



## JOB PROFILE

Position #: 88093 (SSI), 86906 (Gabriola)

**TITLE:** OFFICE ADMINISTRATIVE ASSISTANT

**CLASSIFICATION:** GRID R9

**MINISTRY:** ISLANDS TRUST  
Ministry of Municipal Affairs and Housing

**WORK UNIT:** LOCAL PLANNING SERVICES

**SUPERVISOR TITLE:** REGIONAL PLANNING MANAGER

**SUPERVISOR POSITION #:** 36550 (SSI)  
36532 (GAB)

### PROGRAM

Located in Coast Salish territory, the Islands Trust is a special purpose government responsible for protecting the unique amenities and environment of more than 450 islands and surrounding waters in the southern Strait of Georgia and Howe Sound. Created by the Province via the Islands Trust Act, Islands Trust plans and regulates local land use, coordinates with other level of government and First Nations on key issues impacting the area, and protects land through the Islands Trust Conservancy.

### JOB OVERVIEW

The focus of this position is to provide administrative support services to the regional office planning team.

Under the direction of the Regional Planning Manager (RPM), the Office Administrative Assistant undertakes the responsibility of ensuring the regional office operations support the planning team and is the liaison with the Administrative Services unit.

Working within a highly complex political environment, the position provides support to the planning team and the organization by ensuring the following tasks are completed in accordance with legislated requirements and organizational policies and procedures:

- Providing excellent customer service and reception to the public;
- coordinating maintenance of equipment;
- ensuring supplies are available as needed and provided within budget;
- ensuring security and upkeep of the premises;
- liaising with organizational Administrative Support Services with respect to information technology and finance needs; and
- Records management.

### ACCOUNTABILITIES

Required:

Reception & Customer Service responsibilities:

- Providing excellent customer service and reception coverage including receipt and distribution of correspondence and responding to routine enquiries;
- Greeting the public in person, by web and/or telephone, and directing enquiries;
- Receiving and logging (if appropriate), and distributing all in-coming mail, courier packages, general

- email and legal documents;
- Providing general Islands Trust information; and
- Demonstrate ability to manage conflict while maintaining a positive attitude.

Building, Equipment and Supplies responsibilities:

- Maintaining and distributing office equipment and furniture;
- Maintaining building access and security;
- Monitoring and ordering office supplies as needed and managing resources within an approved budget; and
- Receiving, tracking and processing financial transactions related to office operations and ensuring organizational policies are followed.

General Office Support responsibilities:

- Coordinating face-to-face and electronic meetings and appointments for the planning unit;
- Producing and distributing a variety of documents and information packages;
- Assembling and maintaining a variety of office support manuals and advising staff about new updates;
- Proof-reading and editing documents;
- Conducting file searches;
- Making travel arrangements for staff as requested; and
- Demonstrated attention to detail.

Teamwork responsibilities:

- Attending and participating in staff meetings, and any other assigned meetings as directed or supported by the Regional Planning Manager.

Records Management responsibilities:

- Maintaining and administering the records management system in the planning unit, including filing and off-site storage.

Webposting responsibilities:

- Responsible for posting and updating relevant webpages on the Islands Trust Website at the direction of the Regional Planning Manager.

Office Safety requirements:

- Providing assistance as requested by the Occupational Health and Safety Committee or the Regional Planning Manager.

Additional Support Responsibilities:

- Support the PTA and Legislative Clerk in their duties.
- Attending meetings to take minutes as required.
- Providing backup and assisting other Local Planning Services administrative support functions under the direction of the Regional Planning Manager.

**JOB REQUIREMENTS**

- Secondary school graduation or equivalent;
- Experience working in an office setting;
- Training or experience in website posting;
- Experience providing administrative and financial support services for a group of staff;
- Experience with keyboarding, word processing, spread-sheets, databases, and other standard computer applications (i.e Microsoft Office, Excel, eScribe, database and tracking systems on a local area network).

**Preference will be given to qualified applicants with any or all of the following:**

- Post-secondary training in office administration;
- Experience providing reception duties;
- Experience in minute taking;
- Experience in records management;
- Experience working in a local government setting;

**BEHAVIOURAL COMPETENCIES**

Islands Trust Core Competencies:

- **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.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Organizational Commitment** is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.
- **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.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Indigenous Relations Behavioural Competencies

- **Open Listening** is letting go of conventional means of listening. It means listening to and valuing the telling of stories, and letting pauses in conversation extend into silence rather than jumping in to dispute, agree, question, or move on. It is an awareness of personal bias or judgment and its effect on one's ability to hear. It is the desire and ability to set aside physical, mental, and emotional distractions in order to be fully focused and listening respectfully and openly. It is staying open to the message even when conversations are filled with raw emotions like sadness or anger, and believing that each person's knowledge and reality is legitimate and valuable. Finally, it requires a willingness to reflect upon a story or message and to derive meaning from it based upon the situation in which it is shared.
- **Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation. (Sympathy is not empathy. Sympathy means feeling pity and sorrow for someone's misfortune, or the tendency to want to help them with what you see as something negative. This can send a message that you believe that others cannot arrive at their own solutions.)
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Aboriginal people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and

competence, self-awareness, and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Aboriginal self-determination.

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the BC Public Service, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective