Position Data   *Read Only*

Position Title: Administrative Assistant	**Plan:** PSJEP **Case Status:** Closed
Case #: 17866	**CHIPS #:** 109749
Ministry: AEST	**Division:** Governance, Planning, and Corporate Legislation
Branch: Private Training Institutes	**Section:** -
Work Family: Administrative Services	**Work Stream:** Office Administration & Support
Current Class: Clerk Stenographer 09 (Before)	**Current Salary:** $41,310.32 (Before)
Approved Class: Clerk 09 (After)	**Approved Salary:** $41,310.32 (After)
	Impacted Positions: 1
	Estimated Annual Impact: $0.00 (including the cost of benefits)

Related Documents

Description 72485: Job Profile 00109749 Administrative Assistant 20210604.docx   **Quality:** RELIABLE
Staffing Criteria
Competency Profile
        Rationale
Working Paper 48982: Working Paper 00109749 Administrative Assistant 20150324.docx
Working Paper 48506: Organization Chart Private Training Institutes Branch 20150216.pdf
Working Paper 73813: Working Paper 00109749 Administrative Assistant 20210811.docx
Working Paper 48673: Job Profile 00000000 Administrative Assistant 20150218 - final.docx
Working Paper 72486: Request Form 00109749 Administrative Assistant 20210604.pdf
Working Paper 72487: Organization Chart 00109749 Administrative Assistant 20210604.pdf
Working Paper

Diary Entry Data

File Location: BCPSA   **Assigned To:** File Room   **Date:** 11-Aug-2021
Action/Reason: Approval Notice   **Points:** 325   **Range:** 9
CRM Ticket # 210415-000514

1 JK	2 MD	3 IC	4 PC	5 WA	6 FR	7 PA	8 HR	9 WB	10 SE	11 PE	12 SR	13 HZ
D	C	C	C	C	C	C	A	A	C	C	A	B

Comments

```
2021August11: Approved CLK 9. Comparable to BM 108. Position is responsible
for providing administrative support for the Branch, providing support for IT
issues and incidents, purchasing equipment for office hardware and software,
and coordinating a branch database. In addition, the position will be
providing administrative support for the Executive Director, and acts as the
primary contact for the office building or facility issues. Consulted with GK.
```

Priority: Normal
Keyword: s.15

OK

FULL Expansion on COMMENTS:

2021August11: Approved CLK 9. Comparable to BM 108. Position is responsible for providing administrative support for the Branch, providing support for IT issues and incidents, purchasing equipment for office hardware and software, and coordinating a branch database. In addition, the position will be providing administrative support for the Executive Director, and acts as the primary contact for the office building or facility issues. Consulted with GK. See WP73813.

2021June10: Sent questions to Monica Lust via CRM s.15

Contact: Monica Lust (monica.lust@gov.bc.ca, (604) 569-0031)

Anticipate: Not indicated

CRM ticket: 210415-000514

FWD: Classification Review: Administrative Assistant

From:	MyHR <myhr@gov.bc.ca>, MYHR PSA:EX <myhr@gov.bc.ca>
To:	Nadine.Richter@gov.bc.ca, Richter, Nadine PSA:EX <Nadine.Richter@gov.bc.ca>
Sent:	August 25, 2021 10:57:30 AM PDT
Attachments:	PTIB Organization Chart - 2021.03.22.pdf, Program Coodinator Job Profile, effective Sep 2016.docx, 109749 - Administrative Assistant - 2021.06.03.docx, Job Profile 00109749 Administrative Assistant 20210810.docx, Reclassification GEU Same.docx, PSA classification review - Administrative Assistant - PTIB responses to questions.docx, Classification Submission Form - 00109749 - 2021.06.03.docx, 109749 - Administrative Assistant - 2021.04.15.docx

Forwarded By: Nadine Richter - Nadine.Richter@gov.bc.ca

Subject

Classification Review: Administrative Assistant

Question Reference # 210415-000514

Assigned: Kevin Pircher
Date Created: 04/15/2021 12:02 PM
Date Last Updated: 08/17/2021 07:30 AM
Status: Updated

Customer By CSS Email (Monica Lust) (08/17/2021 07:30 AM)

Good morning, Kevin. An FYI ... there is no service category matching the instructions below.

I've submitted via "my team or organization" and chose "job classification" and "classification review"

Monica Lust

Registrar and Executive Director

Private Training Institutions Branch

Ministry of Advanced Education and Skills Training

203 – 1155 West Pender St, Vancouver, BC V6E 2P4

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Response By Email (Kevin Pircher) (08/11/2021 10:13 AM)

Hello Monica,
Thank you for providing that additional information for the review of the three positions. This is the formal notification that Administrative Assistant position, position number 00109749, is approved at the Clerk 09 classification level.
Position Title: Administrative Assistant
E-Class Case #: 17866
Position #: 00109749
Previous Classification: CLK 09
Approved Classification: CLK 09
Impacted Positions: 1

Please see the attached reclassification letter template, which should be used to notify your employee of the results of the review. *To implement the reclassification in PeopleSoft, submit a signed, scanned copy of the letter through AskMyHR , under the service category of "Pay and Reimbursements > Other".*

Please ask questions and/or provide us with information related to your request by responding through AskMyHR [210415-000514].

Response By Email (Kevin Pircher) (08/04/2021 02:37 PM)

Hi Monica,

Thanks so much for providing me with that information!

Customer By CSS Email (Monica Lust) (08/03/2021 03:15 PM)

Hello Kevin, apologies for taking this long to get back to you.

I had an informal meeting with the incumbent to ensure I used the best possible examples to assist you in your review. She added the following to highlight how her role as Admin Assistant is different than others:

- In other areas of the Ministry, someone from the Technology Branch manages the inventory of technology assets (laptops, peripherals, etc). At PTIB, the Admin Asst is charged with this accountability. The position is required not only to track the whereabouts and condition of technology but also be mindful of stock levels such that we have sufficient on hand to manage the occasional need for staff to switch technology (in the event of a malfunction) or to ensure that new hires are equipped with the appropriate resources when they start such that they aren't waiting for a computer, etc.

I think that's it, Kevin. Please finalize your assessment.

Also, the incumbent has requested a copy of the positions actual score. She has conveyed her intention to FOI the assessment if she can't get it by more informal means. I've advised her that it's my understanding scores are not shared but she has asked me to ask you regardless. Any advise as to how I should respond?

Monica Lust
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Customer By CSS Email (Marianne Schwan) (07/27/2021 11:45 AM)

Hi Kevin,

With regards to the Branch Coordinator position (previously, the position title was Program Coordinator), I'm not sure whether you

have access to the original job profile created when PTIB joined government in 2016, so I've attached a copy for your reference. The current classification at the Clerk 14 level was based on the profile attached. You'll note there have been significant changes in the accountabilities since 2016.

In terms of providing some clarity around the Branch Coordinator role surrounding the ARCs and ORCs, I've highlighted portions of my previous response below that requires some further explanation:

The job profile states "oversees and monitors correct application of branch ARCS, ORCS, records retention schedules and file management." Please provide some work examples of this. How does this position oversee the correct application of branch records management? Please describe this process.

The BCO oversees the work of the Records Assistant (RA) who implements the retention schedule. Work examples of the RA were described in responses regarding the RA position and are repeated here for ease of reference. This RA work is overseen by the BCO. ==The final, highlighted bullet explains the BCO's involvement:==

> *Arranging off-site storage: In the case of a large school closure, the RA would record the contents of the box to the ART and contact the storage facility to pick up the boxes to add to storage.*
>
> *Retrieval of off-site storage: Staff may request an institution file and students may request a copy of their record – those requests go to the RA who searches the ART and if the record can be located, will contact the storage facility to request delivery of the box.*
>
> *Disposal of records: When records are ready for disposal in accordance with the ARCs and ORCs schedules,* ==the RA completes a form describing the records to be destroyed, asks a manager to authorize the disposal (for example, accounting records require authorization from the Finance Manager; institution records require authorization from the Director, Policy and Institution Certification).== *For different record types or classifications, the RA follows the ARCs and ORCs to determine the retention date.*
>
> *Decisions made independently: With an institution file or student file, the RA will decide which records can be culled vs retained. The RA makes decisions independently related to retrieving records.*
>
> *Decisions escalated to supervisor: How to classify a record; authorization to send records to off-site vendor as opposed to creating an electronic record; the disposal of records*

The portion highlighted in green above explains that it is the Records Assistant, not the Branch Coordinator, who liaises with the manager in different areas to have records authorized for disposal.

The portion highlighted in yellow explains the BCO's involvement, and what I failed to explain previously is what the BCO does when the RA refers these decisions to her. I should have added the following to my response:

For decisions re: how to classify a record, the BCO will liaise with staff in the appropriate program area to identify the type of record.

For decisions re: whether to send records to the off-site vendor or to create an electronic record, the BCO will need to consider current resources. For example, if PTIB is provided with a large number of

student records upon the closure of an institution, the BCO will need to consider whether we have the physical space and employee hours/resources available to warrant keeping these records on-site until the RA has an opportunity to scan and create an electronic record. If not, the BCO will direct the RA to arrange for off-site storage.

