

Administration – Subsidiary 2

APS Benchmark Listings

Sub.No.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Administration 2 (Point Range 269 - 313)												
002	022AN16	Transportation	Compliance Coord.	D+	I	2	175	29	50	R1	57	282
002	022AN17	Justice & Sol. Gen.	Sr. Collector / Team Leader	D+	I	2	175	29	50	R1	57	282
002	022AN20	Transportation	Regional Administrator	D+	I	2	175	29	50	R1	57	282
002	022AN21	Service Alberta	Service Delivery Coordinator	D+	I	2	175	29	50	R1	57	282
002	022AN22	Service Alberta	Team Lead Purchasing	D+	I	2	175	29	50	R1	57	282
Administration 1 (Point Range 228 - 268)												
002	021AN20	Energy	Coordinator, Training & Communication	D+	I	1	152	29	43	R1	50	245
002	021AN21	Energy	Team Lead, Offsets & Amended Agreements	D	I	2	152	29	43	R1	50	245
002	021AN23	Agriculture & Forestry	TSE Programs Unit Supervisor	D	I	2	152	29	43	R1	50	245
002	021AN02	Justice & Sol. Gen.	Administrative Officer	D	I	2	152	25	38	R1	43	233
002	021AN08	Human Services	Administrative Coordinator	D	I	2	152	25	38	R1	43	233

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002	021AN19	Human Services	Child Care Subsidy Supervisor	D	I	2	152	25	38	R1	43	233
002	021AN22	Service Alberta	Payroll & Benefit Trainer	D+	I	1	152	25	38	R1	43	233

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022AN16

Identification Section

Working Title: Compliance Coordinator

Department: Transportation

Division, Branch/Unit: Transportation Safety Services Division / Vehicle Safety and Carrier Services

Reports To: Manager, Investigations

Levels to D.M.: 4

Job Description: [022AN16](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [022AN](#) - Administration 2

[Organization Chart](#)

(requires login)

Evaluation Knowledge
D+I2 175
↓
Creativity/Problem Solving
29% 50
↓
Responsibility
R1 57
↓
TOTAL JOB POINTS
282

Comments on Role

This position coordinates the department's Carrier Discipline Program to help ensure safety of the public traveling on Alberta's highways. The Carrier Discipline Program directly monitors over 500 companies that operate commercial vehicles that transport goods. There are approximately 10,000 NSC carriers in Alberta and many have unique problems that require flexible approaches to ensure they are in compliance with numerous requirements. Approximately 1,400 permit charge account holders in Alberta have accounts that are monitored by the position to ensure that they are in good standing and that any

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revenues received are credited to the correct account. Carriers who do not keep their accounts in good standing are restricted from receiving services. On average, there are about 15 accounts monthly that are restricted that need to be dealt with on a one-on-one basis. Accounts not paid up result in a carrier not being able to obtain service from the ministry or from Motor Vehicles Division. The position develops and provides an effective and efficient monitoring process for the Carrier Discipline program, ensuring that all processes are progressive in nature and all carriers are treated equally. It reviews carrier files, following the Department's Carrier Discipline model to ensure Carrier compliance to Carrier Review Committee directions and Board Orders. When applications are made to the Board, the position prepares information packages and briefs the board on the pertinent issues (such as history of safety for the carrier). Once the board meetings have occurred, the position provides the administrative follow-up for the carrier.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D+:** The position requires knowledge of regulatory requirements and department interpretations of the regulations to provide advice to transportation industry stakeholders. It must understand specific audit procedures and requirements used to measure a carrier's compliance, and know the objectives, functions and policies pertaining to the department's safety programs and administrative procedures for carrier compliance. As the only position in the province that administers this program, the position is given a "+" in the rating to recognize it is the departmental administrative expert on a provincial program.

- **Complexity and Diversity:**

- **I:** This position is responsible for coordinating the activities of a program within the Carrier Discipline model, policies and guidelines. It is not a I+ because it does not integrate a diverse range of activities. It remains focused on one specific program, which is "homogenous" in nature; that is, the duties in the job are related to each other and fall under the same umbrella of carrier discipline.

- **Human Relations Skills:**

- **2:** The position has a significant communication role in explaining the outcomes of board hearings and working with clients to prepare their carrier compliance/permit applications. Using influence to guide the board in its understanding of priorities and key issues merits a "2" rating.

- **Creativity/Problem Solving:**

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29%: The uniqueness of each carrier requires that all information, decisions, correspondence and records be individually prepared to accurately reflect these differences. The position must manage a diverse number of carrier compliance files, and is responsible for determining the priorities in each after reviewing it in preparation for board hearings. The position works within clearly defined legislation in a well established program. Position is a 29% and not 25% because it is the single administrative position responsible for coordinating the carrier program. This requires a higher level of independence. However, the position is not a 33% as access to assistance from the Manager is still available for complex situations.

▪ **Responsibility:**

R1: The position is responsible for coordinating a province-wide program's administration.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-17

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Subsidiary 2 Benchmark Job Description - 022AN16

Identification Section

Working Title:	Compliance Coordinator
Department:	Transportation
Division, Branch/Unit:	Transportation Safety Services Division / Vehicle Safety and Carrier Services
Reports To:	Manager, Investigations
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Compliance Coordinator is responsible for coordinating activities for the Department's Carrier Discipline program to help ensure safety of the public traveling on Alberta's highways.

The Carrier Discipline Program directly monitors over 500 companies that operate commercial vehicles that transport goods. There are approximately 10,000 National Safety Code carriers in Alberta and many have unique problems that require flexible approaches to ensure they are in compliance with numerous requirements. Approximately 1,400 permit charge account holders in Alberta have accounts that are monitored by the position to ensure that they are in good standing and that any revenues received are credited to the correct account. Carriers who do not keep their accounts in good standing are restricted from receiving services. The position develops and provides an effective and efficient monitoring process for the Carrier Discipline program, ensuring that all processes are progressive in nature and all carriers are treated equally.

This position reviews carrier files and follows the Department's Carrier Discipline model to administer the monitoring of Carrier compliance to Carrier Review Committee directions and Board Orders. Carriers with compliance deficiencies are

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brought to the attention of management. Similar administrative steps are followed to assist with the review of applications for safety related permits.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Develops and provides an effective and efficient monitoring process for the Carrier Discipline program and to ensure that all processes are progressive in nature and that all carriers are treated equally.**

Activities:

Reviews and assesses information to determine which carriers meet specified non-compliance criteria and the need for continued review.

Reviews carrier files to ensure that all administrative steps are followed.

Under direction of Chief Investigator, prepares requests for audits to the Compliance Investigators.

Administers and documents the process events for each carrier and prepare statistics on these processes.

Administers orders regarding audits, inspections, and complaints that are given to carriers by the Carrier Review Committee and the Motor Transport Board.

Monitors compliance with imposed standards/performance measures and initiates action to ensure non-compliance is identified.

Observes corporate identities for carriers and alerts management of areas of concern.

Under the direction of the Chief Investigator, prepares correspondence that is provided to the carrier, as required.

2. **Provides information in a timely and accurate manner, in accordance with Department procedures, and acts as a resource to stakeholders on safety standards, branch policies and legislation requirements.**

Activities:

Liaises with carriers on Legislative and National Safety Code requirements and on Carrier Discipline processes.

Ensures that information provided to stakeholders is current and where updates are required makes recommendations for changes to management.

Identifies administrative problems and issues related to application of standards and policies to specific carriers and works with managers to resolve them.

Assists in the preparation of material for presenting educational seminars to stakeholders.

3. Provides relevant facts and prepares information for presentation to the Carrier Review Committee on matters concerning motor carrier safety fitness, permit applications and issues of non-compliance.

Activities:

Reviews carrier file history to determine what information is relevant to safety concerns.

Liaises with carriers on application matters, where further clarification may be required.

Ensures packages of applicable information are accurate and prepared in a manner that is easily reviewed.

Administers carrier attendance at hearings in coordination with Department staff.

Provides advice on Department policy to Carrier Review Committee to ensure consistency of application.

Documents process events for each carrier.

Prepares Carrier Review Committee minutes in a timely manner and conducts any follow-up necessary.

4. Provides guidance to administrative staff in accordance with good supervisory practices and provides information and responds to personnel issues consistent with the collective agreement and Human Resource requirements and in addition, provides cover-off relief for the Accounting Clerk.

Activities:

Coordinates work assignments of support staff.

Monitors workloads and provides feedback on work standards and performance to ensure timely and accurate output.

Provides training and development to enhance employee competencies.

5. Provides cover-off relief for the Accounting Clerk to ensure that revenue functions are processed in a timely and accurate manner while adhering to Departmental financial policies and procedures and the guidelines set out by Treasury.

Activities:

Ensures that incoming revenues (cash, cheques, Visa and Mastercard) are distributed to respective areas in a timely manner and that the processed revenues are balanced daily.

Ensures that bank deposits are made in a timely and accurate manner.

Reviews and processes requests for carriers requiring permit charge accounts and providing assistance to carriers who have queries on their account.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

There are approximately 10,000 National Safety Code carriers in Alberta and many have unique problems that require flexible approaches to solve. Recommendations are made to management.

The uniqueness of each carrier requires that all information, decisions, correspondence and records be individually prepared to accurately reflect these differences. Attention to detail regarding each individual Carrier is important and failure to maintain this administrative process specific to each Carrier, compromises the value of the entire process. The end result of this quasi-judicial process can be to revoke a company's privilege of operating commercial vehicles in Alberta or to deny them a permit. This result may then significantly increase their cost of operating.

Administers direct monitoring of over 500 companies for compliance to numerous requirements and make recommendations to management as to what further action may be required to assist the carrier to achieve an acceptable level of compliance.

Works with colleagues on projects to effectively resolve areas of concern and provide comment on policy direction.

Contacts clients, partners and stakeholders across Canada to discuss specific issues, exchange information and promote specific initiatives or to follow-up a previous action to ensure that concerns are dealt with according to Department standards and policies.

Liaises closely with Investigators located in multiple geographical locations in Alberta to ensure they obtain all the information needed to effectively deal with carriers assigned to them for review.

There are approximately 1,400 permit charge account holders in Alberta whose accounts have to be monitored to ensure that they are in good standing and that any revenues received are credited to the correct account. Carriers who do not keep their accounts in good standing are restricted from receiving services. On average, there are about 15 accounts monthly

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that are restricted that need to be dealt with on a one-on-one basis. Accounts not paid up result in a carrier not being able to obtain service from us or from Motor Vehicles Division.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Extensive knowledge of Mainframe, Moves, Motris, and Corporate Registry computer systems. o Extensive knowledge of personal computer programs, including use of word processing and spreadsheet software.

Good knowledge of regulatory requirements and Department interpretations to provide advice to transportation industry stakeholders.

Knowledge of the specific audit procedures and requirements used to measure a carrier's compliance.

Sound knowledge of the objectives, functions and policies pertaining to the Department's safety programs and administrative procedures for carrier compliance.

Knowledge of (CVSA) Commercial Vehicle Safety Alliance inspection program criteria and associated regulations.

A strong ability to communicate verbally as well as in writing to help convince carriers of the benefits of compliance to legislation and to imposed operating conditions.

Well developed organizational and time management skills to ensure stakeholders are dealt with in a timely and accurate manner, and that events are documented to ensure that the due process is followed in accordance with the Carrier Discipline Program.

Strong ability to work in a team environment to ensure goals and objectives are met.

Sound knowledge of the Departmental financial policies and Treasury guidelines.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position deals with the public, RCMP, other enforcement agencies, municipalities and other government departments regarding commercial carriers' compliance to the National Safety Code and regulatory requirements for the trucking

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industry. Also liaises with counterparts in other jurisdictions. Position will provide direction to Auditors who conduct National Safety Code Audits and Investigations under contract with the department.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

7 Process Clerks (AS4)



Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 022AN17

Identification Section

Working Title: Senior Collector/Team Leader

Department: Justice and Solicitor General

Division, Branch/Unit: Maintenance Enforcement Program

Reports To: Enforcement Manager

Levels to D.M.: 4

Job Description: [022AN17](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [022AN](#) - Administration 2

[Organization Chart](#)
(requires login)

Evaluation Knowledge
D+I2 175
↓
Creativity/Problem Solving
29% 50
↓
Responsibility
R1 57
↓
TOTAL JOB POINTS
282

Comments on Role

Under the authority of the Maintenance Enforcement Act and Regulations and the general direction of the Enforcement Manager, the Senior Collector/ Team Leader develops plans, and implements strategies to co-ordinate activities of a collection team, made up of Collection Officers and Collection Support whose function is to collect child and spousal support across the Province. Effective leadership is demonstrated by the establishment, monitoring, maintaining and practicing of client service strategies aimed at gaining maximum compliance within policies and procedures of the Maintenance Enforcement Program.

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Comments on Evaluation

- **Knowledge:**
Content:

- **D+:** The Senior Collector/Team Leader provides leadership to a team of Collection Officers to meet department and division business objectives within the framework of several complex pieces of legislation using experience and expertise in collections. Required is an in-depth knowledge of the legislation governing the granting and enforcement of Maintenance Orders in Alberta and reciprocal jurisdictions. This specialized knowledge of the Program is acquired through extensive on-the-job experience from any entry level to the senior administrative level that supports the push on the D, however, the E is not appropriate as the expert knowledge in the position is of the program operations including computer systems, registration requirements, collections procedures, financial policies and procedures and REMO processes learned on the job not present through the application of theoretical knowledge.

- **Complexity and Diversity:**

- **I:** This position does complex work that requires the ability to apply extensive knowledge to specialized areas and has an understanding of how the Program interfaces with other agencies such as Employment and Immigration, Infrastructure and Transportation, the Federal Government and the court system, etc. This position also supervises a team of collection officers.

- **Human Relations Skills:**

- **2:** This position is focused on supervising a team of collection officers whose function is to collect child and spousal support across the Province. In addition, it is required to deliver conflict resolution and problem solving to internal and external stakeholders on a file-by-file basis focusing on the most complex and sensitive cases.

- **Creativity/Problem Solving:**

29%: Provides knowledge and creative solutions and functional expertise on a consultative basis to team members and all related stakeholders (i.e. creditors, debtors, income sources, legal community and other jurisdictions). The position has latitude to consider the most appropriate procedure or precedent to follow in unusual circumstances.

- **Responsibility:**

R1: The Senior Collector/Team Leader participates in the research, planning, development and implementation of projects to refine and improve operational processes and delivery of services to stakeholders. Provide expert consultative service to internal and external stakeholders. This position participates in the delivery a province-wide social program to assist families to obtain court ordered child and spousal support.

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Subsidiary 2 Benchmark Job Description - 022AN17

Identification Section

Working Title:	Senior Collector/Team Leader
Department:	Justice and Solicitor General
Division, Branch/Unit:	Maintenance Enforcement Program
Reports To:	Enforcement Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the authority of the Maintenance Enforcement Act and Regulations and the general direction of the Enforcement Manager, the Senior Collector/ Team Leader develops plans, and implements strategies to co-ordinate activities of a collection team whose function is to collect child and spousal support across the Province. Effective leadership is demonstrated by the establishment, monitoring, maintaining and practicing of client service strategies aimed at gaining maximum compliance within policies and procedures of the Maintenance Enforcement Program.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. The Collection Team Leader provides leadership to a team of Collection Officers to meet department and division business objectives within the framework of several complex pieces of legislation using experience and expertise in collections.**

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Activities:

Team development and administration.

Development and delivery of training designed to improve service standards and meet collection targets.

Provide training and development to all Program staff on ongoing basis in collection techniques.

