

TITLE: PROGRAM ASSISTANT

CLASSIFICATION: CLERK STENOGRAPHER 9

PROGRAM

The Ministry of Forests, Lands, Natural Resource Operations and Rural Development works collaboratively with ministries involved in the management of natural resources to coordinate people and resources to provide exceptional service to the public. The Ministry assists clients through its FrontCounter BC service counters, which simplifies the process for citizens and natural resource businesses who are seeking information or authorizations to utilize crown natural resources.

JOB OVERVIEW

To provide front line service based on general knowledge of various Natural Resource Agency and other agency's legislation, regulations, policies and procedures, to clients of the provincial government's natural resource agencies. This position provides 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

- Provides in person, telephone, email correspondence to reply to both routine and complex enquiries and directs client to the relevant information and self-serve tools available and in accordance with FrontCounter BC and FLNR ministry procedures and performance standards.
- Assists with completion of application forms and other documents in a variety of formats; processes assigned permits, reviews applications for completeness, determine need for referral(s), and identifies and resolves or refers conflicts and inconsistencies to senior staff.
- 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 Word, Excel, PowerPoint and Outlook.
- Provides general clerical services and administrative support to staff, as and when required; prepares binders and presentation materials, reports and documents for distribution or mail-out.
- Makes entries into a variety of database systems to support authorizations, maintains multi-user records systems and completes file searches.
- Ensures that all payment devices and client computer aids comply with industry payment standards.
- 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 on-line leave management entries and contacts service centre to resolve issues.

JOB REQUIREMENTS

- Secondary school graduation or equivalent. Preference may be given for a certificate (or higher) in a related field (such as office/business or public administration, etc.).
- Excellent communication skills, both written and verbal.
- Recent (within the last 5 years) experience providing front-line service in an office setting or high volume customer service environment.
- Experience working with computer systems and associated software programs such as MS Word, MS Excel and MS Outlook.
- Ability to obtain and provide clear, concise and complete oral and written information using recognized standards of business English at a level appropriate to the audience.
- 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**).

Preference may be given for recent (within the past 5 years) experience in one or more of the following:

- Minimum of two years' experience working with the public in a service quality environment with some financial experience handling cash.
- Experience interpreting and explaining policies and/or regulations to clients/customers.
- Experience with web-based programs.
- Experience working in the natural resource sector.
- Experience dealing with cash transactions and other point of sale devices, credit cards or similar.

BEHAVIOURAL COMPETENCIES

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client
- **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.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situation change, and accepting changes within one's own job or organization.

The competencies listed above complement the required accountabilities for this position. For more information about behavioural interviews, competency definitions, and to watch interview videos, please visit:

[Competencies in the BC Public Service.](#)