For decisions re: the disposal of records, the BCO will identify those records ready for disposal in accordance with the ARCs and ORCs schedules and advise the RA to action the disposal. The RA will complete the form which describes the record to be destroyed and has the appropriate manager (not the BCO) authorize the destruction before the record is ultimately destroyed.

Thank you, Kevin. I hope this additional info is helpful.

Sincerely,

Marianne Schwan

Director, Policy and Institution Certification

Private Training Institutions Branch

Ministry of Advanced Education and Skills Training

From: Schwan, Marianne AEST:EX
Sent: July 8, 2021 7:35 PM
To: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>; MYHR PSA:EX <myhr@gov.bc.ca>
Cc: Strong, Roland AEST:EX <Roland.Strong@gov.bc.ca>
Subject: RE: Classification Review: Administrative Assistant [Incident: 210415-000514]

Good afternoon,

Further to our Jun 25 meeting, attached here are the responses regarding the Branch Coordinator position.

Marianne

Marianne Schwan

Director, Policy and Institution Certification

Private Training Institutions Branch

Ministry of Advanced Education and Skills Training

203 – 1155 West Pender St, Vancouver, BC V6E 2P4

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From: Schwan, Marianne AEST:EX
Sent: June 25, 2021 10:26 AM
To: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>; MYHR PSA:EX <myhr@gov.bc.ca>
Cc: Strong, Roland AEST:EX <Roland.Strong@gov.bc.ca>

Subject: RE: Classification Review: Administrative Assistant [Incident: 210415-000514]

Sorry for the late add. Here's are the responses regarding 1 of the 2 other positions. Will get the responses re: the Branch Coordinator position soon.

Marianne

Marianne Schwan

Director, Policy and Institution Certification

Private Training Institutions Branch

Ministry of Advanced Education and Skills Training

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From: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>
Sent: June 25, 2021 7:45 AM
To: MYHR PSA:EX <myhr@gov.bc.ca>
Cc: Strong, Roland AEST:EX <Roland.Strong@gov.bc.ca>; Schwan, Marianne AEST:EX <Marianne.Schwan@gov.bc.ca>
Subject: RE: Classification Review: Administrative Assistant [Incident: 210415-000514]

Good morning, Kevin. In preparation for your meeting, I'm attaching responses to your questions as well as some process documents.

I'm copying Marianne Schwan and Roland Strong, they'll be joining the call.

Thank you,

Monica Lust

Registrar and Executive Director

Private Training Institutions Branch

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From: MyHR <myhr@gov.bc.ca>
Sent: June 10, 2021 3:35 PM
To: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>

Subject: Classification Review: Administrative Assistant [Incident: 210415-000514]

Hi Monica,

I hope you have been doing well! Thank you for taking the time to provide the information required for the classification review of the Administrative Assistant position. After carefully reviewing all documentation and notes provided, I have reached a decision and have determined that this position is appropriately rated at the Clerk 9 level.

Next steps:

- I am happy to arrange a meeting to discuss the results of my review within the next week, OR
- If I do not hear from you or if you prefer not to discuss, I will forward the final notice of classification so you may proceed to providing notice to the incumbent.

Customer By CSS Email (Monica Lust) (07/14/2021 09:30 AM)

Good morning, Kevin.

Regarding your question about work examples, I can provide you with a couple of examples.

- Kathleen routinely orders small peripheral items like headsets for staff. She would confirm what is needed with the staff member and then request my permission to proceed with the purchase. After approval is provided, she would purchase the headsets from an external provider (ie Amazon) using her purchase card. The shipment would be directed to Kathleen and she would QR it (Quality Receive – i.e. match the shipment with the invoice/packing info). When she does her credit card reconciliation at the end of the month, she provides the relevant information and a copy of the original approval to me for sign off.
- If external training is required for a staff member, she would confirm the supervisor's approval, obtain my approval and then purchase the training on her credit card. She would complete a similar month end reconciliation as noted above and then track to ensure that the training is completed, requesting confirmation (certificate, etc) from the staff member to add to a personnel file.

I believe I am the only person that signs off on her purchases. Other expense authorities within our branch are the two Directors but Kathleen does not purchase or QR items for those two directors. Hoping this helps. Please let me know if you have any questions.

Monica Lust
Registrar and Executive Director
Private Training Institutions Branch
Ministry of Advanced Education and Skills Training
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Hi Monica,

I hope you had a good weekend. I have been reviewing the information that you have provided for this position against the Public Service Job Evaluation Plan and I would like some more information on the following questions as I require more detail and clarification within a few areas.

I am looking for some more information on the financial responsibilities of this position specifically work examples of how this position ensures accuracy of invoices.

Purchasing card – spending authority of

Which position in the org has expense authority sign-off? Is this position providing any type of expense authority sign-off for financial purchases?

Please let me know if you have any questions or concerns.

Thank you for contacting the BC Public Service Agency.

Visit AskMyHR to create, update, track or retrieve your service requests. Service Requests that have been solved will be viewable for one year then they will be archived.

Kevin Pircher
BC Public Service Agency
AskMyHR
MyHR **250.952.6000** | Toll Free **1.877.277.0772**

Response By Email (Kevin Pircher) (07/13/2021 10:35 AM)

Hi Monica,
I hope you had a good weekend. I have been reviewing the information that you have provided for this position against the Public Service Job Evaluation Plan and I would like some more information on the following questions as I require more detail and clarification within a few areas.
I am looking for some more information on the financial responsibilities of this position specifically work examples of how this position ensures accuracy of invoices.
Which position in the org has expense authority sign-off? Is this position providing any type of expense authority sign-off for financial purchases?
Please let me know if you have any questions or concerns.

Customer By CSS Email (Marianne Schwan) (07/08/2021 07:45 PM)

Good afternoon,
Further to our Jun 25 meeting, attached here are the responses regarding the Branch Coordinator position.
Marianne
Marianne Schwan
Director, Policy and Institution Certification
Private Training Institutions Branch
Ministry of Advanced Education and Skills Training

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Marianne

Marianne Schwan

Director, Policy and Institution Certification

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Sent: June 25, 2021 7:45 AM
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Cc: Strong, Roland AEST:EX <Roland.Strong@gov.bc.ca>; Schwan, Marianne AEST:EX <Marianne.Schwan@gov.bc.ca>
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Good morning, Kevin. In preparation for your meeting, I'm attaching responses to your questions as well as some process documents.
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Thank you,
Monica Lust

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Sent: June 10, 2021 3:35 PM
To: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>
Subject: Classification Review: Administrative Assistant [Incident: 210415-000514]

Customer By CSS Email (Marianne Schwan) (06/25/2021 10:30 AM)

Sorry for the late add. Here's are the responses regarding 1 of the 2 other positions. Will get the responses re: the Branch Coordinator position soon.

Marianne

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From: MyHR <myhr@gov.bc.ca>
Sent: June 10, 2021 3:35 PM
To: Lust, Monica AEST:EX <Monica.Lust@gov.bc.ca>
Subject: Classification Review: Administrative Assistant [Incident: 210415-000514]

Customer By CSS Email (Monica Lust) (06/25/2021 08:00 AM)

Good morning, Kevin. In preparation for your meeting, I'm attaching responses to your questions as well as some process documents.
I'm copying Marianne Schwan and Roland Strong, they'll be joining the call.
Thank you,
Monica Lust
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Response By Email (Kevin Pircher) (06/10/2021 03:34 PM)

Hello Monica,
To enhance my knowledge and understanding of your work unit and this position, please find below some questions for your written response; the responses will enable me to classify the position in accordance with the negotiated job evaluation plans, benchmarks, and in alignment with organizational structures and government models. Please elaborate in any way that you feel would illustrate the highest level of work for the position.

The job profile states "provides initial support for information technology incident calls and service requests." Please provide some work examples of this. What position provides the next steps of support for information technology incidents? When would this position escalate incident/service request? When would this position make independent decisions regarding incident/service requests? The job profile states "acts as the branch's IT coordinator for ordering hardware equipment (phones, video conferencing, laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resource required for operations." Please provide some work examples of this. Does this position have authority to order hardware equipment or does it require expense authority to do so? How does this position track and maintain branch IT assets? What type of hands-on troubleshooting is this position performing with employees?

The job profile states "exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation." Please provide some work examples of this. What is this position purchasing?

The job profile states "acts as branch administrator for e-Approvals and Cliff system." Please provide some work examples of this. What does this process look like?

The job profile states "updates and maintains administrative policy and procedures manuals." Please provide some work examples of this. What types of updates is the position making to administrative policy and procedures manuals?

The job profile states "acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content)." Please provide some work examples of this. Please describe the onboarding and off-boarding process.

The job profile states "acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms)." Please provide some work examples of this. What types of issues is this position coordinating the resolution for?

The job profile states "maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for." Please provide some work examples of this.

Please do not hesitate to reach out to me should you have any questions or concerns with respect to the above. Otherwise, I look forward to receiving your responses in due course.