Design and implement systems to measure results and accountability for team and individuals on an ongoing basis and provide reporting on same.

Effective maintenance of personal file load comprised of most complex file types.

2. The Collection Team Leader participates in the research, planning, development, and implementation of projects to refine and improve operational processes and delivery of services to stakeholders.

Activities:

Development of task assignment for the collection team.

Measure productivity by individual, unit and function according to department and division business goals.

Develop and implement measurement systems to determine success or failure and provide reporting.

Consults with Manager with respect to outcomes of reporting information and program needs and carries out regular audits of work using Program standards.

3. Provides knowledge and creative solutions and functional expertise on consultative basis to team members and all related stakeholders (i.e. creditor, debtor, income sources, legal community, other jurisdictions).

Activities:

Provides expert knowledge and expertise on complex legal processes and Program procedures.

Evaluates files submitted for default assessment or special investigations for accuracy of recommendation.

Evaluates work processes to enhance program production.

Provides concise accurate briefs and instruction to legal counsel, departmental and external.

4. The Team Leader is responsible for delivering conflict resolution and problem solving to internal and external stakeholders on a file-by-file basis.

Activities:

Defends and interprets Program legislation, regulations, policies and procedures to promote positive public perception of the Maintenance Enforcement Program.

Provides rationale regarding decision making to other persons on wide variety of levels internally and externally.

Superior knowledge of policies and procedures regarding the Master Agreement, Human Resource issues, i.e.

Performance Evaluations, grievances, issues of benefits and entitlements.

Superior knowledge of all applicable Program legislation.

5. Meet stakeholder demands in a high volume, pressure environment by providing clear direction to team members regarding organization of tasks and by providing ongoing contribution to skill development.

Activities:

Researches tasks and processes to realize maximum efficiencies within the Maintenance Enforcement Program.

Develops tasks and processes to maximize production and staff development.

Organizes tasks for team by utilizing electronic and manual systems available to maximize flow and production.

Monitors tasks and task strategies by designing and implementing measurement systems to make expectations and successes/failure transparent to team members

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Develop and implement policies and procedures under the authority of the Maintenance Enforcement Act and Regulations and related family law and collection legislation, to deliver a province wide social program to assist families to obtain court ordered child and spousal support.

Deal with broad and diverse stakeholder group inclusive of but not limited to judiciary, legal community, income sources, payers, recipients, financial institutions and police services, interest groups regarding issues of varying complexity and depth.

Provide expert consultative service to internal and external stakeholders. Develop training for Maintenance Enforcement staff on basis of shifting legal precedent and public demand.

Contribute to the design of appropriate follow up systems for entire operation.

Monitor and adjust service standards on response to issue basis for entire operation.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

In-depth knowledge of the legislation governing the granting and enforcement of maintenance Orders in Alberta and reciprocal jurisdictions. The position will also require knowledge of existing reciprocal arrangements with other jurisdictions. Knowledge of Program objectives and government processes.

Expert knowledge of Program operations including computer systems, registration requirements, collection procedures, financial policies and procedures, REMO processes, and an understanding of the Program's interfaces with other agencies, such as Employment and Immigration, Infrastructure, the federal government, the court system, etc.

Applicable post-secondary education or combination of equivalent experience and knowledge.

Skills:

Ability to solve problems and make decisions independently.

Ability to handle sensitive and contentious issues, and confidential information.

Excellent verbal and good written communication skills.

Strong presentation and facilitation skills.

Excellent negotiation, conflict resolution and mediation skills.

Research and investigative skills

Abilities:

Ability to interpret court orders and comprehend complex legal information from a variety of sources and make decisions based on the factors and individual case facts available.

Ability to respond to matters of a complex, controversial and politically sensitive nature.

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Ability to be tactful, diplomatic and use good judgment in resolving issues.

Ability to prioritize tasks and organize workload.

Ability to work with minimal supervision.

Ability to handle stress in difficult situations.

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Administrative Support 6 (Collection Officer)-3395,3384,28515,3389

Administrative Support 5 (Collection Officer)-31576,40654,37608,3406,3409

Administrative Support 4 (Administrative Assistant)-3460

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Last Review / Update: 2016-03-11

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 Alberta Government

Subsidiary 2

Benchmark Evaluation - 022AN20

Identification Section

Working Title: Regional Administrator

Department: Transportation

Division, Branch/Unit: Transportation and Civil Engineering

Reports To: Regional Director, North Central Region

Levels to D.M.: 3

Job Description: [022AN20](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [022AN](#) - Administration 2

[Organization Chart](#)

(requires login)

Comments on Role

This is the senior-most administrative position in the region, providing a broad range of services to the Regional Director (EM1) and staff of the North Central Region of the division. As a member of the Regional Management Team, the position jointly establishes regional business goals and determines the administration unit's goals for the year. Duties include responsibility for monitoring and tracking regional multi-million dollar budgets (i.e., highway construction and highway maintenance budgets), monitoring the Regional Services Delivery budget, monitoring the region's budget for capital

Evaluation Knowledge
D+I2 175
↓
Creativity/Problem Solving
29% 50
↓
Responsibility
R1 57
↓
TOTAL JOB POINTS
282

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programs, directly supervising up to 6 staff and up to up to 15 staff indirectly, located in various offices, coordinating the region's facilities and equipment (including the role of Regional Vehicle Fleet Coordinator), records management, contract administration, and issues management arising from financial and administration-related office activities and action requests. Acts as a key change management champion for the region by representing the region and division on various cross-ministry committees for administration-related government initiatives such as the IMAGIS upgrade.

Comments on Evaluation

Knowledge:

Content:

D+: Position requires extensive knowledge of administrative systems and procedures gained from extensive years of experience and general business management practices. The "+" recognizes the position's role on the Regional Management Team, and participation in providing overall direction and goals for the region, which extends beyond administrative knowledge. Monitoring the Regional Services Delivery budget involves in-depth knowledge of accounting and finance policies in order to analyze historical financial data, provide advice based on financial scenarios for upcoming budgets, and monitor expenditures. This breadth of knowledge including administration of budget, finances, contract administration, HR, strategic planning and systems administration is administered by this position within an entire region, a breadth of knowledge required that is well beyond the D.

Complexity and Diversity:

I: The position requires a high level of strategic orientation to the region's business in addition to the diversity of administrative services managed. Position is not a "I+" because the majority of the job is focused on administrative duties for one of four regions— breadth would increase if the position oversaw all 4 regions' administrative issues. Because position's issues management responsibilities remain largely within the realm of administration, and are not primarily focused on the mandated business of the region (i.e. highway systems or construction program issues) the position is appropriately rated as a "I".

Human Relations Skills:

2: Position oversees the administrative delivery for the region, which is located in various offices. Providing direction for this group involves relationship-building, conflict resolution, and strategic direction-setting skills.

Creativity/Problem Solving:

29%: Position is the most senior authority on administrative procedures for the region, and for the most part issues and problems are related to administrative issues (i.e. budgeting, finance, supervision of staff, facilities and equipment management, records management, contract administration). Well-established guidelines and procedures exist to resolve and analyze situations. Position is one of 4 regional administrators and is therefore not a one-off position for the division. The 29% represents the increased level of latitude for the position to consider which procedure to use in different situations. It is not a 33% because solutions found within a defined framework and thinking is guided by best practices, and fewer precedents.

Responsibility:

R1: Position is an expenditure officer for large, complex program accounts and contracts, responsible for all administrative activities that occur in the region. Directly supervises up to 6 staff.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 022AN20

Identification Section

Working Title:	Regional Administrator
Department:	Transportation
Division, Branch/Unit:	Transportation and Civil Engineering
Reports To:	Regional Director, North Central Region
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Regional Director (EM1), this position is a seasoned administrative professional expected to work with a great deal of autonomy and plays a key role as the change management champion for the Region. In this matrix operational environment, matters are escalated to the Regional Director only once most options are exhausted. Position is responsible for the planning, directing, and controlling of programs related to budgets, finance, contract administration, human resource support, strategic planning, goal setting, and systems administration. This position (as part of the Regional Management Team) recommends, interprets, and communicates administrative policies and procedures to ensure compliance and consistent application of acts, regulations, and procedures related to administrative programs for the region. This position oversees the administration business unit for the region.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. Financial Management Role

Monitors and tracks regional multi-million dollar budgets (i.e., construction and maintenance budgets) and recommendations made are usually acted upon. Also prepares and monitors the \$3 to \$4 million Regional Services Delivery budget and authorizes expenditures in accordance with the parameters outlined in the ministry's expenditure authorities matrix for a Level 6 authority.

Activities:

Apply accounting expertise and judgement to approve expenditures within established delegated authority levels to ensure that appropriate accounting practices are applied in the areas of vendor maintenance, invoice and expense claim processing, procurement cards, account coding and transfers, and accountable advances.

Set regional services delivery budget priorities by identifying needs, projects, and timely use of funds in support of the regional business plan.

Analyze historical financial data, and present various financial scenarios, provide financial advice, alternatives, and recommendations in budget preparation and monitoring expenditures.

In conjunction with the Regional Management Team, coordinate the budget for the regional provincial highway operations program and the manpower budget for the regional capital construction program.

Forecast expenditures monthly and make necessary adjustments.

Interpret financial policies and procedures and ensure that corrective action is taken.

Ensure accounts receivable practices are in place to secure monies received and processed in a timely manner.

Ensure the year end processes comply with the deadlines set by Corporate Shared Services in the areas of accounts payable, commitments, contingent liabilities, and accounts receivable. Ensure new year activities requiring setup and pre-authorization are completed.

Ensure staff is trained in the area of financial processes and practices.

2. General Office Standard Operating Procedures Role

Consult with internal clients and partners to ensure customer service is provided by administrative staff, and policies and practices are developed, implemented and maintained to support both delivery demands and business needs of the region.

Activities:

Establish administrative protocols and processes, adapting and adjusting to meet new and changing requirements.

Ensure administrative staff understand and comply with office safety practices.

Supervise all administrative support staff.

Prepare statistics, satisfaction surveys demonstrating activity levels to be use for operational planning, using data to adjust services where appropriate.

Liaise with other offices within the division to plan, coordinate, implement and modify service delivery strategies.

Liaise with key contacts from Service Alberta, and other government departments (ex. Infrastructure, Treasury Board) and other service providers to share information and coordinate smooth client service delivery among partners.

3. Facilities and Equipment Management Role

Position is the Regional Vehicle Fleet Coordinator (for the Jim Pattison Lease). Ensure the region has accommodation and office equipment in various offices. Provide accommodation requests for the procurement of space including renovation plans, functional design of accommodations, coordination with Service Alberta and Alberta Infrastructure.

Activities:

Procure furniture and equipment as required including the cost benefit analysis.

Review lease reports and determine lease arrangement changes and renewals. Recommend/lease additional vehicles as required. Provide cost benefit analysis. Provide the Regional Management Team with reports.

Ensure a current fixed asset inventory is maintained.

Provide cost benefits/needs analysis and procure non standard information technology accessory equipment and software.

4. Records Management Role

Manage active, semi-active, and inactive records, file room, disposition and classification of records within the region.

Activities:

Ensure administrative staff are trained in records management practices and protocols.

Coordinate records issues and resolution with the Senior Records Officer (SRO) for the department.

Contract records management services.

FOIP Coordinator for the region. Liaise with head office on FOIP issues in the region. Serve records as required under FOIP legislation.

Administer a records viewing best practice for the region to ensure the region complies with government policy, focusing on security and FOIP.

5. Strategic Planning Role

Coordinate strategic planning and goal setting for the region.

Activities:

As part of the Regional Management Team, establish regional goals that are aligned with the department's business plan. Coordinate the final document and business unit goal setting sessions.

Establish, in consultation with the Business unit Manager, the administrative operational plan to align with the regional human resource strategy.

Establish the Administration Business Unit goals with administrative staff.

Participate in human resource strategy reviews with the region and provide monthly reports on FTE utilization.

6. Quality Assurance Role

Evaluate the effectiveness of existing regional administrative practices to ensure adherence to government legislation and regulations, and department policies.

Activities:

Conduct periodic quality assurance audits ensuring policies and procedures are implemented and applied consistently for human resources, financial, and contract administration systems.

Evaluate and analyze administration effectiveness and adherence to program standards, policies, and procedures.

7. Human Resource Management Role

Consultative resource role to the Regional Management Team. Supervise administrative staff in accordance with human resource policies and collective agreement for government and good supervisory practices. Ensure timely recruitment, development, and retention of staff and work to maintain a skilled, flexible and client-centered work team.

Activities:

Advise, monitor and provide feedback to managers on performance issues as required. Position is responsible for the performance assessments for own staff.

Assess training needs, create orientation and training plans, and support staff competency development.

Manage performance issues of administrative staff with a direct or functional reporting relationship.

Through consultation with HR, provides interpretation and consistent approach to collective agreement, code of conduct and ethics policies, and employee relations and recruitment and selection to regional staff.

Train administrative staff in the area of human resources processes.

Develop staff competencies in the area of career development, by supporting career development in their daily work.

8. Issues Management Role

Issues arising from administration practices are managed, and responses are drafted for the Regional Director.

Activities:

Analyze and review issues relating to finance, HR, and administration, and draft Action Request responses on behalf of the Regional Director.

Identify emerging issues and ensure that the Regional Management Team is aware of them. Provides solutions in administration – related issues. Present quarterly reports showing regional status of issues.

9. Information Technology Role

Activities:

Tier 1 committee member representing regional needs, and contributing to collaborative and creative standards for IT service, resources, enhancements, and linkages to internal and services.

IT representative responsible for analysis of business justification, recommendations and acquisition of IT equipment (both standard and non-standard), and coordinate the Technology Life Cycle Management (TLCM) replacements for the region.

Coordinate IT training in the region.

10. Special Projects and Committee Representation Role

Participate in ongoing and ad hoc project committees, contributing input and expertise.

Activities:

Regional level: Regional Management Team member, chairing and facilitating meetings, delivering presentations, training workshops and other written information packages for staff in the region.

Divisional level: Divisional Coordination Process Group (DCPG) developing collaborative and creative standards for administrative processes and protocols with other regions and head office.

Department level: various project committees including TIMS, Integrated Document Management System, Records Information Management, IMAGIS departmental needs.

Cross-Ministry level: project committees including MyAgent, ExClaim2, IMAGIS, representing department.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position impacts the region's administrative support delivery services located in several offices throughout the region and is a member of the Regional Management Team. The complexity in the position comes from managing the diverse administrative functions for the region, in an increasingly high volume environment. Duties range from coordinating regional goal setting sessions, to ensuring quality assurance with administrative systems in HR, finance, and contract administration.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Leadership and team building skills (coaching, mentoring, ability to assess and develop staff, career planning skills, ability to work collaboratively and individually, and ability to lead by example)

Supervisory skills

Communication skills (including presentation, oral and written)

Project management and development (time management, organization skills, ability to work under pressure and short time frames)

Analytical skills (use of good judgement, problem solving skills, effective decision-making)

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Creativity and innovation (encourage new initiatives, ability to see big picture)

Ability to effect change, turning adverse situations into opportunities

Professionalism

Knowledge of GAAP, Financial Administration Act, Government Organizational Act, Public Service Act, Code of Conduct and Ethics, Government Accountability Act, etc.

Knowledge of contract administration (including grants, and relevant manuals)

Knowledge of department systems and programs (IT)

Knowledge of word processing, data base software, and accounting/budgeting software

Knowledge of HR regulations and procedures, FOIP, and records management regulations

Commissioner for Oaths appointment

Valid Class 5 Drivers License

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position influences administrative staff throughout the region as the head administrator for the region.

Position's membership on the Regional Management Team ensures regular contact with all staff (management, professional and administrative) in the region

Stakeholders include contractors, community agencies, municipalities, the public, and internal clients for the purposes of communicating and managing regional administrative matters

Working with Service Alberta representatives in finance, accommodations, IT, and records management entails collaboration cross-ministry to create best practices in administrative procedures for the region.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Position has direct supervisory responsibility for Barrhead administrative staff including:

Position # AS4 31888

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Position # AS4 07844

Position # AS4 07847

Position # AS4 07839

Position # AS6 07777 (Stony Plain)



Last Review / Update: 2015-02-17

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 022AN21

Identification Section

Working Title: Service Delivery Coordinator

Department: Service Alberta

Division, Branch/Unit: Information Services, Records Services

Reports To: Manager, RIM Service Delivery

Levels to D.M.: 5

Job Description: [022AN21](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [022AN](#) - Administration 2

[Organization Chart](#)
(requires login)

Evaluation Knowledge
D+I2 175
↓
Creativity/Problem Solving
29% 50
↓
Responsibility
R1 57
↓
TOTAL JOB POINTS
282

Comments on Role

Under the general direction of the Service Delivery Manager, the position provides leadership, coordination, advice and support to ensure records management services are provided to Service Alberta service delivery units in various ministries in accordance with established service delivery agreements. The position provides administrative expertise in the delivery of records management services through the efficient use of records management service delivery units, in various ministries. Position is responsible for establishing the internal processes for the creation, handling, archiving, and disposition of ministry records. Performs good financial management through budget forecasting and sound accounting practices. The position

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determines the Service Alberta delivery unit's training requirements, staff allocation to duties, hiring of new staff, and identifying annual staffing requirements. Responsible to maintain the Service Level Agreement (SLA) through audits and statistical analysis. The position assists ministries to develop, assess, and implement records policies, procedures and standards; assists in developing records management priorities and strategies to meet the operational requirements of the ministries.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D+:** This position requires a broad range of skills and knowledge to provide leadership, coordination, advice and support to ensure records management services are provided to Service Alberta service delivery units in various ministries. This knowledge is acquired through some formal training (records management certification) and extensive on-the-job experience. A good knowledge of the mandate of the Service Alberta Records Management Program and the legislated framework including the Freedom of Information and Protection of Privacy Act is needed. Extensive knowledge of many or all aspects of Records Management services is required, which can include: file room operations (active and inactive), classification (including classification structure design and implementation), retention and disposition (including development and implementation of schedules), archiving, imaging and information management computer systems. The administrative knowledge and skills include budget forecasting and monitoring of financial administration for a number of work units working in different ministries and allocating resources, training staff, completing performance plans, and monitoring the effectiveness of services provided. The requirement of a combination of sound administrative knowledge and extensive technical records management knowledge warrants a push to the "D+" rating.

- **Complexity and Diversity:**

- **I:** This position works in a shared services model providing records management services to a number of different ministries having different businesses and different needs for information records creation, operations and retention. The scope of services provided to the different ministries encompasses the full spectrum of records management including: imaging and microfilming, vital records protection, records disposal and disposition scheduling, business records classification, and semi-active and inactive records storage.

- **Human Relations Skills:**

- **2:** This position communicates at the Human Relations skill level 2. Contacts are often with Senior Records Officers and Senior management in ministries to identify and ensure ministry priorities are met and different issues regarding records

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creation and retention are discussed and resolved. The position is often required to influence behavior and change opinions of staff and management when recommending changes to processes and procedures.

- **Creativity/Problem Solving:**

29%: The environment in which this position works is one that problems are standard and solutions are known. The changing work environments for creating, handling and archiving ministry records requires increased latitude to consider which procedures to use and identify the need for changed processes. The thinking of this position is guided by substantially diversified guidelines, past practices and precedents. Creativity is needed in this position to use the understanding of the principles, concepts and practices of records management in the review and development or enhancements involved in projects/assignments such as Disaster Recovery Plans, automated records management systems, and records management policies. The creativity of this position is well encompassed at 29%.

- **Responsibility:**

R1: This supervisory support position is responsible for leading and supervising a number of records management services units working in different ministries. The R1 profile most accurately represents the delivery role of this position as the focus of the records management services is in the direct service delivery to ministries using an established set of processes and standards. The supervision of the different units working in different locations adds to the need for a service delivery focus to ensure all the units are working effectively and responding to the needs of each client ministry.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-17

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Subsidiary 2 Benchmark Job Description - 022AN21

Identification Section

Working Title:	Service Delivery Coordinator
Department:	Service Alberta
Division, Branch/Unit:	Information Services, Records Services
Reports To:	Manager, RIM Service Delivery
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the general direction of the Manager, the Service Delivery Coordinator (SDC) provides leadership, coordination, advice and support to ensure records management services are provided to Service Alberta service delivery units in various ministries, in accordance with established service delivery agreements.

The SDC provides administrative expertise in the delivery of records management services through the efficient use of records management service delivery units, in various ministries. The SDC is responsible for establishing the internal processes for the creation, handling, archiving, and disposition of ministry records.

The SDC manages the Service Alberta service delivery units, by demonstrating good financial management through budget forecasting and sound accounting practices.

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The SDC determines Service Alberta delivery unit's training requirements, staff allocation to duties, hiring of new staff, and identifying annual staffing requirements. The SDC maintains the Service Level Agreement (SLA) through audits and statistical analysis.

The SDC assists ministries to develop, assess, and implement records policies, procedures and standards; assists in developing records management priorities and strategies to meet the operational requirements of the ministries.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Day-to-Day Operations

Coordinates and participates in the operations of the assigned ministries work units responsible for providing ministerial organizations a range of records management services, as outlined in the Service Delivery Agreement. The management of records and information in the custody or under the control of the Ministry has been formally delegated to the Senior Records Officer. These responsibilities may reside within the Ministry or be delegated to Service Alberta.

The primary services provided include various combinations of the following:

File Room Operations – active business records creation, classification, maintenance and disposition.

Records retention and disposition.

Imaging and microfilming.

Design, implement, and maintain classification structures.

Records consultation and advice.

Develop and implement retention and disposition schedules.

Provide advice and consultation on ministries business computer application.

Ensure reliability, authenticity and evidential quality of records.

Transfer of records for storage or disposal.

Expenditure Officer (EO) designate.

Activities:

In carrying out the above responsibilities, the SDC will assist the Manager with the following key activities:

Manage the general administration of the Service Alberta service delivery units.

Review of operational plans, budget forecasting, monitoring, preparation and validation.

Resource management including staffing, setting priorities, workload allocation and progress tracking, monitoring service levels, team development and performance management contracts.

Assess/evaluates situations, develops and recommends possible solutions, to Manager within the Service Alberta framework.

Establishes and maintains ongoing effective working relationships with Service Alberta service delivery units and ministries.

Reviews records schedules for quality control and reviews and submits off-site storage and disposal requests.

Act as Expenditure Officer, in Manager's absence.

2. Continuous Improvement

Working with Service Alberta delivery units to continually strive to provide services in the most effective way possible by consistently monitoring and evaluating the effectiveness of current service delivery approaches and processes and recommending new or improved approaches and processes to meet changing Service Alberta business needs or ministries new requirements.

Activities:

Participates in the establishment of standard definitions of services provided, and associated performance measures.

Provides records management consultation and advice to Service Alberta delivery work units and ministries and ensures adequate information is available and delivered.

Conduct periodic evaluations of new and existing records systems to ensure compliance. Performs periodic appraisals of ministry records operations to assess conformity, integrity, suitability, and security of ministry records systems.

3. Projects/Assignments

Within the mandate of the Service Alberta Records Management Program and the legislated framework (i.e. GOA, Historical Resources Act, Freedom of Information and Protection of Privacy (FOIP) Act, and all

legislations/regulations pertaining to individual Ministries concerning records management) participates independently or as a team on records-related projects of Service Alberta Corporate interest.

The following represents areas that the incumbent may become involved with:

Records management policies, procedures, standards.

Risk assessment, Disaster Recovery Plans.

Analysis of current and proposed legislation, regulations affecting information management.

Automated records management systems.

Function analysis of business units for retention and disposition of classification structures.

Business vs. non-business records.

FOIP implications (i.e. privacy and access).

Competency measures for records management staff.

Activities:

In carrying out the above responsibilities the SDE will assist the Manager with these key activities:

Identify the need for new or improvements to current records systems, and develop project proposals, outlining project terms, timelines, and resource requirements.

Develop individual classification systems based on operational functions and processes, and develop technical standards for ministry records systems.

Approve and oversee the implementation of revisions to central records system and operational records systems to create efficiencies.

Prepare a project summary report outlining research activities and final recommendations.

4. Special Projects/Assignments

Within the scope of the Service Alberta Records Management Service delivery mandates and the legislated framework of the GOA, participates on records management GOA initiatives or records related projects of Service Alberta. The following represents various types of assignments involved:

Design and implement records classification systems.

Develop and implement records retention schedules.

Investigate and implement new technologies to records management applications.

Participate on GOA, Service Alberta, and Ministry advisory committees to review, develop and implement records management standards and best practices.

Activities:

As a member of the project team or working group, the SDC will actively participate in:

Defining project/study requirements, identifying information to be collected and tasks to be completed to reach deliverables, and providing estimates on time/costs associated with deliverables.

Conducting preliminary investigations and fact gathering through discussions with key stakeholders including formulating interview questions and scheduling interviews.

Analyzing findings and identifying alternatives for providing deliverables.

Implementing deliverable including developing roll-out plan, conducting user training sessions and developing any user documentation associated with project/study.

Conducting post implementation review and completing any required fine tuning.

Attending regular progress review/checkpoint team meetings including reporting status of assigned tasks.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Shared services delivery model commits to high quality services, accountable to customer and business partnerships and cost effective service delivery through the best use of resources and innovation.

To work in partnership with all stakeholders, customers, business partners and employees to implement standards and service delivery approaches that best meet the needs and expectations of the service providers and the service recipients.

Understanding service needs and expectations of the service providers and the service recipients.

Implementing new or improved service delivery processes, based upon established standards and the best use of resources, including consolidation.

Ensuring that the resource base is equipped with the necessary skill sets to respond to standards, needs and expectations.

Monitoring and evaluating the effectiveness of service delivery approaches.

Service Alberta service delivery units provide shared services in a manner similar to the relationship between a private business and its customers.

The client served by Service Alberta service delivery units can include a Ministry, an agency, board or commission, or corporate wide initiatives (i.e. Security, etc.)

The SDC represents Service Alberta and interacts with both management and non-management personnel.

The scope of services provided by the Service Alberta service delivery units encompasses the full spectrum of records management which primarily includes:

Active business records classification, maintenance and control.

Semi-active and inactive records storage, maintenance and control.

Records retention and disposition scheduling.

Records disposal and archival transfer.

Records management training.

Imaging and microfilming.

Records management advisory and consulting services.

Vital records protection.

The SDC acts independently with Service Alberta policy and the roles and responsibilities guidelines.

In consultation with the Manager, the SDC provides recommendations to various records management issues and implements the solution.

The SDC is expected to maintain currency in the records management field through, but not limited to, memberships in various organizations (i.e. ARMA, AIIM, etc.)

The SDC is a specialist in all matters pertaining to records management. The SDC must be familiar with the operational units and long and short-term goals and objectives of the ministries they represent.

The Deputy Minister of each Ministry is accountable under the Alberta Records Management Regulations for the management of records and information in the custody or under the control of the Ministry.

This responsibility has been formally delegated to the Senior Records Officer. These responsibilities may reside within the Ministry or be delegated to Service Alberta.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Management

Sound human relations skills to network or interact directly on a person-to-person basis with peers, staff, teams, clients and the ability to establish and maintain effective working relationships.

Awareness of current and proposed cross-government records management initiatives.

Perceive and analyze current and/or potential problems combined with sound reasoning skills to recommend innovative solutions.

Well-defined writing skills for the preparation and delivery of training, as well as for new procedures and standards manuals.

Strong service orientation with demonstrated competency in planning, organization, integrating and coordinating the workload and directing Service Delivery units responsible for delivering and performing diverse functional activities.

Strong communication skills to convey accurate, concise, consistent, and using plain language to communicate with Service Delivery units and Ministries to ensure message is clearly understood.

Work well in a team environment with others to achieve results.

Financial Management

Demonstrate good financial management knowledge concerning budget forecasting and accounting practices and procedures of Service Alberta.

Knowledge of audit skills associated with both financial and non-financial processes (i.e. to be able to determine non-compliance areas, evaluate effective standards and procedures by development of audit tools, and recommend changes to correct deficiencies).

Project Management

Ability to analyze proposed changes to the programs of responsible Ministries and determines potential impacts on records services being provided. Includes proficiency in planning and implementation to permit smooth integration of approved changes.

Analytical skills in project planning, including the skills necessary to conduct research on statutory, regulatory, and business requirements.

Demonstrable skills in workflow management.

Records Management

Considerable knowledge of the particular records management services being provided including experience to apply this knowledge to a wide range of business situations.

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Comprehensive understanding of ministries being supported including their current and proposed records management objectives, program, policies and procedures.

A good understanding of the application, advantages and drawbacks of current technology/software systems utilized for the management and control of records and information.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Service Delivery Managers – Direct Supervisor

To discuss, Service Delivery units performance.

To discuss, develop, and implement future goals and objectives for unit.

Discuss Performance Management Plans.

Ministry Contacts – SRO or Senior Management with assigned ministries

To ensure ministry priorities are met and issues are discussed.

SRO Forums

To share records management expertise.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Depending on the work unit, position supervises 7 positions who in turn supervise teams of AS 4 and AS 3 positions.

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Last Review / Update: 2015-02-17

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Subsidiary 2

Benchmark Evaluation - 022AN22

Identification Section

Working Title: Team Lead, Purchasing

Department: Service Alberta

Division, Branch/Unit: Financial Services, Procurement Services, Corporate Purchasing

Reports To: Director, Corporate Purchasing

Levels to D.M.: 4

Job Description: [022AN22](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [022AN](#) - Administration 2

[Organization Chart](#)

(requires login)

Comments on Role

Reporting to the Director, Corporate Purchasing, this position is responsible for overseeing the Service Alberta Acquisition Services section which is responsible for providing procurement services to all government ministries for goods under \$10,000. The position is responsible for the day-to-day operations of the section including the supervision of approximately 10 employees and buyers, many of whom are located within client ministries. The position oversees resources to: ensure the delivery of procurement services, provide advice and expertise to buyers, ensure procurement activities are performed within

Evaluation Knowledge

D+I2 175



Creativity/Problem Solving

29% 50



Responsibility

R1 57



TOTAL JOB POINTS

282

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government regulations and applicable trade agreements and liaise between buyers, ministries and other Procurement Services teams to ensure effective service is provided. The position identifies issues impacting procurement processes within IMAGIS and other in-house ministry systems for resolution to ensure continuity of service. Provides information and monthly reports to management regarding all section activities.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D+:** This position requires strong knowledge of GoA administrative systems and processes used to buy goods and services. Knowledge of government budget/accounting policies and procedures is also needed. The position requires knowledge of the GoA Master Agreement and Service Level Agreements, and other related practices and policies. Knowledge of financial and administrative systems such as IMAGIS is also required. The variety and level of knowledge and skills required in a number of disciplines including: the administrative systems and processes in GoA purchasing, the supervision of a group of employees and responsibility for budget and forecasts warrants the breadth of knowledge required and a D+ evaluation.

- **Complexity and Diversity:**

- **I:** Position plans and coordinates the purchasing and buying activities of GoA buyers of goods under \$10,000 in several administrative units located in different ministries, requiring an understanding of how the work relates to others, representing the I rating. The buyer units in each ministry provide the buying services to meet client ministry operational needs for day to day materials and services such as office supplies, office equipment and equipment maintenance.

- **Human Relations Skills:**

- **2:** This position requires Human Relations skills at level 2 to oversee staff located in different locations with a responsibility for assigning, monitoring, reviewing the work, and in dealing with staff issues and problems. Sound skills are also required for consultation and interaction with ministries and management.

- **Creativity/Problem Solving:**

29%: Problems of the day-to-day buying operations are standard and the solutions are known within the system guidelines. The changing work priorities of the work require some increased latitude for the position to consider different processes. The position has access to assistance for the more complex or unique client needs. The creativity of the work in this position fits the description in the 29% level.

- **Responsibility:**

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R1: The position is primarily responsible for the day-to-day operations of the section including the supervision of buyers many of whom are located within client ministries. Some work also includes the development and analysis of improved processes and procedures. This position best fits the R1 profile.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-17

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Subsidiary 2 Benchmark Job Description - 022AN22

Identification Section

Working Title:	Team Lead Purchasing
Department:	Service Alberta
Division, Branch/Unit:	Financial Services, Procurement Services, Corporate Purchasing
Reports To:	Director, Corporate Purchasing
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the direction of the Director, Corporate Purchasing, the incumbent is responsible to manage the Service Alberta Acquisition Services section providing procurement services to government ministries for goods under \$10,000. The incumbent is responsible for the day-to-day operations of the section including the supervision of buyers many of whom are located within client ministries. The incumbent manages resources to: ensure the delivery of procurement services, provide advice and expertise to buyers, ensure procurement activities are performed within government regulations and applicable trade agreements and liaise between buyers, ministries and other Procurement Services teams to ensure effective service is provided. The position identifies issues impacting procurement processes within IMAGIS and other in-house ministry systems for resolution to ensure continuity of service. Provides information and monthly reports to management regarding all section activities.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. Purchasing Duties

Activities:

Acquire goods and services in compliance with applicable legislations, regulations, procedures and trade agreements so that Ministry programs are effectively delivered in a timely and efficient manner.

Supervises the procurement of materials, supplies and equipment through liaison with staff, vendors, suppliers, contractors and other Government Departments.

Determines priority of requests, category of purchase and possible suppliers, liaises with management and staff to obtain additional information on requirements as necessary.

Negotiates pricing, terms and conditions of delivery, installation and warranty with vendors. Maintains product awareness and develops standards / specifications to ensure materials are appropriate and of acceptable quality.

Prepares and executes various acquisition documents, such as Direct Purchase Orders, through use of IMAGIS or supplier's internet purchasing systems.

Determines that acquisition processes are commensurate with internal departmental policies, Direct Purchase Regulations and the A.I.T.

Initiates the RFQ process; processes requests and forwards to Corporate Purchasing.

Ensures all requisitions detail appropriate program, organization and project codes and that appropriate Expenditure Officer(s) has authorized purchase.

Prepare General Commitments as required.

Maintains strict adherence to legislated concepts of confidentiality relative to individual purchases.

Maintains current product knowledge on a broad range of commodity groups, through review of publications, catalogues, flyers, etc.

Responsible for entering client RFQ onto APC System and liaises with client branches.

Researches postings on APC for client Ministries.

Involved in the recommendation of office procedure and practices, which impacts the department.

Assist in the testing of upgrades to IMAGIS. Liaise with IBM regarding difficulties/technical problems with the IMAGIS system.

Maintains records and file documentation for audit purposes.

Provides ongoing IMAGIS and APC training and technical support to all department requesters.

Works with Accommodations, Telecommunications and Facilities Management for the effective set up of new program areas and updating existing areas.

Supervises and plans the ongoing training of the department's requesters. Provides continuous help and support to the requester community.

Coordinates purchasing and inventory control follow-up with vendors regarding outstanding orders, delivery and invoicing.

Establishes and utilizes various expediting processes to assure delivery of product to meet deadlines.

Arranges for the return of products as required.

Responsible for the use of a Government Procurement Card.

Liaises with finance to resolve purchase order payment issues.

Advises client Ministry on year end procedures.

Initiates requests for vendor maintenance requirements.

2. Supervision and Organization of Staff

Activities:

Monitor workloads and standards to ensure effective workflow and efficient use of manpower.

Ensure staffs are cross trained on all ministry purchasing systems to enable effective cover-off between ministries.

Manage staff training through development of Learning Plans to continually improve employee skills.

Promote teamwork to increase efficiencies.

Monitor and provide informal and formal feedback on Buyer, Senior Buyer, and Buyer Supervisor's employee performance.

Ensure approved performance contracts are in place prior to beginning of appraisal period.

3. Administrative Duties

Activities:

Provide accurate, timely responses to concerns or enquiries from Ministries.

Manage month end processes (e.g. timesheets, expenses, purchasing statistics reporting).

Manage vacation coverage between ministries to ensure continuity of service.

Ensure staff are aware of and adhere to ministry and GoA purchasing policies and procedures.

Hold regular staff meeting to disseminate directives and policy changes, and obtain feedback from staff on current issues.

Attend meetings between buyers and ministries related to ministry specific issues.

Liaise with other Procurement Services Team Leads and managers to resolve issues impacting purchasing service delivery.

Provide activity and ad hoc reports to management as required.

Verify coding and approve invoices and procurement card statements.

Actively participate in Team Lead meetings and pursue action items.

Actively participate and provide input in meetings such as IMAGIS, acquisition planning, and “new” customer familiarization.

Monitor purchasing service effectiveness through regular meetings with ministries.

4. Research, Planning, Development and Reporting

Activities:

Consult with client ministries to determine goods (i.e. office supplies and equipment) and services required.

Complete research, analyze commodity vendor data and forecast trend analysis on products and services.

Under the direction of the Director, establish section goals and objectives and operation plans to meet section requirements.

Design and implement systems to measure results and accountability for team and individuals on an ongoing basis.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position plans and coordinates the purchasing and buying activities of buyers in several administrative units located in different ministries. The buyer units in each ministry provide the buying services to meet client ministry operational needs for day to day materials and services such as office supplies, office equipment and equipment maintenance. The goods and services purchased by the buyers and buyer supervisors in the different units are generally significantly less in value and complexity than that purchased by the Purchasing and Senior Purchasing Officer positions. This position also has a lower level of signing authority than the Purchasing Officer position. The position reviews and develops internal processes to continually improve administrative processes and procedures. Significant delays in obtaining the needed goods and services can adversely affect the day to day operations of the affected ministries.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Good knowledge of GoA administrative systems and processes used to purchase and buy goods and services.

Knowledge of government budget/accounting policies and procedures.

Knowledge of GoA Master Agreement and Service Level Agreements.

Good knowledge of financial and administrative systems such as IMAGIS, practices and policies.

Knowledge of Customs regulations, the Agreement on Internal Trade, the Trade, Investment and Labour Mobility Agreement, and Government Organization Act.

Market and product information research skills.

Knowledge of internal and external resources.

Strong customer service skills.

Knowledge of Human Resources policies and procedures including staff and workload planning.

Professional Procurement Code of Conduct and Ethics.

Basic Contract Law.

Good liaison and negotiation skills.

Analytical and problem solving skills.

A demonstrated commitment to ongoing professional development is desired as evidenced by active membership in PMAC, NIGP or equivalent.

Certification in a professional materials management organization (PMAC, NIGP).

2 years related purchasing experience.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Directors and Managers in client ministries – discuss client needs, resolve issues, and negotiate services to be provided.

Vendors – exchange information, negotiate terms and arrangements, resolve issues.

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Team Leads – exchange information, share ideas, and discuss common problems and issues.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Directly supervises and provides leadership to approximately ten (10) buyers at various classifications levels performing procurement functions for their respective client ministries (at the client ministry sites).



Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Evaluation - 021AN20

Identification Section

Working Title: Coordinator, Training and Communication

Department: Energy

Division, Branch/Unit: Royalty Implementation / Information Technology / Petroleum Registry of Alberta

Reports To: Executive Director, Petroleum Registry

Levels to D. M.: 4

Job Description: [021AN20](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)

(requires login)

Comments on Role

The Coordinator, Training and Communication provides design coordination, issue resolution, module updates, expansion development, application support, implementation and maintenance of applications for the web-based Petroleum Registry Training System. In addition, this position coordinates and maintains two-way communications between the Registry, Ministry and Industry Stakeholders. The Coordinator, Training and Communications provide senior administrative support to the

Evaluation
Knowledge
D+I1 152
↓
Creativity/Problem Solving
29% 43
↓
Responsibility
R1 50
↓
TOTAL JOB POINTS
245

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petroleum registry team and various committees and also supervises one administrative position that provides support to the unit.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D+:** Position requires strong knowledge of the business and communication processes related to the Petroleum Registry of Alberta (PRA) and its web-based systems. The push (+) reflects the specialized knowledge needed to coordinate the on-line training required for the online reporting industry, this is coupled with the knowledge needed to understand the technical aspects of the system and its applications. A strong understanding of related business processes and the coordination of training and development is required to coordinate the training needs of a diverse stakeholder and client community. In determining these training requirements for each business process on the Petroleum Registry, the working knowledge learned on-the-job is drawn from a number of sources. These sources include Subject Matter Experts or Business experts from the Department of Energy, Energy Resources Conservation Board, Industry and technical information from the PRA Development Team.

- **Complexity and Diversity:**

- **I:** Position is responsible for coordinating the training for the users of the Petroleum Registry, this includes design coordination, issue resolution, business user troubleshooting support, module update and expansion development and implementation and maintenance of the applications for the web based Petroleum Registry Training System. Must be adept at prioritizing not only own workload, but that of the position it supervises, on a daily basis.

- **Human Relations Skills:**

- **1:** Although the position communicates with a number of different stakeholders, participates on a number of committees and the public, this communication, for the most part, is for the purposes of information exchange.

- **Creativity/Problem Solving:**

29%: This position works within a defined framework and designs coordinates and implements the online training system as well as to creates communication bulletins within that framework. Training is done in respect to the online training system. The position also participates in Q & A sessions and gives presentations on how the training system is used, how to get the most out of the system and how to use the tracking function. Position exercises considerable latitude in determining how to best meet objectives, however, that latitude must be exercised within the framework of the Petroleum Registry of Alberta.

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- **Responsibility:**

R1: Position for the most part is responsible for training and communications activity associated with the delivery and maintenance of the PRA web site and, therefore, is mainly focused on program delivery.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-17

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Classification: Public



Subsidiary 2 Benchmark Job Description - 021AN20

Identification Section

Working Title:	Coordinator, Training and Communication
Department:	Energy
Division, Branch/Unit:	Royalty Implementation / Information Technology / Petroleum Registry of Alberta
Reports To:	Executive Director, Petroleum Registry
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Petroleum Registry Executive Director, this position includes the following key responsibilities:

As Registry Training Coordinator, providing design coordination, issue resolution, business user troubleshooting support, module update and expansion development and implementation and maintenance of the applications for the web based Petroleum Registry Training System. (Coordinates the collaborative process between respective stakeholder groups).

As Registry Communications Coordinator, coordinating and maintaining two-way communications between the Registry and Ministry and Industry stakeholders. (Coordinates the day-to-day business operations of the Registry Website, including development and posting of Broadcast Messages, other required documents (Tips, Alerts, Crown/Industry Calendars, document updates, etc) using Red Dot software).

Supervise administrative support services to the Calgary Petroleum Registry Team, including the CAPP/SEPAC sponsored Industry Registry Team. (The position supervises a full time AS4 Administrative Support Position).

Provide senior administrative services to the Petroleum Registry Team including the Industry Registry Team, and for the various internal and external Industry/Crown standing committees that the Registry requires to conduct business under its Governance Model.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. End Result #1 – Coordinates Users and Collections within the TRACCESS Learning Management System Database.

Coordinates setting up and updating of groups.

Coordinates user account information.

Coordinate roles.

Coordinate collections, rows and folders.

Coordinate folder details.

Setting qualification/completion dates.

Modify collection views.

Generate reports.

Resolve complaints by authorized Registry users.

2. End Result #2 – Monitor the contract for delivery of training system sustainment services.

Support the management of contracted services for maintenance and enhancements to the Registry training system.

Administer external contracting terms of individual contractor performance and deliverable quality, including certification of expenditures. (Includes certification of expenditures for incrementally funded capital projects and/or Operations and Maintenance funding.

3. End Result #3 – Coordinate the development and delivery of new training requirements.

Implement training change requirements for O&M funded or incrementally funded capital projects, including module and online training.

Request detailed description of changes affecting the training module (s) from respective stakeholder group (DOE, AEUB, Industry). This documentation drives the cost estimate process for training module changes.

Develop training module documentation in consultation with Stakeholder Subject Matter Experts (SME) for new or updated modules. Ensure final documentation meets original change requirements and cost estimates.

Design and build training module(s) (text, graphics, etc) in coordination with Development Contract staff as required.

Coordinate approval of modules with stakeholder SME to ensure that they match documentation and meet quality assurance standards set out for the training system. When confirmed, provide new modules to larger stakeholder team including all three stakeholder groups (DOE, AEUB, Industry for validation on functionality, ease of use and understanding etc. Monitor comments from validation team, resolve issues and coordinate with contractor to make changes as necessary. Re-validate with stakeholder SME for final approval.

Release module(s) to production when validation complete.

Recommend changes to system context and content to maximize value to authorized users.

4. End Result #4 – Training Server Maintenance and Support

Activities:

Coordinate and support server maintenance and upgrades, including testing of new software upgrades in cooperation with DOE Information Technology group in Edmonton.

5. End Result #5 – Promote/educate users to leverage maximum benefits from the training system.

Activities:

Provide user training/seminars on how to use the training system, including modules, tips/alerts, job aids.

Work with the Canadian Association of Petroleum Production Accounting (CAPPA) with regard to their ongoing requirements for Registry training as part of their Certification programs and manage client expectations.

6. End Result #6 – Using a variety of communication tools, coordinate and maintain two-way communication with Industry and government stakeholders of the Registry.

Activities:

Create Registry program information for the public in accordance with Registry Communications protocols.

Take ownership to ensure that all communications goes through the Registry approval protocol before release and publication.

Coordinate, create, edit and remove material to ensure Registry website is up to date.

Work with Stakeholder Subject Matter Experts (SME) to identify topics and create Tips, Alerts, and Broadcast messages in a timely manner for endorsement and release.

Work with stakeholders in Industry, TCPL, DOPE and EIB to create and finalize Registry monthly and annual Reporting Calendars in a timely manner.

Coordinate with team members to create and finalize Registry/Hours of Operation calendars in a timely manner.

Identify and create articles for annual newsletter, conferences newsletters and DOE IT newsletter.

Coordinate Q&A sessions/conference participation with regard to creation and coordination of communication material to be used and manage the approval process.

Act as main point of contact for media and stakeholder requests and direct requests to proper spokesperson, as per Communication Protocols.

Act as main point of contact for survey, as well as the creation of Registry related questions.

Act as main point of contact for Registry promotions (give-aways, Overview CD) and print material.

Establish a methodology to ensure continuous improvement of communication tools and service.

Create and maintain plans and protocols that ensure all Registry team members are aware of how to proceed under various situations (i.e. emergencies, document requests, etc).

Evaluate client feedback regarding Registry communication and resolve any communications issues.

