

## Update

Ministry

Service Alberta and Red Tape Reduction

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Equipment Operator - Executive Fleet

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

The Equipment Operator ensures the delivery of quality vehicle services essential to the effective and efficient administration and delivery of the executive vehicle management program within government policies, procedures, and reporting in support of the requirements of the enterprise and inline with Service Alberta and Red Tape Reduction policies and goals.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

### Executive Fleet Operations (70%)

Effectively and efficiently coordinates activities and initiatives in the delivery of the executive vehicle program to meet and exceed the requirements of executive vehicle operators and their support staff.

- Monitors and actions phone calls received on government-provided device during business hours.
- Monitors and actions emails and phone calls received 24/7 on a government-provided device to provide emergency support for Ministers, Speaker and Deputy Speaker. The role focuses on filtering and resolving critical issues such as travel breakdowns or safety concerns. The Operator is required to document all actions and time spent to ensure accurate overtime tracking and compliance.
- Coordinates the scheduling of maintenance and repairs, including refueling and washing of Executive Council vehicles with either the Executive themselves or with their respective office. The Operator arranges for a temporary replacement vehicle when required.
- Arranges for warranty, insurance and recall repairs on Executive Council vehicles.
- Coordinates maintenance and repairs with various vendors, including drop off and pick up arrangements for Executive Council vehicles.
- Services and maintains executive vehicle pool (average of 4) and Executive Council vehicles (average 20).
- Maintains records relating to the maintenance and repairs performed.
- Escalates any issues and inquiries regarding executive vehicle fleet policies to the Team Lead, Fleet Management Services.
- Responds to all executive vehicle fleet inquiries regarding preventive maintenance and provides recommendations and approvals when needed.
- Effectively resolves issues through consultation with clients and vendors to resolve problems and concerns pertaining to fueling, maintenance and after-market services.
- Distributes fleet cards to appropriate clients.
- Determines daily workload priority.
- Inspects new vehicles delivered by various vendors and complete vehicle receiving reports ensuring the vehicle meets the required specifications and reports any damage or discrepancies.
- Ensures all vehicle documentation is acquired and included with the vehicle for accurate vehicle in-servicing (vehicle registration, Fleet Services Card, financial responsibility card, Executive Fleet Vehicle Operator's Manual).
- Establishes and utilizes various expediting processes to ensure timely delivery of products and meet established deadlines.
- Coordinates pre-disposal cleanup in preparation for disposal of units.
- Promotes collaboration within the ministry and government with manufacturers and service providers relating to the executive vehicle fleet management program.

### Administration (10%)

Executes and supports various administrative functions in the delivery of the executive vehicle program.

- Ensures Government of Alberta records (transitory and permanent) are managed in accordance with records retention and disposition standards and policies.
- Understands process for annual disposal of vehicle records done in collaboration with Alberta Records Centre.
- Creates and maintains electronic and paper vehicle records in both the Fleet Management Information

System and individual vehicle files as required by legislation.

- Assists Team Lead in obtaining executive sign off on rental agreement forms.
- Maintains and updates Executive Vehicle Fleet maintenance history, odometer readings, and contact information in fleet management information system.
- Retains applicable fuel and maintenance receipts and ensure filed appropriately.
- Ensures Executive Vehicle Fleet contact listings updated.
- Reconciles applicable fuel and maintenance receipts against monthly reports.
- Ensures fleet cards for the executive vehicle fleet, miscellaneous fleet cards and executive vehicle pool are used according to guidelines set for the executive vehicle fleet.
- Stays up-to-date on mandatory government required training such as cybersecurity, access to information and protection of privacy training modules.

### **Safety (10%)**

Ensures the safety of the Government of Alberta Fleet and operations is maintained.

- Keeps the shop clean and free of any parts or debris that can be tripped on or fall on an individual or vehicle.
- Keeps the Vault area where records are kept clean and the boxes stacked securely.
- Identifies, filters, and resolves critical issues, including travel breakdowns and safety concerns to maintain operational efficiency and uphold safety standards.
- Liaises with Risk Management and Insurance on vehicle insurance issues including consultation and advice to clients in relation to accident claims.
- Coordinates vehicle safety inspections and repairs and pre-disposal clean up through various vendors in preparation for disposal of units.
- Receives and distributes traffic violations for Executive Vehicle Fleet.
- Receives and distributes Vehicle Safety Recall Notices for all government fleet vehicles.

### **FMS Support (10%)**

Support Fleet Management Services team as required.

- General fleet license plate installation, vehicle boosting, and vehicle snow clearing.
- Assists in pick up and delivery of vehicles where required from vendors.
- Assists general vehicle fleet program coordinators with transportation to and from vendors.
- Maintain FMS pool vehicle.
- Assists Fleet Management Services staff in moving vehicles in the yard for in servicing and disposal of general vehicle fleet.

### **Problem Solving**

Typical problems solved:

The Equipment Operator interacts with all levels of the Government including Ministers, Deputy Ministers, Senior Officials and support staff requiring consultative expertise, advice, and information on the Executive Vehicle Program. Many of these interactions, including addressing concerns and disputes, are in the public domain and requires high quality and responsive service. Assisting clients in a time effective and efficient manner is critical to ensuring vehicles are in place for executives joining or transitioning within the Government of Alberta. This position is relied on to monitor related processes and procedures to ensure clients have access to vehicles required to achieve their business goals and meet operational requirements. A high level of sensitivity and diligence must be applied to ensure delivery is in full compliance with applicable legislation, regulations, policies, directives, and business plan goals.

