

SENIOR ADMINISTRATIVE OFFICER SKILLS ASSESSMENT CHECKLIST

FOR THE NORTHWEST TERRITORIES, CANADA



Government of Northwest Territories
Gouvernement des Territoires du Nord-Ouest



Government of Gouvernement des
Northwest Territories Territoires du Nord-Ouest

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School of Community Government
Department of Municipal and Community Affairs
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT Canada X1A 2L9

Phone: (867) 767-9163 ext. 21059
Fax: (867) 873-0584

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SKILLS ASSESSMENT INSTRUCTIONS

Skills Assessment is the second step in the Certification Process. Certification is the method used in the Northwest Territories, as well as throughout Canada and around the world, to verify that a person is fully competent and able to perform the duties and responsibilities of a given occupation. The other steps in the Certification Process are:

- ✓ registration in the program
- ✓ the work experience component
- ✓ a written knowledge examination
- ✓ a practical evaluation
- ✓ an assessment of professionalism, and
- ✓ granting of certification upon successful completion of each of the above.

The Skills Assessment Checklist is a workbook that enables candidates to verify competence in the skills outlined in the Occupational Analysis (DACUM Chart and Occupational Standards). Competence is defined as being adequately qualified and/or capable to effectively and efficiently perform the particular skill area or complete the associated task. The Checklist should be completed at the beginning of the Certification process as it will indicate if training or other development is required.

The Checklist is a self assessment that is completed by the candidate and reviewed by the assessor who is usually the candidate's immediate supervisor. **It is not a pass or fail.** If the candidate is not performing the particular skill area or completing the associated task it may be because they need training or because it is not a part of their job requirement. The supervisor should note it down in the comment section. The supervisor and candidate should take the opportunity to discuss the reason for the gap and address it – whether through training or the supervisor becoming aware that the gap is a skill/task that the employee could be assigned and performing.

The candidate completes the Checklist and indicates if he/she has attained competence in a particular skill and task (where applicable). They will sign and date the entry in the indicated area and present the workbook to their assessor for evaluation, comments and signature. It is beneficial that the candidate attains competence in each skill listed in the Skills Assessment Checklist. At the end of each skill the following signature block is provided to sign off the skill and fill in the date.

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

Both the candidate's and the assessor's signature, with the date, are required for each skill.

There is also a space for comments following the sign-off area. Either the candidate or the assessor may use this area to note information about the performance or evaluation of the skill.

Once the Checklist is completed it should be returned to the School of Community Government. The candidate must also complete and return the Request for Written Examination. The candidate is then eligible to move on to the next step, the written examination.

The Skills Assessment Checklist is not considered complete unless the complete document, including the completed Request for Written is returned to:

School of Community Government
Community Government Occupational Certification Program
Department of Municipal and Community Affairs
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT Canada X1A 2L9

Phone: (867) 920-6121
Fax: (867) 873-0584

CATEGORY 1: COUNCIL

1. A. Provide Election Support to Council

To meet the standard, the candidate must demonstrate the ability to effectively prepare and/or review a budget for the Community Government. In general, this would include the ability to complete the following tasks:

- ✓ 1.A.1 Communicate election requirements to Council
- ✓ 1.A.2 Oversee election of Council
- ✓ 1.A.3 Facilitate Council orientation

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

1. B. Provide Meeting Support to Council and Committees of Council

To meet the standard, the candidate must demonstrate the ability to effectively review and manage finances. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 1.B.1 Organize meetings and prepare agendas
- ✓ 1.B.2 Prepare Council representatives for meetings and conferences outside community
- ✓ 1.B.3 Prepare requests for Council decision or direction
- ✓ 1.B.4 Provide support during meetings
- ✓ 1.B.5 Report general operations to Council
- ✓ 1.B.6 Manage meeting minutes
- ✓ 1.B.7 Handle meeting follow-up

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 2: LEGISLATION

2. A. Comply with Legislation

To meet the standard, the candidate must demonstrate the ability to effectively perform contract services. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 2.A.1 Be familiar with relevant legislation
 - ✓ 2.A.2 Seek professional interpretation and advice
 - ✓ 2.A.3 Perform legislated duties
-

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 2: LEGISLATION

2. B. Implement Bylaws and Policies

To meet the standard, the candidate must demonstrate the ability to effectively perform contract services. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 2.B.1 Be familiar with bylaws and policies
- ✓ 2.B.2 Seek professional interpretation and advice
- ✓ 2.B.3 Implement bylaws and policies
- ✓ 2.B.4 Perform annual review of bylaws and policies
- ✓ 2.B.5 Develop, update and repeal bylaws and policies