Response By Email (Kevin Pircher) (06/10/2021 03:04 PM)

Hi Monica,

Thank you for your email, that sounds good to me! I will finish drafting up the questions for the 3 separate positions under review and send them your way. No need to reply to all 3 emails!

Customer By CSS Email (Monica Lust) (06/10/2021 02:45 PM)

Hello Kevin, good to hear from you.

Why don't you send me the questions and, depending on the complexity, we can decide whether a meeting is in order.

Do you need me to send the same response to all 3 emails? I recognize that they are three separate 'incident' files and am happy to duplicate the communication if necessary to keep it straight.

Thanks,

Monica Lust

Registrar and Executive Director

Private Training Institutions Branch

Ministry of Advanced Education and Skills Training

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Response By Email (Kevin Pircher) (06/10/2021 01:55 PM)

Hello Monica,

We haven't had the pleasure of working together yet; I am the classification specialist assigned to the Classification Review for the Administrative Assistant position and look forward to working with you.

I wish to first provide an overview of the process of classification reviews: Classification is a process where assigned specialists will evaluate positions against negotiated job evaluation plans and benchmarks to determine their appropriate classification level, in line with principles of pay and internal equity. When reviewing a position, specialists will consider the positions' job profile, organizational structure, and most importantly, comprehensive work examples demonstrating the role. If you have any questions regarding the attachment you received outlining the Classification Review process, or if you would like to discuss the position, I suggest we set up a meeting. Otherwise, I can forward you a list of questions with respect to the position for your written response. Please note when responding to these questions, kindly provide as much detail as possible, including work examples, as this information will be utilized in rating the position against the job evaluation plan. Thank you and I look forward to hearing from you.

Note By (Christine Lamb) (06/07/2021 02:58 PM)

Reassigning to Kevin as part of Ministry portfolio changes.

Note By (Alecia Foisy) (06/04/2021 12:52 PM)

Hi Christine,
I have re-initiated E-Class: 17866 for review of encumbered Clerk St 9 position number: 00109749 - Administrative Assistant.
Thank you,
Alecia

Response By Email (Alecia Foisy) (06/04/2021 12:52 PM)

Hello Monica,
We are pleased to advise that your Classification Request for:
Position Title: Administrative Assistant
Position Number: 00109749
Has now been initiated for review as follows:
Classification Specialist Assigned: Christine Lamb
Please be advised that we are currently experiencing higher than normal work volumes and completion time for reviews is longer. Your request will be processed in the order in which it has been received. We understand the priority of staffing requests; therefore, we will try to complete classification reviews for staffing in a shorter timeframe. A Classification Specialist will contact you when the review has begun. Please click here for an overview of the classification review process. You can also visit MyHR Managing the Job Evaluation Process for additional information on the Classification Review process.
Please ask questions and/or provide us with information related to your request by responding through AskMyHR [210415-000514].

Customer By CSS Web (Monica Lust) (06/03/2021 12:07 PM)

I am providing three classification services forms, one for each position and an updated profile for 00109749. Please proceed with the review as requested.

Response By Email (Alecia Foisy) (04/27/2021 04:10 PM)

Hello Monica,
We are pleased to respond to your request. In order to proceed, please submit the following required document:

> • A Request for Classification Services form – **Please note:** *completion of the Classification Submission Form is mandatory in order to initiate your classification request. Providing detailed responses can reduce overall timelines.*

You can also visit MyHR Managing the Job Evaluation Process for additional information on the Classification Review process.
Please ask questions and/or provide us with information related to your request by responding through AskMyHR [210415-000514].

Customer By CSS Web (Monica Lust) (04/15/2021 12:02 PM)

Requesting a review of three positions: 00109749, 00109747, 00109749. Job profiles were created in 2015 prior to PTIB coming into government as a branch of AEST and have undergone recent review/revision to make them current.

PTIB Organization Chart
March 22, 2021

Trustee, Commissioner

Andrei Popovici
Finance Manager
00109654   FO24

Thomas Blaszczyk
Financial Coordinator
00109656   CL11

Alice Chu
Financial Services Representative
00109655   CL9

Luce Lafontaine
Legal Counsel
00113066   LC3

Rachel Mate
Legal Counsel
00113067   LC3

Monica Lust
Registrar and Executive Director
00109659   Band 5

Rishi Sharma
Director, Special Projects (TA)
00097636   Band 3

Workforce Innovation & Division Responsible for Skills Training

Kathleen Au
Administrative Assistant
00109749   CLK ST 09R

Harp Magon
Policy Analyst (TA)
00127212   PA(SIH)27

Marianne Schwan
Director, Policy and Institution Certification
00109660   Band 3

Roland Strong
Director, Institution Compliance and Enforcement
0109661   Band 3

Cora Siytangco
Administrator, Certification
00109728   AO21

Danielle Baxter
Program Manager
00109743   AO21

Ian Hendry
Sr. Policy Analyst
00109713   POL SI 27

Vanita Pradhan
Program Coordinator
00109747   CL14

Anna Brandfors
Office Assistant
00113076   OA9

Clive Smith
Administrator, Compliance & Enforcement
00109736   AO24

Kate Curry
Student Claims Officer
Leona Christie
00109746   CL14

Vacant
Senior Advisor, Regulatory Operations
Harp Magon
00125422   AO24

Pinne Ho
Financial Analyst
00109745   FO18

Shareen Prasad
Business Applications/ Intake Team Lead
00109732   AO18

Hardeep Chhabra
Certification Coordinator
00109729   CL11

Emily Weel
Program Review Officer
0011581B   AO18

Kim Munro
Policy Analyst
00109714   AO21

Michelle Ramos
Records Assistant
00109748   CL9

Praveena Naidu
Senior Compliance and Enforcement Officer
00109742   AO21

Vacant
Senior Compliance and Enforcement Officer
00127339   AO21

Christina Wong
Claims Administrator
Joakim Zatko (on TA)
00119209   CL9

Diana Li
Regulation Administrator
00119963   CLR 09

Lesley Labrecque
Regulation Administrator
00109734   CLR 09

Emily Fong
Program Review Officer
00115935   AO18

Olga Galter
Compliance and Enforcement Officer
00109730   AO18

Joakim Zatko
Compliance and Enforcement Officer
Eric Tso (on TA)
00109741   AO18

Marian Payot
Regulation Administrator
00119962   CLR 09

Steve Wong
Regulation Administrator
00109733   CLR 9

Joanna Cheng
Program Application Coordinator
00125668   CLR 11

Leona Christie
Compliance and Enforcement Officer
00109739   AO18

Angela MacEachern
Compliance and Enforcement Officer
00006423   AO18

Hidemi Kyotani
Program Application Coordinator
00125664   CLR 11

Lesia Horbay
Compliance and Enforcement Officer
00109737   AO18

Sean Meldrum
Compliance and Enforcement Officer
00109740   AO18

Where ideas work

TITLE: **PROGRAM COORDINATOR**

CLASSIFICATION: **CLERK 14**

MINISTRY: **ADVANCED EDUCATION**

WORK UNIT: **PRIVATE TRAINING INSTITUTES**

SUPERVISOR TITLE: **DIRECTOR, STAKEHOLDER ENGAGEMENT AND POLICY**

SUPERVISOR POSITION #: **000109661**

PROGRAM

Within the Sector Strategy and Quality Assurance Division, the Private Training Institutes Branch (PTIB) is responsible for regulating and monitoring private training institutions in British Columbia.

Private training institutions in BC enroll over 48,000 students annually and offer a wide range of programs. This diverse sector is comprised of multiple stakeholders (i.e. private business, professional associations, government officials), often with competing interests. The PTIB works with other regulating bodies both provincially and federally, to ensure ongoing student protection and quality education standards.

Private institutions are expected to achieve set standards to become certified (i.e. registered or designated). Institutions that achieve designated status; may be eligible to access funds through the Government (provincial/federal) student financial aid programs; and meet federal requirements to enroll international students.

JOB OVERVIEW

This position manages day to day operations of a standalone office, including facilities management and security, financial and administrative management (i.e. contracts, service agreements) manages web content, newsletters.

The program coordinator also has accountable for the administration of student claims against the Student Tuition Fund including the coordination, planning and reporting activities related to Trustee decisions.

The Program Coordinator has oversight of the branch outreach programs (i.e. industry or student focus groups) assists in the management of stakeholder issues and meetings.

ACCOUNTABILITIES

- Manages administration services for the branch which may include facilities, service contract administration, records, mail, reception and inventory.

- Manages the preparation and review of budgets and forecasts for operating expenses, capital, and revenue/recoveries.

Career Group:	Job Family:	Job Stream:	Role:	Revised:
Finance	Accounting		Management	November 2011

- Develops service standards and tools, prepares statistics, usage and other reports to ensure compliance with program targets and service standards.

- Provide information and requests to central agencies including Treasury Board submissions.

- Manages the development and implementation, and makes recommendations to senior management on procedures, and data and financial reporting.

- Works in collaboration with corporate ministry resources to monitor and respond to financial services operations (i.e. institution fee for services, application fees, contracts, branch expenditures, etc.)

- Oversees the quality assurance function of the work unit to ensure the quality and integrity of data reporting.

- Prepares annual and adhoc reports and other correspondence, including ministerial correspondence, briefing and issues notes.

