings.
- Monitors and maintains Performance and Corporate Services leave schedule, training request log, and safety meeting attendance reporting.
- Tracks and Files Performance and Corporate Services attendance registers
- Coordination of Jurisdictional Scans.
- Proofreading and formatting of communications to staff and vendors.
- Supports the maintenance of Performance and Corporate Services records in accordance with the GNWT Administrative Records Classification System (ARCS) and the WSCC Operational Records Classification System (ORCS).
- Follows safe work practices and ensures the integrity of the WSCC's Internal Responsibility System.

2. Provides administrative support to Human Resources

- Assists HR Advisors in setting up competition files, pre-screening and interviewing tasks, setting up appointments, assignments, interviews and the removal process
- Assists Benefits Officer in medical travel arrangements – booking travel, accommodations, per diems
- Support in the coordination of long service and appreciation events
- Assists the unit in file management - files personnel documents, maintains manuals, records keeping using ARCS/ORCS filing system for classifying, retrieving and disposing of materials, records and other documents

3. Provides receptionist duties at the WSCC front desk as the Receptionist reserve position.

- Receives incoming telephone calls on the phone system and directs to the appropriate WSCC Employees.
- Receives visitors to the WSCC; provides general information and directs inquiries to appropriate WSCC employees.
- Maintains a log and distribution of visitor and contractor cards.
- Arranges for parcel pick-up by local couriers.
- Maintains a log for incoming and outgoing mail and parcels.
- Maintains Reception area brochures, pamphlets, other media, and stakeholder hospitality supply inventories.
- Updates internal WSCC phone and fax lists, and website contact list.
- Tracks WSCC vehicle use, including distribution of vehicle keys and forwards information regarding vehicle repairs to the Facilities unit.
- Processes employer account payments.

4. Other related duties

- Works on special projects as assigned by the Managers within Performance and Corporate Services.
- Assists Performance and Corporate Services in coordinating events
- Cross training and backup for other Facilities & Records staff members to provide back up as needed
- Provides mailroom coverage as and when required
- Cross training and backup for maintaining and monitoring an inventory of office supplies and ordering office supplies as identified and authorized by the appropriate spending authority.
- Uploads documents onto the WSCC Intranet and Electronic Content Management System as assigned by the Managers within Performance and Corporate Services.

WORKING CONDITIONS

Physical Demands

Some lifting and carrying of boxes required.

Environmental Conditions

As typically associated with an office environment

Sensory Demands

As typically associated with an office environment

Mental Demands

Occasionally encounters stakeholders exhibiting frustration and whose behaviour may not always be respectful.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong administrative skills;
- Organizational, interpersonal, communication (verbal and written), and analytical skills;
- Ability to maintain a strict level of confidentiality;
- Computer skills (including Word, Excel, SharePoint and presentation software)
- Ability to work with minimal supervision;
- Ability to prioritize tasks, maintain professionalism during stressful situations, meet short deadlines, and manage a fluctuating workload;
- Excellent customer services skills; and
- Working knowledge of GNWT Administrative Records Classification System (ARCS) and the WSCC Operational Records Classification System (ORCS)
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Business Administration diploma and a minimum of 3 years of administrative experience in a multi-disciplinary environment.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☒ French preferred

Aboriginal language: To choose a language, click here.

- ☐ Required

☒ Preferred