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

CATEGORY 3: PLANNING

3. A. Facilitate Planning Process

To meet the standard, the candidate must demonstrate the ability to effectively maintain fire protection. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 3.A.1 Identify types of plans
- ✓ 3.A.2 Facilitate development of plans
- ✓ 3.A.3 Implement plans

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

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 Assessor's Signature / Date

COMMENTS:

CATEGORY 4: ADMINISTRATION

4. A. Manage Administrative Services

To meet the standard, the candidate must demonstrate the ability to effectively implement the land management program. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 4.A.1 Oversee office operations
 - ✓ 4.A.2 Manage insurance programs
 - ✓ 4.A.3 Complete human resource documentation
-

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

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Assessor's Signature / Date

COMMENTS:

CATEGORY 5: FINANCIAL MANAGEMENT

5. A. Manage Finances

To meet the standard, the candidate must demonstrate the ability to effectively manage operations. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 5.A.1 Prepare operations and maintenance budgets
- ✓ 5.A.2 Prepare capital budgets
- ✓ 5.A.3 Develop asset management plan
- ✓ 5.A.4 Manage financial systems and controls
- ✓ 5.A.5 Perform financial analyses

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 5: FINANCIAL MANAGEMENT

5. B. Administer Taxes

To meet the standard, the candidate must demonstrate the ability to effectively manage operations. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 5.B.1 Distribute municipal property assessments
- ✓ 5.B.2 Process property taxes
- ✓ 5.B.3 Address arrears and delinquent accounts

I have attained competence in this skill. _____ / _____
Candidate's Signature Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature Date

COMMENTS:

CATEGORY 5: FINANCIAL MANAGEMENT

5. C. **Oversee Financial Reporting**

To meet the standard, the candidate must demonstrate the ability to effectively manage operations. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 5.C.1 Complete financial reports
 - ✓ 5.C.2 Prepare for fiscal year-end audits
 - ✓ 5.C.3 Complete audit follow-up
-

I have attained competence in this skill. _____ / _____
Candidate's Signature Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature Date

COMMENTS:

CATEGORY 5: FINANCIAL MANAGEMENT

5. D. Manage Contribution Funding and Special Agreements

To meet the standard, the candidate must demonstrate the ability to effectively manage operations. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 5.D.1 Manage contribution funding and special agreements
-

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

CATEGORY 6: LEADERSHIP AND PROFESSIONALISM

6. A. Demonstrate Professional Behaviour

To meet the standard, the candidate must demonstrate the ability to effectively use appropriate communication skills. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 6.A.1 Exhibit professionalism
- ✓ 6.A.2 Demonstrate ethical behaviour
- ✓ 6.A.3 Manage time
- ✓ 6.A.4 Delegate tasks
- ✓ 6.A.5 Manage stress
- ✓ 6.A.6 Manage change
- ✓ 6.A.7 Make decisions
- ✓ 6.A.8 Pursue personal and professional development

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 7: HUMAN RESOURCE MANAGEMENT

7. A. Manage Human Resources

To meet the standard, the candidate must demonstrate the ability to effectively display public relation skills. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 7.A.1 Write job descriptions
- ✓ 7.A.2 Recruit staff
- ✓ 7.A.3 Provide training opportunities
- ✓ 7.A.4 Conduct performance evaluations
- ✓ 7.A.5 Implement terms and conditions of employment

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

CATEGORY 7: HUMAN RESOURCE MANAGEMENT

7. B. Supervise Staff

To meet the standard, the candidate must demonstrate the ability to effectively display public relation skills. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 7.B.1 Provide direct supervision
- ✓ 7.B.2 Motivate staff
- ✓ 7.B.3 Resolve workplace conflicts
- ✓ 7.B.4 Conduct staff meetings
- ✓ 7.B.5 Handle performance problems
- ✓ 7.B.6 Handle layoffs
- ✓ 7.B.7 Handle terminations

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 8: CONTRACT MANAGEMENT

8. A. Manage Capital Projects and Contracted Services

To meet the standard, the candidate must demonstrate the ability to effectively provide municipal services In general, this would include the ability to perform some or all of the following tasks:

- ✓ 8.A.1 Establish procurement bylaws and policies
 - ✓ 8.A.2 Implement procurement activities
 - ✓ 8.A.3 Manage contracted services
 - ✓ 8.A.4 Manage capital projects
-

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 8: CONTRACT MANAGEMENT

8. B. Provide Contracted Services

To meet the standard, the candidate must demonstrate the ability to effectively provide municipal services In general, this would include the ability to perform some or all of the following tasks:

- ✓ 8.B.1 Provide contracted services
-

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

CATEGORY 9: PROGRAMS AND SERVICES

9. A. *Oversee Community Services*

To meet the standard, the candidate must demonstrate the ability to effectively comply with legislation. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 9.A.1 Oversee water and sewer services
- ✓ 9.A.2 Oversee solid waste services
- ✓ 9.A.3 Oversee public works and transportation
- ✓ 9.A.4 Oversee fire protection
- ✓ 9.A.5 Oversee bylaw enforcement
- ✓ 9.A.6 Oversee emergency management
- ✓ 9.A.7 Oversee other community services

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

CATEGORY 9: PROGRAMS AND SERVICES

9. B. *Oversee Community Programs*

To meet the standard, the candidate must demonstrate the ability to effectively comply with legislation. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 9.B.1 *Oversee recreation facilities and programs*
 - ✓ 9.B.2 *Oversee optional community programs*
-

I have attained competence in this skill. _____ / _____
Candidate's Signature Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature Date

COMMENTS:

CATEGORY 9: PROGRAMS AND SERVICES

9. C. **Oversee Land Management Program**

To meet the standard, the candidate must demonstrate the ability to effectively comply with legislation. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 9.C.1 Maintain land inventory and files
 - ✓ 9.C.2 Administer leases
-

I have attained competence in this skill. _____ / _____
Candidate's Signature Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature Date

COMMENTS:

CATEGORY 10: COMMUNICATION

10. A. Use Communication Skills

To meet the standard, the candidate must demonstrate the ability to effectively manage administrative services. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 10.A.1 Practice active listening
- ✓ 10.A.2 Demonstrate speaking skills
- ✓ 10.A.3 Write business documents
- ✓ 10.A.4 Demonstrate negotiation skills
- ✓ 10.A.5 Make presentations

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 11: PUBLIC AND COMMUNITY RELATIONS

11. A. Demonstrate Public Relations Skills

To meet the standard, the candidate must demonstrate the ability to effectively provide support services to Council. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 11.A.1 Manage communication of information to community
- ✓ 11.A.2 Coordinate public meetings
- ✓ 11.A.3 Liaise with agencies and community groups
- ✓ 11.A.4 Promote community and Council
- ✓ 11.A.5 Respond to complaints
- ✓ 11.A.6 Promote customer service

I have attained competence in this skill. _____ / _____
Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
Assessor's Signature / Date

COMMENTS:

CATEGORY 11: PUBLIC AND COMMUNITY RELATIONS

11. B. Demonstrate Awareness of Cultural and Political Environments

To meet the standard, the candidate must demonstrate the ability to effectively provide support services to Council. In general, this would include the ability to perform some or all of the following tasks:

- ✓ 11.B.1 Practice cross-cultural awareness and sensitivity
 - ✓ 11.B.2 Demonstrate awareness of political environment
-

I have attained competence in this skill. _____ / _____
 Candidate's Signature / Date

I confirm this candidate has attained competence in this skill. _____ / _____
 Assessor's Signature / Date

COMMENTS:

REQUEST FOR WRITTEN EXAMINATION

Returning this page indicates that the candidate has attained competence in the skills outlined in the Skills Assessment Checklist and is ready for the next steps of certification, the written exam and the practical evaluation.

Please print the candidate's name, the name of the assessor and the place of employment below. The signatures of the candidate and the assessor are required.

If it is not possible to obtain your assessor's signature, please contact the Certification Coordinator at the address or phone number below.

Return the whole document, ensuring that the Request for Written Examination is also complete. Return to:

Community Government Occupational Certification
School of Community Government
Department of Municipal and Community Affairs
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT Canada X1A 2L9

Phone: (867) 767-9163 ext. 21059
Fax: (867) 873-0584

I have attained competence in the skills listed in the Skills Assessment Checklist and am ready for the written exam and practical evaluation.

PLACE OF EMPLOYMENT

_____ CANDIDATE'S NAME (Please print.)	_____ SIGNATURE	_____ DATE
--	--------------------	---------------

CANDIDATE'S ADDRESS:

_____ CANDIDATE'S PHONE NUMBER	_____ CANDIDATE'S EMAIL ADDRESS
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_____ ASSESSOR'S NAME (Please print.)	_____ SIGNATURE	_____ DATE
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ASSESSOR'S ADDRESS:

_____ ASSESSOR'S PHONE NUMBER	_____ ASSESSOR'S EMAIL ADDRESS
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ADDITIONAL COMMENTS

This space has been provided for those candidates who have completed the Skills Assessment Checklist but found they did not perform one or more of the performance standards in their regular duties. Please identify any standards that do not apply to your position and provide a brief statement as to why they do not apply.