- Edits ministerial documents prepared by support staff and/or Senior Policy Analysts to ensure compliance with Ministry guidelines in preparation for publication.

- Exchanges information with external bodies on financial matters.

- Performs purchasing, budget and financial expenditure functions.

- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.

JOB REQUIREMENTS

- Related post-secondary degree or an equivalent combination of education and experience.

- Ability to resolve conflict in high-stress situations where the parties involved may have competing interests.

- Experience providing client service in an adversarial environment.

- Experience interpreting and applying legislation, regulations and/or policies.

- Knowledge of legislation, regulations, and policies governing the program.

- Relevant advanced financial experience.

- Experience leading others.

- Supervisory experience.

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) 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)**.

COMPETENCIES:

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.

Career Group:	Job Family:	Job Stream:	Role:	Revised:
Finance	Accounting		Management	November 2011

- **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.

Career Group:	Job Family:	Job Stream:	Role:	Revised:
Finance	Accounting		Management	November 2011

Page 19 of 47 PSA-2021-13666

TITLE: ADMINISTRATIVE ASSISTANT

CLASSIFICATION: CLERK STENOGRAPHER 9

MINISTRY: ADVANCED EDUCATION, SKILLS & TRAINING

WORK UNIT: PRIVATE TRAINING INSTITUTES BRANCH

SUPERVISOR TITLE: REGISTRAR/EXECUTIVE DIRECTOR

SUPERVISOR POSITION #: 00109659

PROGRAM

Within the Governance, Legislation and Corporate Planning division, the Private Training Institutes Branch (PTIB) is responsible for regulating and monitoring private training institutions in British Columbia.

Private training institutions in BC enroll over 48,000 students annually and offer a wide range of programs. This diverse sector is comprised of multiple stakeholders (i.e. private business, professional associations, government officials and students), often with competing interests. The PTIB works with other regulating bodies both provincially and federally, to ensure ongoing student protection and quality education standards.

Private institutions are expected to achieve set standards to become certified (i.e. registered or designated). Institutions that achieve designated status may be eligible to access funds through the Government (provincial/federal); student financial aid programs; and meet federal requirements to enroll international students.

JOB OVERVIEW

The Administrative Assistant provides a variety of administrative, human resource and technical supports to the Registrar/Executive Director and staff for the Branch. The position acts as IT Coordinator for the branch, providing technical support to staff for workstation set-up and trouble shooting and additionally, acts as the branch's HR and office administrator.

This position is also responsible for coordinating day to day priorities for the Registrar/Executive Director, including providing liaison with ministry executive offices.

ACCOUNTABILITIES

- Provides initial support for Information Technology incident calls and service requests.
- May consult with staff, developers, and business owners to understand, resolve and, where necessary, escalate incident/service requests according to protocols.
- Acts as the Branch's IT Coordinator for ordering hardware equipment (phones, video conferencing, laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resources required for operations.
- Sets up workstations for new employees and provides hands-on troubleshooting (e.g. temporary workstations, office reconfigurations, and desk changes).
- Acts as the Branch's SharePoint site admininistrator.

Date: April 2021

- Acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content).
- Provides assistance in coordination interviews and testing for job competitions, as appropriate.
- Coordinates logistics for and communicates/promotes government and ministry-level engagement programs to staff, such as Public Service Week, Public Employee Community Services Fund, Ministry all-staff meeting and others.
- Maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for.
- Assists senior management/legal counsel/external bodies with meeting arrangements and logistical tasks as required (e.g., meeting dates and locations, required equipment, and catering).
- Manages logistics for all-staff meetings including creating agendas, taking and distributing minutes and tracking action items.
- Acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms).
- Acts as Time and Leave administrator for the branch by managing time entries, submitting work schedules, including flex schedules and stat holidays, and ensures supervisors have appropriate access for approvals.
- May support intake team by reviewing institution submissions related to program additions and changes to ensure compliance with standards outlined in the Act, regulations and policies and to ensure completeness of the application.
- May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy.
- Exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation.
- Ensures urgent matters are brought to managements' attention, and uses discretion to re-directs as appropriate.
- Acts as branch administrator for e-Approvals and Cliff systems.
- Updates and maintains administrative policy and procedures manuals.
- Special projects as assigned.

JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- Minimum two years related administrative/secretarial experience in a busy office environment, including managing calendars; scheduling meetings; responding to enquiries; formatting routine correspondence and supporting office/branch needs.
- Ability to keyboard with speed and accuracy over 45 words per minute.
- Excellent written and oral communication.
- Intermediate knowledge Microsoft Office Suite.
- Management of sensitive and confidential information.
- Ability to work comfortably with technology and equipment/hardware/software.
- Experience with HR office administration preferred.
- Preference may be given to applicants with experience in the public sector.

Date: April 2021

- Preference may be given to applicants familiar with Microsoft Dynamics applications.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry.

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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **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.

Date: April 2021

Where ideas work

TITLE: ADMINISTRATIVE ASSISTANT

CLASSIFICATION: CLERK 09

MINISTRY: ADVANCED EDUCATION, SKILLS & TRAINING

WORK UNIT: PRIVATE TRAINING INSTITUTES BRANCH

SUPERVISOR TITLE: REGISTRAR/EXECUTIVE DIRECTOR

SUPERVISOR POSITION #: 00109659

PROGRAM

Within the Governance, Legislation and Corporate Planning division, the Private Training Institutes Branch (PTIB) is responsible for regulating and monitoring private training institutions in British Columbia.

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 This position is also responsible for coordinating day to day priorities for the Registrar/Executive Director, including providing liaison with ministry executive offices.

ACCOUNTABILITIES

- Provides initial support for Information Technology incident calls and service requests.
- May consult with staff, developers, and business owners to understand, resolve and, where necessary, escalate incident/service requests according to protocols.
- Acts as the Branch's IT Coordinator for ordering hardware equipment (phones, laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resources required for operations.
- Sets up workstations for new employees and provides hands-on troubleshooting (e.g. temporary workstations, office reconfigurations, and desk changes).
- Acts as the Branch's SharePoint site admininistrator.

Date: April 2021

- Acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content).
- Provides assistance in coordination interviews and testing for job competitions, as appropriate.
- Coordinates logistics for and communicates/promotes government and ministry-level engagement programs to staff, such as Public Service Week, Public Employee Community Services Fund, Ministry all-staff meeting and others.
- Maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for.
- Assists senior management/legal counsel/external bodies with meeting arrangements and logistical tasks as required (e.g., meeting dates and locations, required equipment, and catering).
- Manages logistics for all-staff meetings including creating agendas, taking and distributing minutes and tracking action items.
- Acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms).
- Acts as Time and Leave administrator for the branch by managing time entries, submitting work schedules, including flex schedules and stat holidays, and ensures supervisors have appropriate access for approvals.
- May support intake team by reviewing institution submissions related to program additions and changes to ensure compliance with standards outlined in the Act, regulations and policies and to ensure completeness of the application.
- May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy.
- Exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation.
- Ensures urgent matters are brought to managements' attention, and uses discretion to re-directs as appropriate.
- Acts as branch administrator for e-Approvals and Cliff systems.
- Updates and maintains administrative procedures manuals.
- Special projects as assigned.

JOB REQUIREMENTS
- Secondary school graduation or equivalent.
- Minimum two years related administrative/secretarial experience in a busy office environment, including managing calendars; scheduling meetings; responding to enquiries; formatting routine correspondence and supporting office/branch needs.
- Ability to keyboard with speed and accuracy over 45 words per minute.
- Excellent written and oral communication.
- Intermediate knowledge Microsoft Office Suite.
- Management of sensitive and confidential information.
- Ability to work comfortably with technology and equipment/hardware/software.
- Experience with HR office administration preferred.
- Preference may be given to applicants with experience in the public sector.

Date: April 2021

- Preference may be given to applicants familiar with Microsoft Dynamics applications.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry.

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- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **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.

Date: April 2021

*Note:
*Contact the BCPSA at 952-6000 or 1-877-277-0772 for assistance if required
*Delete all * lines
*Delete all paragraphs that do not apply
*Customize letter Footer
*Replace CAPITALIZED words as appropriate
*Reclassification - BCGEU
*Opening

DATE   File: 57240-20/EE ID LASTNAME

NAME
STREET ADDRESS
CITY, BC, POSTAL CODE

Dear NAME:

Re: Classification Review
        WORKING TITLE, ECLASS #
        POSITION NUMBER, MINISTRY NUMBER-PAYLIST
        MINISTRY, BRANCH, LOCATION

As a result of a change in your job duties, your position as a <TITLE> has been reviewed and confirmed at the <CLASSIFICATION> level. As a result, there will be no change to your salary.

Please feel free to see me if you have any questions.

Yours truly,

NAME
TITLE
PHONE NUMBER

e.c.: AskMyHR

Answers to PSA questions – classification review – Administrative Assistant

The job profile states "provides initial support for information technology incident calls and service requests." Please provide some work examples of this. What position provides the next steps of support for information technology incidents? When would this position escalate incident/service request? When would this position make independent decisions regarding incident/service requests?