In cooperation with DOE Communications Branch, ensure the ADM, DM, Minister's Office and DOE Communications are aware of any potential sensitive issues surrounding the Registry. Phone if issue is immediate. Briefing note for potential issues.

Ensure Registry team members are aware of potential political sensitivities surrounding the governance and/or operation of Registry.

7. End Result #7 – Supervise the administrative support services provided to the Registry Management Team and other Registry Committees by the Administrative Support 4.

Activities:

Plans, assigns, and evaluates work; sets performance goals, completes progress reviews and annual appraisals.

8. End Result #8 – Provide senior administrative services to the Registry Management Team and Other Registry Committees.

Activities:

Coordinate the day-to-day operations of the Petroleum Registry offices in Calgary, working with: Information Technology regarding desktop support, new accounts, software requirements, etc, and Accommodations regarding floor space and telephone requirements, office equipment and supplies, etc.

Provide assistance to Petroleum Registry Executive Director as required, including updating stats for bi-weekly management status reporting for Steering Committee. Create, develop, maintain proprietary Registry documentation for external release and coordinate release of proprietary Registry system information on behalf of the Crown, as per the Registry Document Release Protocol.

Provide agenda management and minute taking services for various Registry committees, whose membership includes executives from both Government and Industry Stakeholders. Assist Industry Manager with Industry billing and budget activities.

9. End Result #9 – Participation on Registry Teams.

Activities:

Represent communications and user training support needs in all discussions regarding the future of the Registry Team meetings including O&M Management Group, Industry Registry Team, and Strategic Issues Committee.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position requires consulting with others and coordinating the training needs of a complex and diverse stakeholder client community:

700+ petroleum industry companies, 12+ vendors of production accounting and related software, Canadian Association of Production Accountant (CAPPA) certification students, 100+ Department of Energy personnel, 30+ Alberta Energy & Utilities Board personnel

Approximately 18,000 Registered Industry Users (Business Associates) of the Registry

Majority of Industry clientele located in Calgary

Majority of DOE personnel located in Edmonton

Majority of AEUB personnel located in Calgary

Training servers and most technical support personnel located in Edmonton

Complexity of the contracting approach for training development requirements

Software Licence Agreements (TRACCESS and ROCKET) purchased by Canadian Association of Petroleum Producers (CAPP) and Small Explorers and Producers Association of Canada (SEPAC)

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Yearly software maintenance agreements funded and administered by DOE IT Group, as a part of Letter of Assignment from CAPP/SEPAC under Software Licence Agreements

The position has authority to determine training requirements through consultation with respective stakeholder groups and manage their implementation.

The position has authority to determine if changes to the content of modules and online help are completed in-house or by outside contract staff. The position also has authority to release training modules as required to the stakeholder user groups and resolve any issues between them.

The position has authority to determine through consultation with respective stakeholder/approval groups the communication requirements, including the authoring and approval of required documents, and posting all communications to the website.

The position develops recommendations on release of Registry Specification Documents and after confirmation provides back-up documentation as per the applicable protocols.

While the position reports directly to the Petroleum Registry Executive Director, the position also provides direct support to other Petroleum Registry Team Members, including Industry, Change Management, Registry AMS Development (Fujitsu), and Service Desk.

The position works independently with minimal supervision.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Effective time management skills, including organized, effective time/task management; ensuring critical tasks accomplished within requested timeframes; the ability to set priorities and be adaptable to change; the ability to meet stringent deadlines; ability to multi-task.

Issue resolution.

Ability to clearly convey information in both written and oral communications with both external and internal parties.

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Ability to interact with Senior Management; act as front line contact with Industry regarding specific assignments and recommend courses of action.

Proficiency in office software, including word processing, spreadsheets, database management, and email.

Competence in the software packages which comprise the Registry Training System (TRACESS, ROCKET and RoboHelp).

Competence in the Internet development software package which comprise the Registry Communications System. (RedDot, etc).

Working knowledge in Project Management, Visio, AGENT, TEARS, EXCLAIM.

Working knowledge in Departmental Financial Services procedures regarding purchasing and contract services.

Awareness and knowledge of all aspects of the Petroleum Registry.

Awareness and knowledge of all protocols and administrative procedures of the Petroleum Registry.

Consultative, analytical and problem solving skills while working with Industry and Government stakeholders.

Team building/management skills and the ability to take on a leadership role as required.

Ability to explain the theoretical fundamentals of the Registry training system.

Supervisory skills.

Ability to initiate action independently using sound judgement.

Conflict resolution skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Considerable contact with other DOE and EUB divisions and the public for the purpose of providing information or assistance related to the Petroleum Registry, the Registry Training System and Registry Communications.

Direct and indirect contact with 800+ Industry and Government clients who have access to the training system, through email and phone inquiries regarding training access and problems related to training module completions or issues.

Direct and indirect contact with all stakeholder groups, through email and phone inquiries related to communication and user training requirements.

Direct and indirect contact with Department and Industry Senior Management through interaction on the Registry Steering Committee and Registry Advisory Committee as the Agenda Manager.

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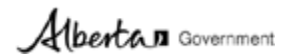
Direct contact to the Canadian Association of Petroleum Production accounting (CAPPA) with regard to Registry training access and CAPPA certification training requirements.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Administrative Support 4 - Position #00033118.

Any temporary Administration positions as required on a part-time project basis.



Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Evaluation - 021AN21

Identification Section

Working Title: Team Lead, Offsets & Amended Agreements

Department: Energy

Division, Branch/Unit: Resources Revenue & Operations / Tenure /
Business Analysis

Reports To: Manager, Units, Offsets & Trespass

Levels to D.M.: 5

Job Description: [021AN21](#)

MRS: See Minimum Recruitment Standards for
[Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)

(requires login)

Evaluation
Knowledge
D12 152
↓
Creativity/Problem Solving
29% 43
↓
Responsibility
R1 50
↓
TOTAL JOB POINTS
245

Comments on Role

Responsible for the protection of the Crown's interest in oil and gas reserves by monitoring production from freehold oil and gas wells within the province to ensure that the Crown's reserves are not being drained without payment of compensation.

Responsible for Crown lessee notification of offset liability and the accurate calculation and collection of offset compensation.

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Provides advice and direction on daily operations including resolution of complex stakeholder issues, providing offset information for continuation applications and changes to offset processes to increase efficiencies.

Position leads a team of administrative professionals, providing advice and direction in daily operations including resolution of stakeholder issues and process management.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D:** Position requires knowledge in land administration, the Alberta Survey System and table of formations along with depth in the P&NG Tenure Regulations and the Mines and Minerals Administration Regulations. Knowledge is acquired through a combination of related on the job experience and post secondary education (i.e. Land Administration Diploma) in the oil and gas industry.

- **Complexity and Diversity:**

- **I:** This position leads a team of administrative professionals and provides both direct and second level supervision. Position is one of many similar positions within the Tenure Branch performing similar duties in different areas of specialization with regard to P&NG Tenure.

- **Human Relations Skills:**

- **2:** Position requires advanced HR skill to provide supervision and performance feedback, liaise with other areas, clients and agencies (ERCB), as well as to provide first line issue resolution with clients.

- **Creativity/Problem Solving:**

29%: Position works within a defined framework of the P&NG Tenure Administrative Guidelines. Problems are generally known and solutions can be found within the guidelines, policies, past precedents as well as interpretations of geological / technical evaluations. Latitude is given to select which solution is most appropriate. Guidance is available.

- **Responsibility:**

R1: Position is responsible to ensure the delivery of the Offset program, including the calculation and collection of offset compensation and therefore is program delivery focused.

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Subsidiary 2 Benchmark Job Description - 021AN21

Identification Section

Working Title:	Team Lead, Offsets & Amended Agreements
Department:	Energy
Division, Branch/Unit:	Resources Revenue & Operations / Tenure / Business Analysis
Reports To:	Manager, Units, Offsets & Trespass
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is responsible for the protection of the Crown's interest in oil and gas reserves by monitoring production from freehold oil and gas wells within the province to ensure that the Crown's reserves are not being drained without payment of compensation. The position is responsible for Crown lessee notification of offset liability and the accurate calculation and collection of offset compensation. The Offset Program results in millions of dollars of revenues plus new wells being drilled (increased royalty revenue) or rights being returned to the land bank (increased sales revenue). The position provides advice and direction on daily operations including resolution of complex stakeholder issues, providing offset information for continuation applications and changes to offset processes to increase efficiencies.

The position must also analyze zone misdescriptions or zone problems in petroleum and natural gas agreements and determine the appropriate action for correction, ensuring the rights held by either the lessee or the Crown are not jeopardized. Accurate zone identification is critical to ensure the correct sale and continuation of Crown rights. An incorrect zone description can cause errors in royalty and freehold mineral tax collection. The position must make certain that the zone corrections do not impact the P&NG Sales area enabling the lands to be posted and sold correctly.

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Through efficient planning and resource allocation, the position provides leadership to the Offset and Amended Agreements team, providing advice and direction in daily operations including resolution of complex stakeholder issues and process management. The position also provides support and direction to other Areas/Units of the department in the resolution of offset and misdescription issues.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Coordinate the offset process utilizing various legislation and policies.

Activities:

Ensure that offset notices are served correctly, policies are adhered to and complex issues are dealt with appropriately. Ensure that the calculation, invoicing, adjustment and collection of offset compensation are appropriately and accurately handled.

Communication with the oil and gas industry and department geologists and engineers in order to make correct decisions and resolve complex issues relating to offsets.

Liaise with the Alberta Energy and Resources Conservation Board (ERCB) to ensure accurate well data and to verify information provided by industry, which is critical to the accurate administration of the Offset Program.

Analyze appeal applications, requests for extensions, or reinstatements under Section 8 of the Act and determine if the reasons stated are sufficient to grant or reject the request using knowledge of legislation, policies, past precedents and interpretation of geological and technical evaluation.

Make recommendations for changes to offset policies and legislation.

2. Ensure that zone misdescriptions or problems are rectified with minimal impact to the department or industry.

Activities:

Investigate, analyze and determine best course of action to rectify zone misdescriptions by amending the agreements or by the creation of an Amendment Agreement for complex situations. Advise P&NG Sales when postings need correction and Continuations when agreement amendments are needed.

Coordinate with Geology, Legal Services and management to make certain that a zone amendment is appropriate and is both legally and geologically correct and within the legislative parameters.

Advise industry client of the required change, the reason and the impact on the agreement.

- 3. Continually review business rules and system processes to enhance the Land Offset Information System (LOIS). Coordinate, with Information Technology, the identification, design, development, implementation and maintenance of changes to optimize efficiency and effectiveness of the Offset Program to achieve unit and department goals.**

Activities:

Ensure that the LOIS system encompasses the complexities of legislation, policies and procedures of the Offset Program.

Identify, evaluate, and resolve issues by recommending business and system requirement changes to the LOIS system for maintenance and enhancements.

Allocate offset staff and coordinate staff and business analysts to accommodate LOIS Acceptance Testing by identifying business priorities, scheduling and resources.

Provide input into, review and approve Business and System Use Cases for LOIS.

Ensure that system changes are correctly implemented and that there are no errors or omissions in the MRIS/Foundation processes or business rules with regard to offset compensation.

Develop reports to analyze client information and report information to the client and management.

- 4. Supervise senior administrative staff within Human Resources guidelines and the collective agreement utilizing good supervisory practices. Provide information and respond to personnel issues in an effective and timely manner in an effort to improve the organization.**

Activities:

Coordinate offset process by reassigning the workload and resources to meet the goals and objectives of the unit.

Ensure quality control by monitoring work for accuracy and timely completion according to department standards and providing constructive feedback.

Facilitate staff development by providing direction, assistance in goal setting and guidelines on unusual/complex issues.

Through the recruitment process define position requirements, screen applications, conduct interviews, and select successful candidates. Ensure new staff have the required resources and training to perform their duties.

Act for Manager as required ensuring Manager's absence does not negatively impact the area and issues are handled accurately and efficiently.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Signing authority - as delegated from the Mines and Minerals Act and appropriate regulations, the discretion to approve or deny requests from stakeholders, which would affect their ability to conduct their business.

Refund Authority – as Revenue Refund Officer approves refunds to appropriate clients. Accuracy is essential to ensure no loss of revenue to the client.

External Areas Impacted - ERCB, Geologists, Land Administrators, Landmen, Production Accountants, Industry Executives and Engineers. Interpret or apply legislation for complex situations to administer the Offset and Misdescription programs.

Internal Areas Impacted - Oil Development, Gas Division, Oil Sands, Legal, Tenure (Freehold Mineral Tax, Continuations, Units, Trespass, Well Administration, P&NG Sales), Environmental Policy and Resource Services, LSAS and IT. Coordinate Offset and Misdescription programs and resolve issues related to these topics for other areas (i.e. Continuation questions relating to offsets or misdescriptions issues).

LOIS automation impacts Oil Development, Gas Division, IT, LSAS, Continuations and Finance.

Consequence of decisions – cause companies to drill unnecessary wells or pay unwarranted compensation, loss of substantial revenue for department, loss of department credibility with stakeholders, embarrassment to the Government and compromise future decisions.

Internal Supervision - consisting of three ASVI's and their subordinates and two ASV's.

Prepare and deliver instructional material and conduct courses for stakeholders when required.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

Certificate in Land Administration or a Business Diploma.

5 years progressively responsible experience in a related field.

Knowledge of legislation (*Mines and Minerals Act*, P&NG Tenure Regulation; Mines and Minerals Administration Regulations; Oil & Gas Royalty Calculation Regulations; *Financial Administration Act*, Information Bulletins and Information Letters) policies and procedures.

Knowledge of Alberta Survey System, Table of Formations.

Land-related knowledge of oil & gas industry exploration.

Knowledge of policies, procedures and collective agreements with respect to Human Resources and Budgeting.

Knowledge of various systems requirements (Foundation, LSAS, MRIS, ERCB, LOIS, CIS, CARS).

Skills:

Risk assessment

Issue resolution, decision-making and problem-solving

Interpersonal, team building, coaching

Analytical and conceptual

Professional

Innovative

Ability to communicate clearly

Multi-tasking

Networking

Ethical behaviour

Essential Work Experience:

Experience in an oil and gas environment

Financial and statistical evaluation

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Experience working with small & large automated systems

Experience supervising staff

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal and external contacts. Purpose is to obtain answers in complex situations when the two AS 6 positions cannot find the answers themselves.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

10032, AS 6, Senior Offsets Administrator

10047, AS 6, Senior Offsets Administrator

2 AS 5, Offsets Administrators

2 AS 4, Administrative Assistants

Alberta  Government

Last Review / Update: 2015-02-17

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Classification: Public

Alberta 

Subsidiary 2 Benchmark Evaluation - 021AN23

Identification Section

Working Title: TSE Programs Unit Supervisor

Department: Agriculture and Forestry

Division, Branch/Unit: Food Safety Division, Office of the Chief Provincial Veterinarian

Reports To: Program Veterinarian

Levels to D.M.: 4

Job Description: [021AN23](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)

(requires login)

Comments on Role

The Transmissible Spongiform Encephalopathy (TSE) Programs Unit Supervisor position is guided by the Ministry business plan and the Divisional Operation Plan goals and strategies to assist in the Office of the Chief Provincial Veterinarian (OCPV) with the following areas:

1. Ongoing supervision of staff responsible for: data entry, post data entry verification, filing, reporting, compliance and data analysis of the Canada Alberta BSE Surveillance Program (CABSESP).

Evaluation Knowledge
D12 152
↓
Creativity/Problem Solving
29% 43
↓
Responsibility
R1 50
↓
TOTAL JOB POINTS
245

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2. Program Support including Budgeting: Chronic Wasting Disease (CWD) surveillance for farmed cervids, CABSESP and others.
3. Ensuring payments are made to producers and participating veterinarians in as timely a manner as possible.

Comments on Evaluation

- **Knowledge:**
Content:

- **D:** The 'D' reflects a working knowledge of the trends and issues in the cattle and dairy industries and the BSE Surveillance Program in Alberta. The position's focus is on administrative related procedures for a program area. The incumbent is responsible for supervising the administrative data collection and entry, information and processes related to the activities of the veterinarians responsible and ensuring that payment and invoices are processed in a timely manner. No requirement for application of theoretical knowledge.

- **Complexity and Diversity:**

- **I:** To be able to direct the work of others, the position has to have a good understanding of the program area, budgeting and finance and accounts payable processes.

- **Human Relations Skills:**

- **2:** The TSE Programs Unit Supervisor's focus is on supervising the administrative data collection and entry, and payment processes related to the activities of the veterinarians responsible for the administration of the BSE Surveillance Program. Position directly supervises 7-10 staff at any one time and ensures program compliance and processing supporting the Human Relations (2) level. Responsible for influencing staff and ensuring that processing subsidiaries and invoices are compliant, complete and accurate.

- **Creativity/Problem Solving:**

29%: Supervises a variety of functions but does so in an office where there is access to assistance. The incumbent is involved in researching and investigating matters if issues/anomalies arise with the data coming from veterinarians therefore, a 29% rating reflects the knowledge required in identifying issues and making recommendations where needed. The thinking needed in this position is guided by established guidelines, past practice and standards. There is room to operate within guidelines, policies and procedures. New administrative procedures can be developed by the position and it ensures the IT systems are reflective of the unit's needs. There is a constant drive to streamline processes and examine how systems can be improved.

- **Responsibility:**

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R1: This position oversees the day-to-day operation and program service delivery of the TSE program. The TSE Programs Unit Supervisor may be involved in some development/analysis of recommendations and daily supervision of staff.

Last Reviewed: November, 2009



Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2 Benchmark Job Description - 021AN23

Identification Section

Working Title:	TSE Programs Unit Supervisor
Department:	Agriculture and Forestry
Division, Branch/Unit:	Food Safety Division, Office of the Chief Provincial Veterinarian
Reports To:	Program Veterinarian
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is guided by the Ministry business plan and the Divisional Operation Plan goals and strategies to assist in the Office of the Chief Provincial Veterinarian (OCPV) with the following areas:

Ongoing supervision of staff responsible for: data entry, post data entry verification, filing, reporting, compliance and data analysis of the Canada Alberta BSE Surveillance Program (CABSESP).

Program Support: Chronic Wasting Disease (CWD) surveillance for farmed cervids, CABSESP and others.

Ensuring payments are made to producers and participating veterinarians in as timely a manner as possible.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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This position supervises staff that complete three functions:

Pre-verification, data entry, payment compliance and filing.

Lab data entry, post-verification and filing of testing results.

Assemble and maintain an inventory of materials and BSE Kits that are provided to veterinarians for obtaining and submitting brain tissues to the laboratory for BSE testing.

1. Unit supervision:

In addition to processing submissions and invoices, this position is responsible for:

Activities:

Ensuring that program compliance overrides are done correctly and corrective action taken when necessary.

Processing supervisor compliance overrides.

Ensuring data entry of CABSESP submission forms are done accurately and corrective action taken when necessary.

Ensuring that post-data entry verification is accurate within a timely manner.

Ensuring reporting of testing results is communicated to clinics within 72 hours.

Ensuring that all CWD surveillance program data is entered and reported out as per LOU.

Ensuring the design of computer systems includes the development of adjudication rules/application forms.

Ensuring that there are proper procedures in place for all adjudications rules.

2. BSE Sampling Kit Distribution:

Activities:

Maintain an inventory of materials required for assembly of the sampling kits.

Coordinate shipping materials to Skills on a weekly basis for assembling the kits.

Respond to requests by veterinarians for kits by packaging for shipping and coordinating courier services to get the kits out to veterinary practices throughout Alberta.

Verify courier invoices for sampling kit shipments to and from OSL.

Maintain ANTS database tracking the sampling kits.

3. CFIA Animal Disease Research Institute (ADRI) Coordination :

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Activities:

Develop real time monitoring and auditing capabilities for samples received and tested at ADRI to verify sample and vendor eligibility.

Develop, implement and maintain a process to coordinate and facilitate the timely movement of documentation from ADRI to the TSE Programs Unit.

4. *Program Budgeting:*

Activities:

Provide assistance to FSD management to develop the annual CABSESP budget.

Provide a monthly summary of the program expenditures to FSD's Senior Leadership Team and assist FSD Leadership team with preparing the monthly financial forecast for the program.

Staff.

Payments to veterinary clinics and producers.

Monitor/verify invoices and contracts from external service providers (Critical Control Solutions) and initiate the process for expenditure officer approval.

Provide timely updates to FSD's SLT on the CABSESP activities.

Account for accruals on a quarterly basis and for fiscal year end.

Ensure that purchase and expenditure payments are within the program scope and are in accordance with departmental regulations and procedures.

5. **BSES Payment System Maintenance:**

Activities:

Schedule daily running of the global business rules.

Reconcile load file results and global business rules results on a daily basis to help ensure accuracy of the information in the system and to maintain system and data integrity to meet the needs/requirements of Financial Services.

6. **General Supervisor Duties:**

Activities:

As the CABSESP is very dynamic, management of program changes need to be proactive to minimize their impact on staff moral and operational efficiencies.

Ensuring that all staff are trained in all aspects of the Unit's duties to allow for uninterrupted work flow.

Training and mentoring staff, and coaching with staff on professional development and learning objectives.

Working with staff so they understand AAF and FSD business/operational plans and how the Unit's work contributes to these plans.

Meeting with Unit members to ensure that processes are reviewed and updated when needed and do not have any adverse effects on other Unit processes.

Solicit input from Unit members on process reviews and ways of improving unit efficiency.

Advising staff of changes with processes or procedures.

Signing of timesheets and ensuring their accuracy.

Assisting staff to complete Brand Success work plan agreements.

Addressing staff concerns and ensuring proper two-way communications processes between staff and senior management are developed and maintained.

Monitor and analyze all BSE sampling data from AIMS and BSES Payment systems and report to programs veterinarian and chief provincial veterinarian any concerns that warrant investigation.

Preparing investigation materials and reports for program veterinarian and chief provincial veterinarian.

Reviewing financial services audit concerns.

Investigate sampling problems and reporting them to the chief provincial veterinarian, programs veterinarian and financial services.

Assist with CABSESP training and certification of veterinarians.

Assuring a harmonized team work environment, flow of data and that deadlines are met for the different duties and responsibilities of the team.

Discussing, diagnosing and implementing technical changes to improve the systems.

7. Data Systems development and integration:**Activities:**

Work closely with the Information Technology project manager for input on systems development and process changes.

Assist in the development of new submission forms to incorporated changes to the CABSESP.

Ensure design/testing of the computer systems include development of adjudication rules and application forms in order to meet international scrutiny.

Assisting in developing changes to submission forms.

Assisting in the integration of producer payment information capture in AIMS and the electronic transfer of this information into the BSES payment system, to eliminate the need for current duplication of producer file data entry.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position:

Ensures that global business rules are met on a daily basis to prevent errors in batch payment runs for producer and veterinary vendors.

Communicates with private veterinarians, CFIA inspectors and producers around the province on an ongoing basis to resolve payment issues.

Is responsible for ensuring the accuracy and completeness of information provided on sample submission forms in order to meet international scrutiny, for example: the recent European Union Audit of Canada's BSE program.

Is responsible for ensuring that data provided to superiors, private veterinarians, CFIA and others is complete and accurate.

Deals with a variety of issues on a daily basis and often works within tight timelines.

Impacts payments to 150 vet clinics in Alberta, British Columbia and Saskatchewan and over 17,000 Alberta producers annually.

Is responsible for monitoring, detection and assisting in investigations of possible fraudulent activities within the program helping to ensure public confidence in a program with an annual payment budget of approximately \$10 million.

Directly impacts the quality of Alberta's BSE surveillance data to mitigate public concerns about the safety of Alberta's beef supply.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed

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for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Working knowledge of Alberta's cattle and dairy Industries.

Thorough understanding of all aspects of the CABSESP, including eligibility of animals and owners, and the importance of legal land locations.

Understanding and being able to work with multiple computer programs used within different areas outlined as follows.

Lotus Notes

CABSESP payment system

Food Safety Division's Animal Information Management System

IBM Thin Client for scanned documentation

Microsoft Office suite of programs

ExClaim

Exceptional leadership and supervisory skills.

Well developed written and verbal communications and interpersonal skills.

General knowledge of animal health concerns and issues related to beef and dairy cattle.

Knowledge of OCPV procedures and policies in regards to animal health issues and disease outbreak mitigation.

Strong analytical and time management skills.

Ability to work independently with minimal supervision in a team environment.

Ability to work on multiple and diverse types of projects under specific timelines and pressures.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The main contacts for this position on a daily and weekly basis include: CPV, assistant CPV, Program Veterinarian, CFIA personnel in Alberta, Financial Services staff, Conservation and Development branch staff, other FSD staff, Sustainable Resource Development, private veterinarians or clinic staff, and producers.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

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Data Entry Clerks (AS3) – Position 00036420,

Date Entry Clerk (AS3) – Position 00039351

Program Delivery Assistant (AS3) – Position 43915

Program Delivery Assistant (AS3) – Pos 00039809

Program Delivery Specialist (AS4) – Position 00043883

Senior Program Delivery Specialist (AS5) – Position 00043956



Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Evaluation - 021AN02

Identification Section

Working Title: Administrative Officer

Department: Justice and Solicitor General

Division, Branch/Unit: Correctional Services Division, Adult Centre Operations, Calgary Remand Centre

Reports To: Deputy Director of Administration

Levels to D.M.: 5

Job Description: [021AN02](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)

(requires login)

Evaluation Knowledge
D12 152
↓
Creativity/Problem Solving
25% 38
↓
Responsibility
R1 43
↓
TOTAL JOB POINTS
233

Comments on Role

Reporting to the Deputy Director of Administration, the Administrative Officer is responsible for ensuring the timely, accurate, and effective processing and support of financial procedures at the Calgary Remand Centre. The Administrative Officer is responsible for the operation and daily administration of the Centre's Trust Accounts, Purchasing/Payables, Inmate Property Stores, Stockkeeping, and Personnel/Payroll within Divisional and Financial Policies and Procedures, approved budgets, and

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negotiated agreements. The Administrative Officer oversees subordinate staff to ensure a high level of service is provided to stakeholders.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D:** Requires a sound knowledge of applicable legislation and departmental and divisional regulations, policies, and procedures in order to perform forecasting and monitor expenditures for the Centre. Applies broad Professional/Content Knowledge in the supervision and daily administration of the Centre's Trust Accounts, Purchasing/Payables, Inmate Property Stores, Stockkeeping, and Personnel/Payroll. Oversees day-to-day administrative support functions and develops work plans. Resolves routine problems and makes recommendations for changes in procedures. Performs senior administrative work with specialized skills acquired through considerable on the job training and/or related education. Position is focused on providing support to one Centre within the Correctional Services Division.

- **Complexity and Diversity:**

- **I:** Full individual contributor that supervises a variety of support positions involved in diverse administrative support functions (trust accounts, purchasing/payables, property stores, stockkeeping, personnel etc.) for a moderate sized operation. Requires a sound knowledge of how work performed relates to the work of others as financial information generated by this position is used extensively by Centre management in operational planning and decision-making.

- **Human Relations Skills:**

- **2:** Supervises administrative and operational staff to ensure that the administrative needs of the Centre are met. Responsible for assigning and monitoring work, providing performance feedback, and evaluating subordinates, requiring communication beyond the exchange of information. Explains departmental regulations and resolves some problems, but does not negotiate Centre commitments with stakeholders.

- **Creativity/Problem Solving:**

25%: Thinking and creativity is guided by established guidelines, policy, and procedures. Solutions to problems are found within a defined framework and based on job-related knowledge and or experience (past precedents). Responsible for planning and organizing daily work within guidelines set by management. Position has access to readily available assistance from the Deputy Director of Administration. The position is not seen at a 29% as most solutions are found in guidelines, policies, procedure, and precedents.

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- **Responsibility:**

R1: Responsible for the accurate and efficient delivery of core business services for the centre. Service delivery focus.

Responsibilities directly impact the Centre, not the Ministry. No other responsibility profile fits this position.

Last Reviewed: November, 2009



Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2 Benchmark Job Description - 021AN02

Identification Section

Working Title:	Administrative Officer
Department:	Justice and Solicitor General
Division, Branch/Unit:	Correctional Services Division, Adult Centre Operations, Calgary Remand Centre
Reports To:	Deputy Director of Administration
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Deputy Director of Administration, the Administrative Officer is responsible for ensuring the timely, accurate, and effective processing and support of financial procedures at the Calgary Remand Centre. The Administrative Officer is responsible for the operation and daily administration of the Centre's Trust Accounts, Purchasing/Payables, Inmate Property Stores, Stockkeeping, and Personnel/Payroll within Divisional and Financial Policies and Procedures, approved budgets, and negotiated agreements. The Administrative Officer oversees subordinate staff to ensure a high level of service is provided to stakeholders.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Assists the Deputy Director of Administration in monitoring the Centre's expenditures to ensure timely, consistent, and accurate budget/expenditure information is provided to Centre Management:**

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Activities:

Monitors that expenditures made from the General Revenue Funds are appropriately approved and are within the parameters of budgetary limitations and prior forecasts.

Prepares the Centre variance report for management review, forecasting overall Centre budgets and expenditures, which includes estimating future material, service, and manpower costs, and incorporating these estimates into realized actual costs.

Approves expenditures within guidelines set by the Deputy Director of Administration.

Monitors and controls stock, ensuring the Centre is able to function efficiently within budgetary constraints.

Initiates efficiency initiatives which may include specific cost saving measures to improve or enhance service delivery.

2. Secure management of inmate and revenue trust funds, including ensuring compliance with the Financial Administration Act, Treasury Board Regulations, the Corrections Act, and generally accepted accounting principles:

Activities:

Supervises Inmate Trust Account Programs involving cash controls, maintenance of records for the receipt and disbursement of funds, and the maintenance of ledgers and sub-ledgers through an online data system (OTAS).

Performs routine audits and reconciliation of financial transactions, procedures, and records to ensure accurate and auditable transaction recording processes and good accounting practices are adhered to through the period these funds are held in trust.

Signs cheques for payments from Trust Funds and the Welfare Fund after verifying payments are due and that all payments are supported through documentation.

Consults with Department Officials on matters affecting Trust Accounting Systems and/or procedures.

3. Acquisition of materials and equipment to support ongoing Centre operations requiring adherence to the Financial Administration Act as well as Department and Divisional regulations, policies, and procedures:

Activities:

Monitors the accurate and timely purchase of materials and supplies and the payment of liabilities incurred for Centre operations, including those for materials, services, and manpower.

Monitors to ensure that appropriate expenditure approvals are in place and that goods and services are satisfactorily received.

Maintains an awareness and understanding of the terms and conditions of all current contracts.

4. Payroll/Personnel procedures and processes defined in current policies, procedures, agreements, and employment contracts are adhered to:

Activities:

Monitors the accurate and timely completion of all ongoing daily, monthly, and other payroll transactions/staff processing functions.

Ensures that records containing personal employee information are properly maintained and safely stored to maintain confidentiality.

