

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Executive Services Coordinator	
Position Number(s)	Community(s)	Division/Region(s)
97-8124	Iqaluit NU	President's Office

PURPOSE OF THE POSITION

The Executive Services Coordinator position is directly responsible and accountable for providing senior corporate level operational leadership and support services within the President's office to ensure effective operation of the President's office and efficient processes

The position provides objective analysis and broad advice on services relating to the administrative management of WSCC.

SCOPE

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

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

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

This is a unique position dealing with highly confidential and sensitive operations critical to the effective and efficient administration of the WSCC. It is expected that the incumbent will provide expertise and credible delivery of services and support directly to individuals at the senior level within the organization. The incumbent is expected to have comprehensive knowledge of the political, economic, and social factors impacting WSCC governance in the NT & NU and may be asked to discern and extract, from lengthy discussions, those key elements necessary to accurately record and document meetings and other events.

The Executive Services Coordinator is accountable to the President and CEO for the day to operations of the President's Office, and administratively reports to the Chief Governance Officer/ Senior Advisor.

The incumbent is expected to anticipate and prepare for the needs and affairs of the President and the Chief Governance Officer/Senior Advisor on a daily basis.

The position is the main point of contact for the President's Office. The incumbent must be able to handle the additional responsibility of managing requests for information and direction on various issues and when required by the President's office.

This position takes on special projects as and when required by the President.

RESPONSIBILITIES

1. Manages the daily operational and information requirements of the President and Senior Management by:

- Maintains an electronic mail tracking system for incoming and outgoing President's Office correspondence.
- Prioritizes all correspondence, forwards tasks to senior staff using a bring forward system to log, assign and follow up on action items and correspondence.
- Monitors the progress of assigned tasks by preparing summary reports on incoming tasks and status reports on current tasks
- Research information required by the President & CEO.
- Preparing meeting packages for the President & CEO including highlighting priority information and data as required.
- Organizes records and maintains a confidential filing and electronic filing system.
- Maintains the confidentiality of incoming and outgoing correspondence and is responsible for the confidential storage of highly sensitive material and a wide scope of material and files that need to be accessible to the President & CEO and Senior Management Team.
- Scans and emails a variety of documents, maintaining an extensive network of email files/folders and a detailed electronic file management system.
- Receives all travel requesting requiring the President & CEO's approval and confirms correct information.
- Prepares and assists in the development and finalization of reports and other documents as required by the President & CEO
- Makes recommendations for the improvement of office procedures which will improve effectiveness and efficiency.
- Prepares monthly visa reconciliation financial reports for the President
- Prepares, codes and finalizes invoices for President & CEO approval
- Review and verifies financial documents submitted for the President & CEO's approval to ensure coding is correct and documentation preparation meets requirements.

2. Provides operational support of the Chief Governance Officer/Senior Advisor by:

- Manages all aspects of travel arrangement for GC members including booking of travel, hotels, travel claims, and other administrative support.
- Completes GC onboarding administrative paperwork.
- Assists with reviewing and editing of Governance Council papers.
- Coordinates logistics for GC meeting, including scheduling of event, support services.
- Assists with reviewing and editing briefing notes.
- Assists with the compilation and maintenance of s a Briefing note binder, both hard copy and electronic copy for the Ministers Responsible for the WSCC.
- Attends Governance Council Committee meetings to record detailed minutes and highlight decision and action items and resolutions.

3. Oversees the coordination of the Senior Management Committee by:

- Coordinating the preparation and distribution of weekly meeting materials.
- Composing and distributing meeting minutes and action tracking
- Arranging the logistics for special meetings.
- Records and reconciles monthly leave and attendance reports

4. Other administrative duties

- Prepares and review AWCBC reports, Roster of Experts.
- Creates and Maintains procedures for the President's Office with the Procedures analyst.
- Responds to general AWCBC inquires.
- Coordinates special events as directed.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The multi-tasking that this position requires and accompanying deadlines may cause stress. The incumbent must reconcile the demands of a variety of WSCC employees that frequently have conflicting interests and perspectives. These situations occur every day and, depending on other issues facing the WSCC, may occur with a high degree of intensity.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent written and verbal communication skills, as well as the ability to adapt communication styles to accommodate different needs with tact and diplomacy. Ability to

exercise considerable judgement, tact, and discretion in preparing, disclosing, and handling information of a confidential and/or sensitive nature.

- Excellent interpersonal skills and client service orientation to develop and maintain effective working relations with GC Members and SMT leadership team.
- Analytical and problem-solving abilities. Superior planning, research, and organizational abilities.
- Must have strong strategic-thinking skills and judgement, as well as a demonstrated ability to research, analyze and synthesize multiple concepts and priorities.
- Knowledge of *legislation administered by the WSCC*.
- Knowledge of authorities and functioning of a government-appointed Governance Council.
- Excellent knowledge of NT and NU governmental processes and procedures.
- Proficiency in the use of computers and related software applications, such as word-processing, spreadsheets, databases, internet, and email.
- Ability to work independently on complex matters, and lead and work effectively in teams.
- Capacity to manage many files simultaneously and a proven ability to work under pressure of time, accuracy, and constant interruptions.
- Must be self-directed, display initiative and be creative. The incumbent is expected to work both as a team member and independently with minimal supervision.
- Requires extreme attention to detail, tact, diplomacy, and discretion, as the miscommunication of information internally or to the public could place WSCC in a difficult position, erode morale or damage credibility with Stakeholders.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Valid Class 5 Driver's License

Typically, the above qualifications would be attained by:

Completion of a 2-year diploma in Business Management, Business Administration or equivalent, combined with a minimum of 5 years directly related experience in an administrative role. Experience in corporate governance would be an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

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

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

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

READING COMPREHENSION:

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

WRITING SKILLS:

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

French preferred

Indigenous language: To choose a language, click here.

Required

Preferred