This position may identify/clarify issue by asking questions and provide advice to employees for next steps – ie what to do with a password issue, software issues, access to sharepoint issues. In addition, the AA may troubleshoot anomalous situations (ie FTP/zip file problems). If an employee claims something is not working and needs replacing, the AA may ask the obvious/relevant questions (is it really broken (ie batteries changed? Plugged in properly?) and to identify the actual issue (what is broken? Is the cord? The monitor?) May help staff find workarounds where appropriate (ie access to Adobe Reader while RequestIT resolves issues). Normally, the next step is for the employee to call 77000 or submit a ticket to RequestIT. In some cases, employees may be referred to AEST's TBTB branch for resolution. The position does not make independent decisions about incident/service requests – it acts as a triage point. At AEST's main office, staff can call on TBTB to assist as they are in the same building, but because PTIB is in Vancouver, the AA spends more time tech trouble shooting that a 'normal' AA might.

Also – need to clarify the accountability related to working with 'clients and developers'. This needs to be revised. The AA supports branch staff and may reach out to other government resources to resolve issues, but does not liaise with developers and does not have 'clients' beyond PTIB staff.

The job profile states "acts as the branch's IT coordinator for ordering hardware equipment (phones, ~~video conferencing,~~ laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resource required for operations." Please provide some work examples of this. Does this position have authority to order hardware equipment or does it require expense authority to do so? How does this position track and maintain branch IT assets? What type of hands-on troubleshooting is this position performing with employees?

Commented [LMA1]: This needs to be removed from the profile.

The AA ensures setup for new staff is ready for day 1 – both hardware or software. The position is able to order new equipment either via TBTB or directly from external providers. Some examples include ordering laptops for new staff, ordering headseats/keyboards. The AA must get expense authority approval prior to ordering. The AA maintains a spreadsheet inventory that she updates regularly with new information. Some troubleshooting may include resolving issues with software permissions, access issues (again, permissions), internet connectivity, setup up issues with new peripherals such as monitors, keyboards, etc. The AA may liaise with technical staff or suppliers to understand how new equipment works so that she can help other staff to use it. Additionally, the AA is responsible for telephone line and email inbox 'ownership' changes.

Most of the IT coordination and troubleshooting happens in the weeks following onboarding or some other staff shift, as new staff (or current staff with new positions) may have questions about hardware or software or be struggling with permissions/access issues. There was also a large increase of issues when we moved online.

The job profile states "exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation." Please provide some work examples of this. What is this position purchasing?

Position may purchase hardware or software as noted above. May also purchase training for staff after approvals are received and may set up travel for the executive director or other staff.

The job profile states "acts as branch administrator for e-Approvals and Cliff system." Please provide some work examples of this. What does this process look like?

The AA is one of several positions at PTIB that uses the e-Approvals and Cliff system.   The AA cliffs (ie assigns a file number) to correspondence coming into or going out from the executive director then logs and tracks the edits and approvals for that correspondence through the electronic approval/assignment system (e-approvals). For example, the ED may draft a letter to go out under the Minister's or Deputy Minister's signature. Once drafted, the letter gets assigned a file number (cliffed) and then

assigned and tracked on its way through various approval levels (e-approvals) on its way to the Minister or Deputy Minister to sign. The position liaises with MCRU to add/delete/change people from e-approvals.

The job profile states "updates and maintains administrative ~~policy and~~ procedures manuals." Please provide some work examples of this. What types of updates is the position making to administrative policy and procedures manuals?

The AA maintains and, where necessary, creates/revises the procedures manual for the AA position. These are procedures manuals – not policies.

The job profile states "acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content)." Please provide some work examples of this. Please describe the onboarding and off-boarding process.

I am attaching checklists for both on/off boarding. The AA acts as both branch administrator and IT coordinator.

The job profile states "acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms)." Please provide some work examples of this. What types of issues is this position coordinating the resolution for?

Some recent examples are arranging for a mail slot to be installed into the main office door. The AA also orders new or replacement access cards/garage access fobs for staff. Also, an update and review of alarm codes and procedures for staff in the event the alarm is set off accidently. The AA may also arrange for repairs and maintenance (light bulb replacements, issues with heating/cooling system, repair of kitchen plumbing). For light bulb replacements and issues with heating/cooling, the AA would contact building maintenance to report the issue since these things would not result in any costs to PTIB. For repair of plumbing, the AA would report the issue to WSI (headquartered in Victoria) as there would be a cost associated with the repair. WSI then takes over and manages the issue with the on-site support of the AA.

The job profile states "maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for." Please provide some work examples of this.

The AA sets (or changes/cancels) meetings on behalf of and at the direction of the ED. The position makes travel arrangements for the ED when required (hotel reservations mostly but can be airfare/car rentals). The AA reviews upcoming meetings with the ED during routine check-ins and, at the ED's request will reach out to individuals requesting and organizing meetings for materials necessary for the ED to prep for meetings.

Classification Submission Form

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*All Sections are mandatory unless otherwise stated

Job evaluation is a review of the job profile, organizational structure and most importantly the <u>work examples</u> provided by the excluded manager. All submissions are triaged according to our priority framework.

Please indicate the level of priority for this review:

   1st ☐ **Corporate Priority** (high level of importance in today's government) If selected, indicate what the Corporate Priority is and how this position relates:

          Please explain

   2nd ☐ **Vacant Position for Posting**

   3rd ☒ **Reclassification of Encumbered Position**

Section 1: Contact Information

Excluded Manager Email	**monica.lust@gov.bc.ca**
Secondary Contact Email (Optional)	
Ministry	**Ministry of Advanced Education and Skills Training**
Division	**Governance, Planning, and Corporate Legislation**
Branch	**Private Training Institutions Branch**

Section 2: Position Details

Please confirm you have received Executive approval (Deputy Minister or delegate) to proceed with this request. **Note: Approval is required before the classification review and/or exclusion review process can begin.*	☒ Yes, I have Deputy Minister (or delegate) approval. <u>For New or Vacant positions:</u> This must include approval to proceed with review and to fill position (fully funded). <u>For Encumbered Positions:</u> This must include approval to proceed with review.
Please indicate reasons behind the classification review and/or exclusion review request (check all that apply)	☒ Change of Accountabilities (+/-) ☐ Reporting Changes ☐ New Programs/Initiatives/Position ☐ Shifting Organizational Priorities ☐ Upcoming Vacancy ☒ Updating Profiles ☐ Business Unit Restructuring ☐ Succession Management ☐ Increased workload
Date of Last Review, if known (existing position)	2015-03-24
Title of Position	Administrative Assistant
Position Number(s)	☐ I require a new position number(s) ☒ I have an existing position number(s): 00109749
Pay List Number	019-3010

1

Number of Positions to be Reviewed	1
Supervisor Position Number	00109659
Location	Vancouver, BC
Please indicate the Bargaining Unit	☒ BCGEU ☐ PEA LSO ☐ PEA Other ☐ Nurse ☐ Excluded (MCCF)
Full Time or Part Time	☒ Full Time ☐ Part Time
Permanent Position or Temporary Position	☒ Permanent Position ☐ Temporary Position

Please expand on the selection above by answering one of the two following questions depending on your need:
 	
• Existing Position: Please include a description as to what has changed with the position's accountabilities, and reasons prompting this review.
• New Position: Please include a description as to what has changed in the business unit that has prompted the creation of this new position. What other position(s) previously provided these functions?
	Existing position. Please see attached current job profile for detailed list of accountabilities and requirements.
	
	This position profile was created in 2015 when the mandate of the Private Career Training Institution Agency (PCTIA), a Crown Corporation, was brought into government as a branch (Private Training Institutions Branch (PTIB)) within the Ministry of Advanced Education and Skills Training. The work currently done by the Administrative Assistant was included within the role of the former PCTIA's Executive Assistant. When the former Registrar and CEO became the new Registrar and Executive Director (Band 5), an Administrative Assistant, instead of an Executive Assistant, was assigned to support the new ED and a generic job store profile was used. Since transition in 2016, the role has expanded. The following accountabilities have been added to the profile to recognize that, in addition to providing more 'routine' AA support to the Registrar/ED and the branch as a whole, the position has grown to include responsibility for:
	
	• initial support for IT incident calls and service requests.
	• Consult with staff, developers, and business owners to understand, resolve and, where necessary, escalate incident/service requests according to protocols.
	• Acting as the Branch's IT Coordinator for ordering hardware equipment, software, permissions/access, and IDIR accounts.
	• Maintaining and tracking branch IT assets and ensuring the branch has the resources required for operations.
	• Setting up workstations for new employees and provides hands-on troubleshooting
	• SharePoint Site administrator
	• "Assists with HR admin functions" has been expanded to the following:
	  o HR Branch Administrator
	  o Coordinating staff onboarding and off-boarding
	  o Keeping branch information and employee files up-to-date
	  o Submitting requests/paperwork to MyHR
	  o Coordination for interviews and testing for job competitions
	  o Timekeeper for branch staff
	• "Acts as the branch contact for facilities and equipment issues" has been expanded to the following:
	  o Primary contact for building/facilities coordinator
	  o Places Work Orders to the Property Management Provider
	  o Office-site administrator (incl. keys, alarms, building passes)
	• Coordinates logistics for and communicates/promotes engagement programs to staff