Oversees the timely completion of WCB reports and staffing action forms.

5. Supervises administrative staff in their duties in the Centre's Trust Accounts, Purchasing/Payables, Inmate Property Stores, Stockkeeping, and Personnel/Payroll areas of the Centre within Policy and Procedures, Divisional/Financial/HR Policy, and Collective Agreements to ensure the business operations of the Centre run efficiently:

Activities:

Ensure that effective internal controls are in place for accurate processing using IMAGIS, IRIS, AMS, VARS, SIS, OSSI, OTAS, CoMIS, EPS, WORTS, ETMS, and Microsoft based applications.

Monitors performance and provides ongoing feedback and appraisals to ensure that performance expectations are met.

Provides staff with effective leadership, direction, and communication.

Monitor workloads and work flow and makes required adjustments.

Addresses any employee relations issues that may arise.

Provides training and promotes courses and workshops to develop employee skills.

Assists as a panel member in the recruitment process for positions supervised.

6. Ensures the timely, efficient, and appropriate acquisition of Information Technology resources:

Activities:

Fulfills the role of Site Coordinator of the Centre IT equipment and ID cards to ensure that all stock keeping and inventory management functions are conducted in accordance with the Financial Administration Act, Treasury Board Regulations, and accepted accounting practices.

Manages operating inventories, ensuring appropriate levels of equipment and materials to maintain Centre operations.

Monitors actions taken to ensure acquisition, deployment, disposition, and repair requirements are met for equipment.

7. Verifies receipt of Contracted Services as per contractual terms outlined:

Activities:

Monitors food service contractor invoices checking that charges are aligned with contractual obligations and that meal volumes charged are reconciled to Centre records of meals ordered and approved.

Monitors that Canteen Services received are appropriate and consistent with contractual terms. Ensures that invoices for services are reconciled with Trust Account records and that the funds owed to Offender Welfare Trust Accounts are received from the contractor.

Ensures that the canteen list distributed by the contractor contains only items approved by Head Office and the Centre Security Manager.

8. Provides input, advice, and feedback used for decision-making:

Activities:

Participates as a member of the Inmate Welfare Fund Committee and ad hoc Centre working committees, as required.

Attends daily Centre Management meetings and other meetings as a resource person on the financial/administration areas.

Attends and participates in monthly Senior Management meetings, submitting agenda items for discussion and resolution and responding to concerns voiced regarding areas of supervision.

Attends quarterly Administrative Officer meetings with the Financial Services Branch, submitting agenda items for discussion and resolution and responding to concerns regarding areas of administration.

Acts as a resource on financial/administrative matters for other Centres and Divisional Units including Adult Centre Operations Branch. This includes participating in reviews of materials standards, purchasing processes, and other

general administrative matters, as well as participating on committees which determine and/or design systems and procedures related to Correctional Centre Finance and administrative matters.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Impacts all areas of administration within the Centre, which encompasses the supervision and administration of Centre Trust Accounts, Purchasing/Payables, Inmate Property Stores, Stockkeeping and Personnel/Payroll within Divisional and Financial Policies and Procedures, approved budgets, and negotiated agreements.

Must be fully aware of the operational, security, and program mandates. Ensures required materials, equipment, and services are made available to meet business plan objectives.

Provides accurate information relative to areas under purview and/or for management decision-making (on matters beyond the scope of authority).

Monitors expenditure performance for all elements of Centre operations and in consultation with management, forecasts annual expenditures in manpower, materials, and services. Prepares variance reports for Centre management.

Develops or assists in the development of Centre Standing Operating Policies pertaining to financial and administrative matters.

Liaises with other Centres to resolve property loss issues or other concerns.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Degree or diploma in a directly related field or equivalent experience.

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Excellent written, verbal, and interpersonal communication skills are required, as well as strong technical and analytical skills.

Ability to deal effectively with correctional centre staff, management, and government officials within Solicitor General and Public Security.

Must have an up to date awareness of the current legislation and regulations as well as departmental policies and procedures and Centre Standard Operating Procedures, which govern the operations of Correctional Centres in Alberta, with particular focus on those elements involving:

financial administration

personnel administration

trust management acquisition and resource management

occupational health and safety

the Corrections Act

Must be fully aware of the Operational, Security, and Program mandates and routines to ensure an effective overall coordination exists between areas of responsibilities and other Centre operations.

Requires an in-depth knowledge of government budgeting and accounting policies and procedures.

Ability to liaise and negotiate effectively with senior management, external agencies, and a variety of individuals.

Ability to analyze situations, solve problems, and make decisions.

Ability to lead working groups and to be a good team player.

An understanding of accounting principles and concepts is an asset.

Knowledge and understanding of financial standards and procedures within the Government of Alberta is an asset.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Interacts with subordinate staff to provide direction related to tasks and duties assigned.

Interacts with the Centre Director and other members of the Centre management team on matters related to administration functions within the Centre.

Interacts with other Government of Alberta Ministries, volunteer agencies, police agencies, inmates, contractors, and vendors to provide and exchange information, resolve problems, and respond to inquiries regarding administrative, financial matters, inmate property, and other related areas.

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Supervises administrative support and operational services staff occupying a variety of roles in:

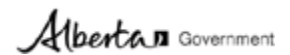
Centre Trust Accounts

Purchasing/Payables

Inmate Property Stores

Stockkeeping

Personnel/Payroll



Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 021AN08

Identification Section

Working Title: Administrative Coordinator

Department: Human Services

Division, Branch/Unit: Disability Supports Division; Health Related Supports Branch

Reports To: Business Manager

Levels to D.M.: 4

Job Description: [021AN08](#)

MRS: See the Minimum Recruitment Standards for [Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)

(requires login)

Comments on Role

The position leads a multi-sector administrative team responsible for supporting the delivery of health related benefits to authorized clients in a timely and efficient manner. This involves developing administrative processes and systems to increase branch efficiency along with recommending and implementing program policy changes in accordance with divisional and ministry business plans. Some key responsibilities include: provision of consultation and advice to clients, authorizers and vendors regarding program eligibility and criteria; resolution of program policy conflicts and interpretation issues; coordination

Evaluation Knowledge

D12 152



Creativity/Problem Solving

25% 38



Responsibility

R1 43



TOTAL JOB POINTS

233

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Classification: Public

of authorizer workshops and training sessions; supervision of administrative staff; and the management of branch administrative functions such as purchasing, records management, FOIPP requests, service contracts, office equipment, parking, telecommunications, security, and space allocation.

Comments on Evaluation

- **Knowledge:**

- **Content:**

- **D:** This position requires specialized knowledge of the Health Related Supports programs and delivery functions and their legislative requirements as well as related benefit programs. The breadth of knowledge is represented by the requirement for the position to possess considerable knowledge of senior level administrative procedures within a range of branch administrative functions such as purchasing, telecommunications, records management, and general office procedures and practices, representing the D. In addition, this position requires knowledge of external community agencies and other government programs in order to make referrals as required.

- **Complexity and Diversity:**

- **I:** Work requires the supervision of an administrative team engaged in supporting the delivery of the health related benefits program. This includes the planning and development of administrative processes and systems as well as the facilitation of working relationships with others internally as well as externally with clients, authorizers and vendors.

- **Human Relations Skills:**

- **2:** The position assigns, reviews and monitors the work of an administrative team, enforces health related support eligibility criteria, and resolves issues brought forward by clients, authorizers, and vendors requiring the ability to influence others. This position requires considerable skill in the resolution of external complaints/issues with multiple stakeholders including clients, vendors and authorizers.

- **Creativity/Problem Solving:**

25%: Problems and solutions encountered in this position are standard. The incumbent plans and organizes day to day work activities. Although thinking and problem solving is generally guided by established guidelines, standards and precedents this position is a key contributor in the development of new program guidelines and policies. In unusual cases, assistance is readily available.

- **Responsibility:**

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R1: The primary role is developing administrative processes and systems and overseeing the day-to-day activities of an administrative team in supporting the delivery of Health Related Benefits. Key to the position is the resolution of external complaints/issues with multiple stakeholders. The position is also responsible for overall branch administrative functions such as purchasing, records management, FOIPP requests, service contracts, office equipment, parking, telecommunications, security, and space allocation. May make recommendations on policy changes as required.

Last Reviewed: November, 2009



Last Review / Update: 2015-04-13

Subsidiary 2 Benchmark Job Description - 021AN08

Identification Section

Working Title:	Administrative Coordinator
Department:	Human Services
Division, Branch/Unit:	Disability Supports Division; Health Related Supports Branch
Reports To:	Business Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Health Related Supports branch ensures Albertans with long-term disabilities, chronic or terminal illness receive adequate equipment and supplies. The Administrative Coordinator for Health Related Supports coordinates the activities of a multi-sector administrative team and implements policy changes in accordance with Disability Supports Division and Seniors and Community Supports' Business Plan.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Program Resolution Management** – effectively resolves issues brought forward by clients, authorizers and vendors in accordance with current branch policies and procedures.

Activities:

Recommends changes to the branch policies and procedures as required, which includes contributing to Branch planning by assisting in the development of the branch's Business Plan.

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Approves/denies clients requesting cost share exemption, which exceed the branch's taxable income levels.

Resolves complaints by clients, authorizers and vendors. Some examples of complaints include complaints about HRS staff; client, authorizers or vendors not understanding HRS policies leading to a complaint against one of these stakeholder groups; a client complaining that they did not qualify for Cost- Share Exemption and wanting to know what else can be done.

Determines/coordinates authorizer training sessions in accordance with expressed needs by the Regional Health Authorities.

2. **Supervision** – supervises administrative staff in accordance with good supervisory practices and consistent with HR policies and the collective agreement to ensure timely recruitment, development and retention of service oriented work units.

Activities:

Prepares staff impact analysis whenever branch changes are developed.

Develops/implements performance measurement for individual work units and provides feedback on individual performance.

Plans/allocates/monitors staff resources to ensure effective workflow and outputs. For example, relocation of staff from one work area to another for the purpose of cover-off during times of staff sickness, vacation and during the recruitment process of vacancies.

Creates/develops/maintains and documents procedures and position descriptions.

Resolves issues between the administrative staff and the managers. This will include resolving issues regarding full voice and e-mails and assisting managers to allocate administrative tasks to administrative staff as necessary.

3. **Administrative/Technical** – ensure that current administrative processes are enhanced and/or maintained to meet the changing needs of the branch consistent with effective office practices, and departmental procedures to facilitate the administrative and technological needs of the branch.

Activities:

Takes a lead role in the redevelopment of the AADL mainframe computer system and explores new technology to see if there are ways to improve current administrative processes.

Identifies administrative problems and issues and resolves them. This would involve developing rotational lists for reception cover off, troubleshooting process bottlenecks and ensuring that internal administration policies are followed and/or redesigned if necessary.

Monitors work processes, develops improvements and implements new administrative processes to increase branch efficiencies.

4. Coordination of branch administrative functions, in accordance with approved budgets, government/branch policies and standards in order to support the branch's business plan.

Activities:

Coordinate Services contracts and agreements with a focus on ensuring quality and effective service for the branch. Service contracts dealt with include both the photocopiers, bizhubs, and fax machines. In addition, communication with Canada Post and courier services is required.

Establish effective working relationship with clients, both internal and external, by being able to provide information and service, whether in a consulting or technical advisor role.

Coordinates the provisions of administrative services by liaising with the providers from other government departments (i.e. Leasing/Telecom/Parking/Purchasing).

Coordinates Parking, Risk Management, Surplus, Directories (RITE, Department, Telus, etc.).

Oversees the purchasing - ordering of supplies, ensuring proper purchasing procedures are followed, negotiating prices with suppliers and recommending products.

Oversees the records management and digitalization of records.

Oversees all FOIPP requests and ensures efficient and complete responses.

5. Coordinates appropriate physical resources within departmental policies and budget that allows branch areas to concentrate on delivery of core business strategies.

Activities:

Telecommunications - responsible for coordinating acquisition and maintenance changes of local services and regional offices including cell phones, invoicing and inventory.

Maintains inventory of leased faxes and photocopiers - negotiating with suppliers.

Liaises with Divisional Coordinator regarding furniture required and furniture for surplus.

Coordinates the accommodation services for branch which includes administration of space allocation, parking, telecommunications, equipment and security access services.

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Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Working within a framework of branch policies, and under the direction of the Business Unit Manager, the Administrative Coordinator ensures that the administrative activities and resources of the branch are utilized appropriately to ensure that processes are in place for clients to receive their authorized benefits in a timely manner.

This position impacts:

AADL Branch Staff

AADL Authorizers

AADL Vendors

Direct supervision of 4 administrative staff.

Projects (Restacking/reorganization).

Managing installations, renovations and other projects.

Coordinates changes within Administrative Services for the branch.

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Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Analytical and problem solving skills.

Oral and written communication skills.

Organizational skills with the ability to prioritize tasks and assignments for large work units.

Supervisory skills.

Ability to initiate action independently, using sound judgment.

Knowledge of administrative systems, practices and policies.

Conflict resolution skills.

Knowledge of Department, Division and Branch Program's Business Plan.

Knowledge of applicable current legislation.

Knowledge of telecommunication changes and innovations.

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Knowledge of other social service programs within the Disability Supports Division and across other ministries. For example the position needs to be aware of what benefits AISH and Income Support clients may qualify for in their respective programs as HRS would not offer similar benefits when they are available from another program. The position must be able to direct clients to the appropriate program for their specific needs.

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Contacts

(Main contacts of this position and the purpose of those contacts.)

Branch Staff and Managers

Interpretation and resolution of policy conflicts.

Administrative support and assistance.

Guidance on branch, department and GoA policies and procedures.

Clients

Policies and procedures are explained.

Conflicts/issues resolved.

Referrals to other government organizations/external community agencies.

Cost-Share Appeal processes are explained.

Clients are notified of ineligibility for the program.

Authorizers/Regional Health Authority (RHA) staff

Issues/conflicts are resolved with regards to clients.

Authorizer workshops are organized with input from the RHAs.

Authorizer eligibility is communicated to RHA staff.

Interaction with current authorizers with regards to change of employment, address, authorizer status.

Vendors

Issues/conflicts are resolved with regards to clients.

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Community Agencies

Policies and procedures are explained.

Client conflicts/issues are resolved.

Other government staff

Communication with government staff from other programs to determine client eligibility for the AADL Program, when needed.

Communication with regards to resource management (photocopiers, surplus furniture, phones, parking, etc.)

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Administrative Support IV, Client Services Clerk

Administrative Support IV, Client Services Clerk

Administrative Support III, Records Clerk

Administrative Support III, Reception Clerk

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Last Review / Update: 2015-04-13

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Classification: Public

 Alberta

Subsidiary 2

Benchmark Evaluation - 021AN19

Identification Section

Working Title: Child Care Subsidy Supervisor

Department: Human Services

Division, Branch/Unit: Edmonton Children and Family Services Authority

Reports To: Manager, Child Care Services

Levels to D.M.: 4

Job Description: [021AN19](#)

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: [021AN](#) - Administration 1

[Organization Chart](#)
(requires login)

Evaluation Knowledge
D12 152
↓
Creativity/Problem Solving
25% 38
↓
Responsibility
R1 43
↓
TOTAL JOB POINTS
233

Comments on Role

Reporting to the Manager, Child Care Services, the Supervisor is one of three supervisors who collectively are responsible for the regional administration and coordination of the child care subsidy programs and individually supervise of a team of Child Care Subsidy Assessors providing financial support for families within the Edmonton Region who meet funding eligibility for children who attend licensed child care centers and approved family day homes and for eligible stay at home parents and guardians, kin child care and extended hours child care. Position provides consultation to regional staff and community on the program and is accountable for consistent delivery and quality of service.

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Comments on Evaluation

- **Knowledge:**

- Content:**

- **D:** Requires a strong working knowledge and in-depth understanding of the program (non-legislated) and its components, the guidelines, policies, practices, precedents, procedures and criteria to ensure consistent application of delivery across the region to families; to develop/enhance and implement operational processes and procedures to meet changing program needs; to provide program direction and guidance to a team and consultation to staff within the region, and rendering 2nd level appeal decisions. The D represents the requirement for expertise in the administration and delivery of the Childcare Subsidy program, where the position requires a broad understanding of the regional delivery of the program as well other related programs. Sound understanding of tax returns and accounting skills are required to analyze and interpret income tax returns (personal and business) and complex financial information to provide guidance and direction to assessors CC Subsidy Assessors (BM 015AS15) relevant to complex cases of determination of eligibility and review of appeals. Knowledge of the region , the community resources and agencies is necessary. Narrow but very deep program content knowledge combined with regional program overview, administrative knowledge and supervisory skills supports the rating of D.

- Complexity and Diversity:**

- **I:** Supervises a team of Child Care Subsidy Assessors, each with their own 'caseload' and accountability for a group of assigned day cares, the position must maintain a strong regional understanding of the program and practices and collaborate with other supervisors to ensure guidance and program direction, and that interpretation is consistent and there is a fair application across the region.

- Human Relations Skills:**

- **2:** Full supervisory responsibilities for the team – recruitment, performance management and training. Position interacts with external operators and organizations and provides presentations on the program. Must have the ability to resolve conflict, as position communicates and consults with community stakeholders and public and is expected to resolve issues and handle complaints.

- **Creativity/Problem Solving:**

25%: Child care subsidy program is non legislated and position must rely on policy, practice and precedent for guidance on decisions and determination of most appropriate approach to apply to resolution of 2nd level appeals and for direction on complex cases. Applies discretionary judgment – interpretation and application –of program guidelines and intent, aware of impact across region. Position works independently in the ongoing administration of the program and refers to manager only

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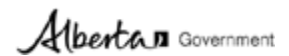
on very unusual situations, and those requiring a decision to deviate from practice with possibility of setting precedent.

Responsible for developing, modifying, adapting and implementing regional operational processes and procedures to meet ongoing program demands and community needs.

- **Responsibility:**

R1: The position has service delivery focus, responsible for the day to day administration of the Child Care Subsidy program.

Last Reviewed: November, 2009



Last Review / Update: 2015-04-13

Subsidiary 2 Benchmark Job Description - 021AN19

Identification Section

Working Title:	Child Care Subsidy Supervisor
Department:	Human Services
Division, Branch/Unit:	Edmonton Children and Family Services Authority
Reports To:	Manager, Child Care Services
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Child Care Subsidy Supervisor is responsible for the operational requirements of the following programs: Child Care Subsidy, Out of School Care Subsidy, Kin Child Care, Stay At Home Program

The Child Care Subsidy Supervisor provides guidance, direction and advice to the Child Care Subsidy Assessors, and Administrative Support to ensure that program benefits are delivered within guidelines prescribed by program policy and procedures in a timely, accurate and respectful manner.

The position is responsible for teambuilding, recruitment, training and ongoing support and supervision of staff.

This position makes decisions at the 2nd level of appeal. The client groups most impacted by the activities of the supervisor are applicants who appeal or call due to difficulties with a policy or procedure.

The supervisor communicates and consults with community stakeholders to develop strategies to best meet the diverse or changing needs of the community in terms of program effectiveness and program delivery.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Supervision of Child Care Assessor staff

Activities:

participate in the recruitment, orientation and training of new employees in all the roles supervised;

promote professional development of all staff;

establish unit and individual objectives; monitor and evaluate performance;

provide ongoing support and teambuilding opportunities to all staff supervised;

ensure that all staff are competent and trained to perform daily duties in a safe and healthy manner in accordance to Occupational Health and Safety requirements.

Team Building – develop and maintain systems to assist in building unit and office morale provide support to staff and promote a sense of teamwork and ownership;

balance caseload sizes and develop effective cover-off systems.

2. Oversee Service Delivery

Activities:

monitor assessor's work to ensure adherence to program policies and procedures; interpret policies and procedures;

implement and provide feedback on new policies/procedures;

keep up to date on trends, program issues and changes in precedents or procedures; identify service delivery gaps;

participate on committees to resolve policy issues or regional/provincial concerns; provide program input to Manager.

Gather and maintain statistical data on recoveries, caseload size and volume of work; identify fraudulent activities and recommend course of action; resolve applicant and community complaints

3. Review Appeals presented either in writing or in person by the applicant

Activities:

review child worker decision; make supervisory level decision;

prepare file information for final level of appeal if not resolved at supervisory level and applicant wishes to be heard at a higher level.

4. **Provide Case Consultation with individual assessors**

Activities:

participate in case conferences with Manager on complex or contentious cases;
 provide interpretation of guidelines and procedures to assessors,
 various community agencies, other helping professionals;
 participate in the continuous development of the Child Care Subsidy program and technical information database,
 and provide feedback for future improvements.

5. **Provide Community Liaison/Partnership**

Activities:

develop and maintain network of contacts with other agencies such as, Income Support, Family Enhancement workers, Student Finance, Fraud, City of Edmonton Out of School Care Program, Daycare and Family Day Home operators to facilitate service delivery;
 promote understanding of program philosophies, policies and procedures through participation in speaking engagements within the community and/or other stakeholder departments.

6. **Committee Involvement – internal and external**

Activities:

respond to applicant issues, calls from community, MLA offices, Action Requests and inquiries from Minister's Office, Auditor General and other stakeholders.

7. **Financial Responsibilities**

Activities:

analyze higher level financial information such as business financial statements, corporate and proprietorship income tax returns, investment income statements; personal and corporate Income tax to determine eligibility for subsidy.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position has a significant impact on low income families who find themselves without the current resources to pay child care costs for their pre-school/out of school care children enrolled in a licensed Child Care Service, approved Family Day Home Agency Out of School care centre, nursery or ECD centre.

Considerable creativity, understanding of stressors is often required to facilitate families in periods of need.

Assessor decisions are upheld, revised or reversed at the supervisory level based on a wide variety of criteria.

Brings to the attention and consults with the Manager on issues outside the bounds of the supervisor role.

Provides applicants with alternative solutions on issues that are outside of the realm of the program by making referrals to other departments and / or community resources

The supervisor is responsible for setting adequate parameters for the, Subsidy Assessors, Administrative Clerks and provide support and guidance on difficult /complex files or home visits.

Being the largest region in Alberta, Edmonton and Area consults/partners with Calgary Region as well as other regions to influence changes in policy and procedures.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Thorough knowledge of the Guide to the Child Care Subsidy Program, Freedom of Information Policy, Code of Ethics for the Public Service of Alberta, Government Organization Act, Regional Office procedures and practices.

Thorough knowledge of the purpose and intent of all programs offered, including: Child Care Subsidy, Kin Child Care, Out of School Care and Stay at Home Parent subsidies.

An indepth understanding of operational policies, procedures and processes.

Thorough knowledge of roles supervised (Assessor, Administrative Support).

Strong written and verbal communication skills.

Strong analytical problem solving and decision-making skills regarding approval or refusal of benefits.

General Knowledge of Income Support, Child Youth and Family Enhancement, Assured Income for the Severely Handicapped, Family Support for Children with Disabilities, Supported Child Care, Collections, Maintenance Enforcement Program, Immigration, , Student Finance, FOIP and other related programs and departments.

Working knowledge of agreements with other programs and service providers such as, Family Day Home Agencies, Child Care Licensing.

Strong accounting and good understanding of Income tax processes both personal and corporate. Ability to analyze higher level financial information such as business financial statements, corporate and proprietorship income tax returns, investment income statements.

Thorough knowledge of WEBSIS/CCIS Subsidy systems.

Proficiency in Microsoft Word, Excel and Outlook.

Knowledge of social and language barriers, human behaviour, family dynamics, health, mental health and addiction issues in dealing with a very diverse group of applicants.

De-escalating skills to stabilize situations of high emotional intensity.

Leadership abilities.

Ability to deal with difficult and complex situations.

Interviewing /Communication/Presentation/Public speaking abilities.

Ability to exercise considerable judgement for making sound decisions, a strong attention to detail and a high degree of accuracy.

Strong assessment and analytical skills.

Well-developed abilities in program interpretation and statistical reporting.

Interpersonal skills involving a high degree of patience and tact.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Manager – provides feedback and guidance

Children Services – consultation on program and guidelines

IBM – program support and enhancements

Childcare/Family Day-homes Operators – discuss operational requirements regarding subsidy

Collections – follow up on the collection of outstanding overpayments on subsidy files

Other regional authorities – to discuss strategies and policy issues

Members of the community – applicants, stakeholders, interested parties – to discuss program policy and expectations

Medical professionals – to determine need and course of action

Accountants – to determine eligibility for subsidy

Lawyers – to interpret policy when determining maintenance, child support

Other departments – Family Maintenance Workers, Fraud Investigators, Family Enhancement Workers, Claims Clerks, Financial Benefit Workers, Child Care Licensing Officers, Supported Child Care specialist, Family Day Home Specialist – to consult on available supports for applicants involved in the Child Care Subsidy program or gather information required to determine eligibility

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

5-7 Child Care Subsidy Assessors - (AS 5)

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Subsidiary 2 Benchmark Evaluation - 021AN22

Identification Section

Working Title: Payroll and Benefit Trainer

Department: Service Alberta

Division, Branch/Unit: Employee Services

Reports To: Pay and Benefits Manager

Levels to D.M.: 5

Job Description: 021AN22

MRS: See Minimum Recruitment Standards for [Administration](#)

Job Code: 021AN - Administration 1

[Organization Chart](#)
(requires login)

Evaluation Knowledge
D+I1 152
↓
Creativity/Problem Solving
25% 38
↓
Responsibility
R1 43
↓
TOTAL JOB POINTS
233

Comments on Role

This position is responsible for training new and existing payroll officers on processes in and outside the HRMS IMAGIS Application. The position is also responsible for producing critical reports in order to assist the payroll officers in the validation of processed documentation in the bargaining unit and opted out and excluded and management

classifications. The position must be able to assist all staff in the dissemination of the information on the reports and resolve problems or other errors associated with data. The position must have extensive knowledge in the payroll processes in the HRMS IMAGIS system to ensure employees are paid in an accurate and timely manner to meet existing pay confirm dates.

Comments on Evaluation

Knowledge:

Content:

- **D+:** This position requires in-depth knowledge of the GoA payroll and benefits regulations, legislation and collective agreements. Extensive knowledge and experience is needed of the HRMS IMAGIS Payroll System, as the position plays a key role during system upgrade activities including User Acceptance Testing and training all pay and benefits staff on changes. The position requires a very good understanding and good experience in the production and reporting database and extensive knowledge in the use of Excel and Access for producing and analyzing needed reports. The position monitors and analyzes reports to identify issues to Team Leads and Managers within the branch. The knowledge and understanding of the position requirements are typically acquired by completion of payroll and benefit related courses (i.e. Level 1 Canadian Payroll Association) and extensive related experience in a large complex payroll environment. The in-depth specialized knowledge and understanding of a complex computerized payroll system and the knowledge of the legislation and regulations needed in this position supports a "D+" evaluation.

Complexity and Diversity:

- **I:** The position requires knowledge of the payroll and benefits regulations, legislation and collective agreements to understand how they relate to the IMAGIS payroll system. The position needs to identify the most appropriate regulations and information needed to address and resolve issues and problems raised by payroll officers, managers and other staff.

Human Relations Skills:

- **1:** Good interpersonal skills are needed to effectively relate with payroll officers, managers, IMAGIS team members, service providers (i.e. IBM Global), and CHR. This position communicates at the Human Relations skill

level 1 as most contacts involve the exchange of information to discuss problems with system calculations, data entry and User Acceptance testing and to explain pay regulations and reports to payroll officers and managers.

Creativity/Problem Solving:

25%: The position works in a structured environment with extensive regulations and a computerized payroll system. Work problems and solutions generally fall within past practices and standards. The supervisor is readily available to solve problems. The position can plan and organize their day to day work. The position has some latitude to consider the most appropriate guidelines, policies, procedure and/or precedent to follow in unusual circumstances. The creativity of the work in this position is best described in the 25% level.

Responsibility:

R1: The position is results oriented with a focus on delivering payroll training, assisting payroll officers, and providing information to management for training, reports and system testing. The focus on the delivery of payroll related services best fits into the R1 profile.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 021AN22

Identification Section

Working Title: Payroll and Benefit Trainer

Department: Service Alberta

Division, Branch/Unit: Employee Services

Reports To: Pay and Benefits Manager

Levels to D.M.: 5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Pay and Benefits Manager, the position is responsible for training new and existing payroll officers on processes in and outside the HRMS IMAGIS Application. The Payroll and Benefits Trainer is also responsible for producing critical reports in order to assist the payroll officers in the validation of processed documentation in the bargaining unit and opted out and excluded and management classifications. This position must be able to assist all staff in the dissemination of the information on the reports and resolve problems or other errors associated with data. An extensive knowledge in the payroll process in the HRMS IMAGIS system is required by this position to ensure employees are paid in an accurate and timely manner to meet existing pay confirm dates.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

The position provides information to management for training, reports and system testing.

1. Provision of Training:

Activities:

Keep current of all ongoing changes to payroll and leave administration, Master Agreement, benefits and processing and identifying training needs to meet changing job requirements.

Identify payroll-processing issues within the HRMS IMAGIS system.

Deliver training on various payroll processes to new payroll staff.

Train current payroll officers on new and existing procedures as required.

Provide leadership in the development and maintenance of the training manual.

Monitor/ validate training outcomes with the new staff to improve the quality and relevancy of training material.

2. Reporting and additional duties:

Activities:

Produce, review, distribute, analyze and monitor reports in order to assist the payroll officers in administering their portfolio in an accurate and timely manner. Identification to Team Lead/Managers on any issues or follow-up action required, based on reports.

Participate in testing the system for new implementations, upgrades or/and enhancements.

Keep abreast of all changes and new practices to ensure overall knowledge of payroll and the appropriate use of the Payroll System.

Complete special projects assigned by the Manager or Director.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position analyzes and resolves payroll system problems. Complex problems, decisions of a precedent setting nature and sensitive or contentious issues are discussed with the managers.

Position functions with independence within parameters set by policies and procedures developed by others. Creativity and problem solving is highest in the developing of training processes, documentation and approaches to be used for new versus existing staff. Position has input into system changes, develops UAT requirements and eventually the processes that result from those changes.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Position requires extensive working knowledge of the HRMS IMAGIS Payroll System. Excellent production and reporting database knowledge is required, and extensive knowledge of excel and access is an asset.

Excellent working knowledge of payroll and benefits regulations, legislation and collective agreements. Requires excellent interpersonal skills as well as both oral and written communication skills to effectively relate with payroll officers, managers, IMAGIS team, IBM Global and CHR, etc.

Typically requires a Grade 12 diploma, payroll and benefits related courses (Level 1 Canadian Payroll Association) and extensive related experience in a large complex payroll environment.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has extensive contact with payroll officers, Supervisors, Managers, Director, HRMS Imagis Team, HRMIS Team and IBM to discuss problems associated with system calculations, data entry and User Acceptance testing and to explain pay regulations and reports on the application and edits, etc.

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Position does not supervise staff.



Last Review / Update: 2015-02-17