



Communications and Correspondence Clerk

Job Description

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90004124
Position/Classification Title:	Communications and Correspondence Clerk
Pay Grade:	EC 05
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	12/13/2019

JOB INFORMATION

Job/Working Title:	Communications and Correspondence Clerk
Department:	Education & Early Childhood Development
Division/Section:	Communications
Reports To (Position Title):	
Exclusion Status:	Excluded

OVERALL PURPOSE

Works under minimal direction and has a comprehensive knowledge of Departmental functions and activities. Performs a wide range of complex secretarial and administrative support duties of a responsible and confidential nature. The Communications & Correspondence Clerk is accountable for identifying and reporting of news and media coverage regarding departmental issues and the efficient management of a large volume of correspondence for the Office of the Minister. Ensures consistent messaging, quality of documentation released for signature and compliance with timelines.

The Communications & Correspondence Clerk provides administrative support for two senior staff, the Executive Director of Strategic Initiatives and the Director of Communications, along with support of the Communications Team.

As well, the position would be expected to draft correspondence as needed, with consideration of content input of program staff.

KEY RESPONSIBILITIES

The Communications & Correspondence Clerk is responsible for developing and maintaining a correspondence tracking system and setting and monitoring correspondence response service standards. Evaluating and monitoring the correspondence system and researching, developing and implementing new or revised processes and best practices as required.

Ensures that potential areas of concern are identified through the tracking and correspondence monitoring processes. Reviews correspondence to determine possible trends and provide recommendations and advice for improvements

Ensures correspondence directed to and from the Office of the Minister is managed efficiently by maintaining an up-to-date project schedule for assessing, prioritizing, and establishing deadlines, updating a correspondence tracking system, distributing to appropriate subject matter experts for response, and monitoring on a regular basis to ensure a timely response is received, prior to release for the Minister's signature. Is responsible for ensuring all documents are of professional quality by reviewing for accuracy, required content, consistent messaging, appropriate format and correct grammar and sentence structure.

Is responsible for initiating draft correspondence from senior management, and ensure the responses are within department's policies, procedures and guidelines. Ensures completion of required responses are within scheduled timelines as well as outstanding items that do not meet the deadlines by taking action and intervening using direct follow up methods with the responder or senior management if necessary, to meet the expectations of the Minister's office.

Ensures that potential areas of concern for departmental issues from programs or geographical areas are identified through monitoring of media coverage and correspondence tracking processes. Scans contents of media coverage daily and distributes in a timely manner to government staff, internal and external education stakeholders.

May provide training sessions for departmental staff on required content for ministerial correspondence and coaches and mentors' staff throughout the department to maintain consistent high quality and professional image of the department.

The incumbent screens and resolves many routine and public inquiries, organizes and schedules meeting requests, provides routine admin support to Communications staff.

Provide daily admin support to the Director of Communications and Executive Advisor to the Deputy Minister of EECB, along with others on the Communications team, as required

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

SCOPE

Contacts (Typical):	Extensive contact with the Minister's office, executive office staff, senior management and staff of the department to ensure correspondence responses are meeting deadlines. Contact with other government departments and education stakeholders within Nova Scotia.
Innovation:	The incumbent must possess significant initiative, be able to work independently and demonstrate common sense and good judgement to acquire knowledge and insight into all ongoing and new issues and trends relative to the Department and its stakeholders as well as current correspondence technology and practices to determine the best solutions to meet department needs. This involves keeping up to date on current literature, briefings, communications, and other internal sources and is critical to ensure that appropriate subject matter experts are designated to respond to ministerial correspondence. Good writing skills and proper grammar is essential to ensure high quality information is provided. The incumbent must resolve situations of non-compliance with management regarding priorities, timelines and quality of documents produced. Confidentiality is essential/critical when working with and overseeing the security of confidential materials. The position must always work independently as well as part of a team with minimal direction. Exceptional organizational skills are critical
Decision Making:	Decisions are typically made about who is the most appropriate subject matter expert within the department to respond to correspondence. Independent thinking and knowledge of the department is required when reviewing correspondence to identify trending to be brought to the attention of the Director of Communications and to recognize the urgency of the situation at hand. Potential sensitive issues and risks are referred to the appropriate authority for resolution.
Impact of Results:	Consultation with appropriate authority is required when an inquiry or potential sensitive issue or risk is received from concerned individuals who threaten to go to the media or demand to speak with the Deputy Minister or Minister. The role will also serve to coordinate incoming and outgoing correspondence so that information going to the public is consistent and well written. Having a single coordinator will help to track trends and identify and mitigate issues on behalf of the public sooner.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	This Job Typically Reports to Deputy Minister or ADM and support both Director of Communications and Executive Advisor to the Deputy Minister Job Titles and number of incumbents reporting to this job: N/A	

LICENSES/CERTIFICATIONS

WORKING CONDITIONS

Physical Effort

Minimal - Work activities involve alternating positions of light physical activities, which cause little physical effort. Majority of time of spent in a comfortable position with frequent opportunity to move about at will. Activities

Physical Effort

require a variety at easy muscle movements

Physical Environment

Minimal - Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions, and/or a remote possibility of risk of accident or health hazards.

Sensory Attention

Moderate - Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities, involving lost time. The need for detailed or precise work is moderate.

Psychological Pressures

Moderate - Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent, e.g., pressure or deadlines, quotas or need for accuracy, unpleasant public or client contacts, probable concern about unpleasant situations, repetitious work, and or some disruption of personal life because of work, work schedules or need to travel.

Examples/ Additional Information:	
Data From Conversion:	<p>A Physical Environment The incumbent works in a comfortable office environment.</p> <p>B Physical Effort The incumbent sits, stands and has opportunity to frequently move about.</p> <p>C Sensory Attention Constant reviewing, reading and editing correspondence and daily media scans for accuracy, proper content and grammar, monitoring and evaluating the system as necessary. Requires diligence and close attention to detail to interpret accurately.</p> <p>D Mental Pressures Considerable priorities to balance on any given day. Deadlines and frequent changes to priorities are significant. Outcomes are highly visible. Strict deadlines must be met, often requiring the time of others to complete the task.</p>