2

	- Exercises spending authority of up to $5K for purchasing card - May support intake team by reviewing institution submissions related to program additions and changes to confirm compliance with standards outlined in the Act, regulations, and policies and to ensure completeness of the application. - May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy. - Acts as branch administrator for e-Approvals and Cliff systems. - Special projects as assigned. Removed – - Typing, formatting, proofreading documents - Receives, sorts, prioritizes, logs, tracks, and distributes incoming correspondence - Sets up and maintains ARCS/ORCS; storage, retrieval, and disposal of branch records. - Responding to routine verbal and written inquiries from the public. - Fewer responsibilities in regard to preparing agendas and scheduling meetings (aside from the ED's) and taking meeting minutes. This excludes the monthly staff meeting which is solely the responsibility of the AA. - Contact for equipment issues (e.g. photocopier). *Note: a large portion of secretarial responsibilities have been reduced* The job profile has been updated to include the additional following job requirements and behavioural competencies. Job requirements - - Minimum <u>two</u> years experience - Intermediate knowledge of Microsoft Office Suite - Management of sensitive and confidential information - Ability to work comfortably with technology and equipment/hardware/software - Excellent written and oral communication. - Experience with HR office administration preferred - Preference may be given to applicants familiar with Microsoft Dynamics applications. - Preference to applicants with experience in the public sector. Behavioural competencies have increased from 3 to 5 since the last review: - Added *flexibility* - Added *service orientation* Our office currently has 33 staff from PTIB and 6 staff spread across 3 other branches located in the same office (3 Corporate Finance, 2 Attorney General, 1 WIST).

Section 3: Additional Information – Classification Review

***Optional for Classification Review requests (not required for Exclusion Review requests)**. Providing thorough responses to the following questions can notably reduce overall timelines. If you require additional space and/or would like to provide supplementary information, please feel free to attach these documents to your submission.*

3

Indicate if position has dedicated (same line of business) vs. non-dedicated (different line of business) supervision.	
Describe level of expertise (i.e.: *Provincial, Regional, Ministry, Divisional, Program or none required)* and knowledge required for the position.	
What is the contribution of your work unit to the organization?	
Are you sending in classification requests for other positions? If yes, please provide position numbers and describe.	

Section 4: Additional Information – Exclusion Review

Required for Exclusion Review requests only.

Please indicate the reason why this request has been initiated:	☐ Creating a new position that you want to exclude. ☐ An existing excluded position has significantly changed. ☐ An existing Bargaining Unit position has added accountabilities that may warrant exclusion.
Under which criteria is this position to be excluded (*Please check all that apply)*:	☐ To exercise the functions, and do exercise the functions, of a manager or superintendent in the direction or control of employees. ☐ In a confidential planning or advisory position in the development of management policy for the government. ☐ In a confidential capacity in matters relating to labour relations or personnel.
How many Direct and Indirect Reports does this position have:	

Section 5: Checklist of Required Documents for Submission

☒ Job Profile

☒ Organizational Chart (Organization Charts must include position numbers, supervisory and subordinate positions, classifications, and include the position(s) under review.)

☒ Completed Classification Submission Form (this form)

☐ Completed Exclusion Rationale Template (**Exclusion Review requests only**)

☐ Supervisor Job Profile (**Exclusion Review requests only** - *Not Required if the position reports directly to the ADM/DM*)

☐ Backgrounders or contextual information about the position, program or project (Optional). *Providing this additional information will result in reduced timelines for review.*

4

Section 6: Confirmation

☒ I confirm all the above information is correct

5

TITLE: ADMINISTRATIVE ASSISTANT

CLASSIFICATION: CLERK STENOGRAPHER 9

MINISTRY: ADVANCED EDUCATION, SKILLS & TRAINING

WORK UNIT: PRIVATE TRAINING INSTITUTES BRANCH

SUPERVISOR TITLE: REGISTRAR/EXECUTIVE DIRECTOR

SUPERVISOR POSITION #: 00109659

PROGRAM

Within the Governance, Legislation and Corporate Planning division, the Private Training Institutes Branch (PTIB) is responsible for regulating and monitoring private training institutions in British Columbia.

Private training institutions in BC enroll over 48,000 students annually and offer a wide range of programs. This diverse sector is comprised of multiple stakeholders (i.e. private business, professional associations, government officials and students), often with competing interests. The PTIB works with other regulating bodies both provincially and federally, to ensure ongoing student protection and quality education standards.

Private institutions are expected to achieve set standards to become certified (i.e. registered or designated). Institutions that achieve designated status may be eligible to access funds through the Government (provincial/federal); student financial aid programs; and meet federal requirements to enroll international students.

JOB OVERVIEW

The Administrative Assistant provides a variety of administrative, human resource and technical supports to the Registrar/Executive Director and staff for the Branch. The position acts as IT Coordinator for the branch, providing technical support to staff for workstation set-up and trouble shooting and additionally, acts as the branch's HR and office administrator.

 This position is also responsible for coordinating day to day priorities for the Registrar/Executive Director, including providing liaison with ministry executive offices.

ACCOUNTABILITIES

- Provides initial support for incident calls and service requests.
- May consult with client, developers and business owners to understand, resolve and, where necessary, escalate incident/service requests according to protocols.
- Acts as an Authorized User to place a larger set of service requests (on behalf of themselves and others within their sector) through the My SC Products and Services Catalogue.
- Acts as the Branch's IT Coordinator for ordering hardware equipment (phones, video conferencing, laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resources required for operations.
- Sets up workstations for new employees and provides hands-on troubleshooting (e.g. temporary workstations, office reconfigurations, and desk changes).

Date: April 2021

- Acts as the Branch's SharePoint site admininistrator.
- Acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content).
- Provides assistance in coordination interviews and testing for job competitions, as appropriate.
- Coordinates logistics for and communicates/promotes government and ministry-level engagement programs to staff, such as Public Service Week, Public Employee Community Services Fund, Ministry all-staff meeting and others.
- Maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for.
- Assists senior management/legal counsel/external bodies with meeting arrangements and logistical tasks as required (e.g., meeting dates and locations, required equipment, and catering).
- Manages logistics for all-staff meetings including creating agendas, taking and distributing minutes and tracking action items.
- Acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms).
- Acts as Time and Leave administrator for the branch by managing time entries, submitting work schedules, including flex schedules and stat holidays, and ensures supervisors have appropriate access for approvals.
- May support intake team by reviewing institution submissions related to program additions and changes to ensure compliance with standards outlined in the Act, regulations and policies and to ensure completeness of the application.
- May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy.
- Exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation.
- Ensures urgent matters are brought to managements' attention, and uses discretion to re-directs as appropriate.
- Acts as branch administrator for e-Approvals and Cliff systems.
- Updates and maintains administrative policy and procedures manuals.
- Special projects as assigned.

JOB REQUIREMENTS
- Secondary school graduation or equivalent.
- Minimum two years related administrative/secretarial experience in a busy office environment, including managing calendars; scheduling meetings; responding to enquiries; formatting routine correspondence and supporting office/branch needs.
- Ability to keyboard with speed and accuracy over 45 words per minute.
- Excellent written and oral communication.
- Intermediate knowledge Microsoft Office Suite.
- Management of sensitive and confidential information.
- Ability to work comfortably with technology and equipment/hardware/software.
- Experience with HR office administration preferred.

Date: April 2021

- Preference may be given to applicants with experience in the public sector.
- Preference may be given to applicants familiar with Microsoft Dynamics applications.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry.

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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **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.

BRITISH COLUMBIA
BC Public Service

Where ideas work

TITLE: ADMINISTRATIVE ASSISTANT

CLASSIFICATION: UNDER REVIEW

MINISTRY: ADVANCED EDUCATION, SKILLS & TRAINING

WORK UNIT: PRIVATE TRAINING INSTITUTES BRANCH

SUPERVISOR TITLE: REGISTRAR/EXECUTIVE DIRECTOR

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This position is also responsible for coordinating day to day priorities for the Registrar/Executive Director, including providing liaison with ministry executive offices.

ACCOUNTABILITIES

- Provides initial support for Information Technology incident calls and service requests.
- May consult with staff, developers, and business owners to understand, resolve and, where necessary, escalate incident/service requests according to protocols.
- Acts as the Branch's IT Coordinator for ordering hardware equipment (phones, video conferencing, laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resources required for operations.
- Sets up workstations for new employees and provides hands-on troubleshooting (e.g. temporary workstations, office reconfigurations, and desk changes).
- Acts as the Branch's SharePoint site admininistrator.

Date: April 2021

- Acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content).
- Provides assistance in coordination interviews and testing for job competitions, as appropriate.
- Coordinates logistics for and communicates/promotes government and ministry-level engagement programs to staff, such as Public Service Week, Public Employee Community Services Fund, Ministry all-staff meeting and others.
- Maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for.
- Assists senior management/legal counsel/external bodies with meeting arrangements and logistical tasks as required (e.g., meeting dates and locations, required equipment, and catering).
- Manages logistics for all-staff meetings including creating agendas, taking and distributing minutes and tracking action items.
- Acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms).
- Acts as Time and Leave administrator for the branch by managing time entries, submitting work schedules, including flex schedules and stat holidays, and ensures supervisors have appropriate access for approvals.
- May support intake team by reviewing institution submissions related to program additions and changes to ensure compliance with standards outlined in the Act, regulations and policies and to ensure completeness of the application.
- May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy.
- Exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation.
- Ensures urgent matters are brought to managements' attention, and uses discretion to re-directs as appropriate.
- Acts as branch administrator for e-Approvals and Cliff systems.
- Updates and maintains administrative policy and procedures manuals.
- Special projects as assigned.

JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- Minimum two years related administrative/secretarial experience in a busy office environment, including managing calendars; scheduling meetings; responding to enquiries; formatting routine correspondence and supporting office/branch needs.
- Ability to keyboard with speed and accuracy over 45 words per minute.
- Excellent written and oral communication.
- Intermediate knowledge Microsoft Office Suite.
- Management of sensitive and confidential information.
- Ability to work comfortably with technology and equipment/hardware/software.
- Experience with HR office administration preferred.
- Preference may be given to applicants with experience in the public sector.

Date: April 2021

- Preference may be given to applicants familiar with Microsoft Dynamics applications.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry.

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.

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- **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.

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

- **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.

Date: April 2021

Classification Review: Administrative Assistant [Incident: 210415-000514]

Q&A – June 25, 2021

The job profile states "provides initial support for information technology incident calls and service requests." Please provide some work examples of this. What position provides the next steps of support for information technology incidents? When would this position escalate incident/service request? When would this position make independent decisions regarding incident/service requests?

This position may identify/clarify issue by asking questions and provide advice to employees for next steps – ie what to do with a password issue, software issues, access to sharepoint issues. In addition, the AA may troubleshoot anomalous situations (ie FTP/zip file problems). If an employee claims something is not working and needs replacing, the AA may ask the obvious/relevant questions (is it really broken (ie batteries changed? Plugged in properly?) and to identify the actual issue (what is broken? Is the cord? The monitor?) May help staff find workarounds where appropriate (ie access to Adobe Reader while RequestIT resolves issues). Normally, the next step is for the employee to call 77000 or submit a ticket to RequestIT. In some cases, employees may be referred to AEST's TBTB branch for resolution. The position does not make independent decisions about incident/service requests – it acts as a triage point. At AEST's main office, staff can call on TBTB to assist as they are in the same building, but because PTIB is in Vancouver, the AA spends more time tech trouble shooting that a 'normal' AA might.

Also – need to clarify the accountability related to working with 'clients and developers'. This needs to be revised. The AA supports branch staff and may reach out to other government resources to resolve issues, but does not liaise with developers and does not have 'clients' beyond PTIB staff.

The job profile states "acts as the branch's IT coordinator for ordering hardware equipment (phones, ~~video conferencing,~~ laptops, cell phones, printer fobs), software, permissions/access, and IDIR accounts. This includes maintaining and tracking branch IT assets and ensuring the branch has the resource required for operations." Please provide some work examples of this. Does this position have authority to order hardware equipment or does it require expense authority to do so? How does this position track and maintain branch IT assets? What type of hands-on troubleshooting is this position performing with employees?

> **Commented [LMA1]:** This needs to be removed from the profile.

The AA ensures setup for new staff is ready for day 1 – both hardware or software. The position is able to order new equipment either via TBTB or directly from external providers. Some examples include ordering laptops for new staff, ordering headseats/keyboards. The AA must get expense authority approval prior to ordering. The AA maintains a spreadsheet inventory that she updates regularly with new information. Some troubleshooting may include resolving issues with software permissions, access issues (again, permissions), internet connectivity, setup up issues with new peripherals such as monitors, keyboards, etc. The AA may liaise with technical staff or suppliers to understand how new equipment works so that she can help other staff to use it. Additionally, the AA is responsible for telephone line and email inbox 'ownership' changes.

Most of the IT coordination and troubleshooting happens in the weeks following onboarding or some other staff shift, as new staff (or current staff with new positions) may have questions about hardware or software or be struggling with permissions/access issues. There was also a large increase of issues when we moved online.

The job profile states "exercises spending authority of up to $5K for purchasing card. Provides financial support such as monitoring expenditures, coding and processing business expense forms and invoices, reconciling purchase card expenditures; checks accuracy and completeness of financial documentation." Please provide some work examples of this. What is this position purchasing?

Position may purchase hardware or software as noted above. May also purchase training for staff after approvals are received and may set up travel for the executive director or other staff.

The job profile states "acts as branch administrator for e-Approvals and Cliff system." Please provide some work examples of this. What does this process look like?

The AA is one of several positions at PTIB that uses the e-Approvals and Cliff system. The AA cliffs (ie assigns a file number) to correspondence coming into or going out from the executive director then logs and tracks the edits and approvals for that correspondence through the electronic approval/assignment system (e-approvals). For example, the ED may draft a letter to go out under the Minister's or Deputy Minister's signature. Once drafted, the letter gets assigned a file number (cliffed) and then assigned and tracked on its way through various approval levels (e-approvals) on its way to the Minister or Deputy Minister to sign. The position liaises with MCRU to add/delete/change people from e-approvals.

The job profile states "updates and maintains administrative ~~policy and~~ procedures manuals." Please provide some work examples of this. What types of updates is the position making to administrative policy and procedures manuals?

The AA maintains and, where necessary, creates/revises the procedures manual for the AA position. These are procedures manuals – not policies.

The job profile states "acts as Branch Administrator for HR resource functions such as onboarding, status changes, and off-boarding of staff. This includes drafting letters, submitting paperwork/requests to MyHR, maintaining internal PTIB employee files, notifying related departments as needed, advising staff of procedures related to CHIPS and Time/Leave, and keeping branch information up-to-date (org charts, internal and external directories, emergency contact information, and web content)." Please provide some work examples of this. Please describe the onboarding and off-boarding process.

I am attaching checklists for both on/off boarding. The AA acts as both branch administrator and IT coordinator.

The job profile states "acts as primary contact for building/facility issues and coordinates resolution of issues with the building operator; places office Work Orders to the Property Management Provider, CBRE. Acts as the first point of contact to staff for office-site issues. Coordinates building and office access (keys, access cards, garage access, alarms)." Please provide some work examples of this. What types of issues is this position coordinating the resolution for?

Some recent examples are arranging for a mail slot to be installed into the main office door. The AA also orders new or replacement access cards/garage access fobs for staff. Also, an update and review of alarm codes and procedures for staff in the event the alarm is set off accidently. The AA may also arrange for repairs and maintenance (light bulb replacements, issues with heating/cooling system, repair of kitchen plumbing). For light bulb replacements and issues with heating/cooling, the AA would contact building maintenance to report the issue since these things would not result in any costs to PTIB. For repair of plumbing, the AA would report the issue to WSI (headquartered in Victoria) as there would be a cost associated with the repair. WSI then takes over and manages the issue with the on-site support of the AA.

The job profile states "maintains the Executive Director's calendar and books travel arrangements, schedule meetings/appointments and compiles related files, correspondence, and resource material in preparation for." Please provide some work examples of this.

The AA sets (or changes/cancels) meetings on behalf of and at the direction of the ED. The position makes travel arrangements for the ED when required (hotel reservations mostly but can be airfare/car rentals). The AA reviews upcoming meetings with the ED during routine check-ins and, at the ED's request will reach out to individuals requesting and organizing meetings for materials necessary for the ED to prep for meetings.

Classification Submission Form

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*All Sections are mandatory unless otherwise stated

Job evaluation is a review of the job profile, organizational structure and most importantly the <u>work examples</u> provided by the excluded manager. All submissions are triaged according to our priority framework.

Please indicate the level of priority for this review:

1st ☐ **Corporate Priority** (high level of importance in today's government) If selected, indicate what the Corporate Priority is and how this position relates:

   Please explain

2nd ☐ **Vacant Position for Posting**

3rd ☒ **Reclassification of Encumbered Position**

Section 1: Contact Information

Excluded Manager Email	**monica.lust@gov.bc.ca**
Secondary Contact Email (Optional)	
Ministry	**Ministry of Advanced Education and Skills Training**
Division	**Governance, Planning, and Corporate Legislation**
Branch	**Private Training Institutions Branch**

Section 2: Position Details

Please confirm you have received Executive approval (Deputy Minister or delegate) to proceed with this request. *Note: Approval is required before the classification review and/or exclusion review process can begin.*	☒ Yes, I have Deputy Minister (or delegate) approval. <u>For New or Vacant positions:</u> This must include approval to proceed with review and to fill position (fully funded). <u>For Encumbered Positions:</u> This must include approval to proceed with review.
Please indicate reasons behind the classification review and/or exclusion review request (check all that apply)	☒ Change of Accountabilities (+/-) ☐ Reporting Changes ☐ New Programs/Initiatives/Position ☐ Shifting Organizational Priorities ☐ Upcoming Vacancy ☒ Updating Profiles ☐ Business Unit Restructuring ☐ Succession Management ☐ Increased workload
Date of Last Review, if known (existing position)	2015-03-24
Title of Position	Administrative Assistant
Position Number(s)	☐ I require a new position number(s) ☒ I have an existing position number(s): 00109749
Pay List Number	019-3010

1

Number of Positions to be Reviewed	1
Supervisor Position Number	00109659
Location	Vancouver, BC
Please indicate the Bargaining Unit	☒ BCGEU ☐ PEA LSO ☐ PEA Other ☐ Nurse ☐ Excluded (MCCF)
Full Time or Part Time	☒ Full Time ☐ Part Time
Permanent Position or Temporary Position	☒ Permanent Position ☐ Temporary Position

Please expand on the selection above by answering one of the two following questions depending on your need:
 	
• Existing Position: Please include a description as to what has changed with the position's accountabilities, and reasons prompting this review.
• New Position: Please include a description as to what has changed in the business unit that has prompted the creation of this new position. What other position(s) previously provided these functions?
	Existing position. Please see attached current job profile for detailed list of accountabilities and requirements.
	
	This position profile was created in 2015 when the mandate of the Private Career Training Institution Agency (PCTIA), a Crown Corporation, was brought into government as a branch (Private Training Institutions Branch (PTIB)) within the Ministry of Advanced Education and Skills Training. The work currently done by the Administrative Assistant was included within the role of the former PCTIA's Executive Assistant. When the former Registrar and CEO became the new Registrar and Executive Director (Band 5), an Administrative Assistant, instead of an Executive Assistant, was assigned to support the new ED and a generic job store profile was used. Since transition in 2016, the role has expanded. The following accountabilities have been added to the profile to recognize that, in addition to providing more 'routine' AA support to the Registrar/ED and the branch as a whole, the position has grown to include responsibility for:
	
	• initial support for IT incident calls and service requests.
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	• SharePoint Site administrator
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	  o Coordinating staff onboarding and off-boarding
	  o Keeping branch information and employee files up-to-date
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	  o Coordination for interviews and testing for job competitions
	  o Timekeeper for branch staff
	• "Acts as the branch contact for facilities and equipment issues" has been expanded to the following:
	  o Primary contact for building/facilities coordinator
	  o Places Work Orders to the Property Management Provider
	  o Office-site administrator (incl. keys, alarms, building passes)
	• Coordinates logistics for and communicates/promotes engagement programs to staff

2

	- Exercises spending authority of up to $5K for purchasing card - May support intake team by reviewing institution submissions related to program additions and changes to confirm compliance with standards outlined in the Act, regulations, and policies and to ensure completeness of the application. - May support the intake team by entering application data into the Customer Relationship Management (CRM) system and ensures accuracy. - Acts as branch administrator for e-Approvals and Cliff systems. - Special projects as assigned. Removed – - Typing, formatting, proofreading documents - Receives, sorts, prioritizes, logs, tracks, and distributes incoming correspondence - Sets up and maintains ARCS/ORCS; storage, retrieval, and disposal of branch records. - Responding to routine verbal and written inquiries from the public. - Fewer responsibilities in regard to preparing agendas and scheduling meetings (aside from the ED's) and taking meeting minutes. This excludes the monthly staff meeting which is solely the responsibility of the AA. - Contact for equipment issues (e.g. photocopier). *Note: a large portion of secretarial responsibilities have been reduced* The job profile has been updated to include the additional following job requirements and behavioural competencies. Job requirements - - Minimum <u>two</u> years experience - Intermediate knowledge of Microsoft Office Suite - Management of sensitive and confidential information - Ability to work comfortably with technology and equipment/hardware/software - Excellent written and oral communication. - Experience with HR office administration preferred - Preference may be given to applicants familiar with Microsoft Dynamics applications. - Preference to applicants with experience in the public sector. Behavioural competencies have increased from 3 to 5 since the last review: - Added *flexibility* - Added *service orientation* Our office currently has 33 staff from PTIB and 6 staff spread across 3 other branches located in the same office (3 Corporate Finance, 2 Attorney General, 1 WIST).

Section 3: Additional Information – Classification Review

***Optional for Classification Review requests (not required for Exclusion Review requests)**. Providing thorough responses to the following questions can notably reduce overall timelines. If you require additional space and/or would like to provide supplementary information, please feel free to attach these documents to your submission.*

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Indicate if position has dedicated (same line of business) vs. non-dedicated (different line of business) supervision.	
Describe level of expertise (i.e.: *Provincial, Regional, Ministry, Divisional, Program or none required*) and knowledge required for the position.	
What is the contribution of your work unit to the organization?	
Are you sending in classification requests for other positions? If yes, please provide position numbers and describe.	

Section 4: Additional Information – Exclusion Review

Required for Exclusion Review requests only.

Please indicate the reason why this request has been initiated:	☐ Creating a new position that you want to exclude. ☐ An existing excluded position has significantly changed. ☐ An existing Bargaining Unit position has added accountabilities that may warrant exclusion.
Under which criteria is this position to be excluded (*Please check all that apply*):	☐ To exercise the functions, and do exercise the functions, of a manager or superintendent in the direction or control of employees. ☐ In a confidential planning or advisory position in the development of management policy for the government. ☐ In a confidential capacity in matters relating to labour relations or personnel.
How many Direct and Indirect Reports does this position have:	

Section 5: Checklist of Required Documents for Submission

☒ Job Profile

☒ Organizational Chart (Organization Charts must include position numbers, supervisory and subordinate positions, classifications, and include the position(s) under review.)

☒ Completed Classification Submission Form (this form)

☐ Completed Exclusion Rationale Template (**Exclusion Review requests only**)

☐ Supervisor Job Profile (**Exclusion Review requests only** - *Not Required if the position reports directly to the ADM/DM*)

☐ Backgrounders or contextual information about the position, program or project (Optional). *Providing this additional information will result in reduced timelines for review.*

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Section 6: Confirmation

☒ I confirm all the above information is correct

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PTIB Organization Chart
March 22, 2021

Andrei Popovici
Finance Manager
00109654 FO24

Thomas Blaszczyk
Financial Coordinator
00109656 CL11

Alice Chu
Financial Services Representative
00109655 CL9

Corporate Finance Branch

Luce Lafontaine
Legal Counsel
00113066 LC3

Rachel Mate
Legal Counsel
00113067 LC3

Legal Services Branch

Monica Lust
Registrar and Executive Director
00109659 Band 5

Rishi Sharma
Director, Special Projects (TA)
00097636 Band 3

Workforce Innovation & Division Responsible for Skills Training

Trustee, Commissioner

Kathleen Au
Administrative Assistant
00109749 CLK ST 09R

Harp Magon
Policy Analyst (TA)
00127212 PA(SIH)27

Marianne Schwan
Director, Policy and Institution Certification
00109660 Band 3

Roland Strong
Director, Institution Compliance and Enforcement
0109661 Band 3

Cora Siytangco
Administrator, Certification
00109728 AO21

Danielle Baxter
Program Manager
00109743 AO21

Ian Hendry
Sr. Policy Analyst
00109713 POL SI 27

Vanita Pradhan
Program Coordinator
00109747 CL14

Anna Brandfors
Office Assistant
00113076 OA9

Clive Smith
Administrator, Compliance & Enforcement
00109736 AO24

Kate Curry
Student Claims Officer
Leona Christi
00109746 CL14

Vacant
Senior Advisor, Regulatory Operations
Harp Magon
00125422 AO24

Pinne Ho
Financial Analyst
0010974S FO18

Shareen Prasad
Business Applications/ Intake Team Lead
00109732 AO18

Hardeep Chhabra
Certification Coordinator
00109729 CL11

Emily Weel
Program Review Officer
00115818 AO18

Kim Munro
Policy Analyst
00109714 AO21

Michelle Ramos
Records Assistant
00109748 CL9

Praveena Naidu
Senior Compliance and Enforcement Officer
00109742 AO21

Vacant
Senior Compliance and Enforcement Officer
00127339 AO21

Christina Wong
Claims Administrator
Joakim Zatko
00119209 CL9

Diana Li
Regulation Administrator
00119963 CLR 09

Lesley Labrecque
Regulation Administrator
00109734 CLR 09

Emily Fong
Program Review Officer
00115935 AO18

Olga Galter
Compliance and Enforcement Officer
00109730 AO18

Joakim Zatko
Compliance and Enforcement Officer
Eric Tso
00109741 AO18

Marian Payot
Regulation Administrator
00119962 CLR 09

Steve Wong
Regulation Administrator
00109733 CLR 9

Joanna Cheng
Program Application Coordinator
00125668 CLR 11

Leona Christie
Compliance and Enforcement Officer
00109739 AO18

Angela MacEachern
Compliance and Enforcement Officer
00006423 AO18

Hidemi Kyotani
Program Application Coordinator
00125664 CLR 11

Lesia Horbay
Compliance and Enforcement Officer
00109737 AO18

Sean Meldrum
Compliance and Enforcement Officer
00109740 AO18