Types of guidance available for problem solving:

The Equipment Operator functions with considerable independence to determine priorities and areas of focus, and prioritizing responsibilities to meet the needs of clients. This position is expected to consult with the Team Lead and Manager on executive vehicle fleet matters outside of their decision-making authority with potential for escalation including any decision with a financial impact. Decisions should

align appropriately with department and branch goals and objectives.

Direct or indirect impacts of decisions:

This position works within the parameters of established legislation, regulations, policies and directives with the Team Lead providing only general guidance as to how the work will be done. The accuracy, timeliness, and comprehensiveness of services and information provided to clients is essential. Work is monitored for accurate recommendations and solutions.

### Key Relationships

Major stakeholders and purpose of interactions:

The Equipment Operator has frequent contact with Ministers, Deputy Ministers, Senior Officials and contacts within their offices to provide fleet management program services, and resolve fleet management issues and concerns.

- Executive vehicle operators and their offices
- Various vendors and suppliers to resolve issues with vehicle acquisitions, services and repairs
- Risk Management and Insurance claims agents on Executive Vehicle Fleet vehicle incident reports
- Customer Service Representative (Fleet Services Card vendor)
- Vehicle Equipment Up-fitters
- Vehicle Maintenance Vendors (Dealerships, national account and independent)
- Registry agent network (private registry offices) to ensure proper registration of government owned vehicles.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Fleet or automobile industry experience is required

Job-specific experience, technical competencies, certification and/or training:

### Operations Skills, Knowledge, and Abilities

- Knowledge of governing legislation, regulations, policies and guidelines (i.e. *Government Organization Act, Government Accountability Act, Financial Administration Act, Traffic Safety Act, Treasury Board Directives*) is required.
- A general understanding of the global (cross-government) environment, not limited to the delivery of functional services in one area is necessary. Should have basic knowledge of business processes.
- An understanding of the department's business plan and organizational structure as well as mandates and vehicle requirements of departments, boards and agencies is required.
- Experience with fleet management principles and processes, including those relating to acquisition, maintenance, deployment, disposition, safety, and fleet services card system is required.
- General understanding of principles and considerations for development and implementation of program administration, delivery, and control processes in a decentralized environment.
- Strong understanding of vehicle fundamentals including major systems and components as well as makes, models, specifications, vehicle classes, trim levels, maintenance, OEM maintenance standards, and after-market equipment.
- A strong mechanical aptitude is required.
- Ability to push, pull and lift heavy items and objects (up to 50 pounds).
- Able to work in a warehouse environment.
- Demonstrate good mobility and dexterity as position may require walking and standing for significant periods of time.
- Adapt to changes in operational requirements, such as hours of operations or procedures.
- Work in a team environment and have the ability to maintain a neat and clean work environment, including all related designated areas.
- A valid class 5 driver's license and a drivers' abstract consent form is required.

## Customer Service Skills

- Problem solving knowledge and experience is especially important for maintaining relations with all stakeholders requiring innovative thinking.
- The position requires the incumbent have a high level of organization and adaptability in order to maintain an effective and efficient level of customer service.
- Experience in resolving customer service issues and implementing escalation procedures and quick decision-making and troubleshooting abilities are required.
- Effective time management skills and experience is required, with a focus on the ability to juggle competing customer priorities. Should be able to coordinate multiple activities and function under pressure on several tasks.
- Consultation and interpersonal skills, including ability to develop acceptable solutions to issues is required.
- The ability to demonstrate initiative, professional judgment and creativity while pro-actively anticipating and planning client requirements with the commitment to confidentiality, discretion and tact is required.
- The position requires strong communication skills to enable the development and positive maintenance of collaborative working relationships with clients, vendors, and stakeholders. Must be comfortable with providing advice to various clients.
- Must be available or "on-call" outside of core business hours on a rotational or as-needed basis.
- Demonstrated ability to remain calm and responsive during high-pressure situations.

## Computer Systems Knowledge and Skills

- The position requires proficiency in computer skills, using e-mail, phone and instant message to communicate with stakeholders and staff regularly (i.e. MS Office programs including Word and Excel).
- Knowledge of 1GX, and Fleet Management Information System is preferred.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> <li>• Uses common sense and past experience to approach ambiguous problems</li> <li>• Prevents emotions from affecting others negatively</li> <li>• Looks for information on changes</li> <li>• Open to new ideas and helping co-workers</li> </ul>	<p>This position works within the parameters of established legislation, regulations, policies and directives with the Team Lead providing only general guidance as to how the work will be done. The accuracy, timeliness, and comprehensiveness of services and information provided to executive vehicle operators and staff is essential. Work is monitored for accurate recommendations and solutions.</p>
Develop Networks	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> <li>• Seeks to understand perspectives and needs of</li> </ul>	<p>This position responds to inquiries and provides guidance to executive vehicle operators and their offices on processes and best practices</p>

		<p>others</p> <ul style="list-style-type: none"> <li>• Follows through, has integrity and respect for others</li> <li>• Helps and follows through</li> <li>• Keeps key stakeholders informed; is professional and respectful</li> </ul>	<p>associated with the executive vehicle program. This could pertain to servicing, insurance claims, recalls or general executive vehicle program information. This position builds relationships with various vehicle service vendors, Executive Council offices, and Risk Management and Insurance.</p>
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	<p>This position provides expertise and advice on vehicle service needs to executive vehicle program operators and their offices. This position communicates daily with the Team Lead to address any challenges in the delivery of the executive vehicle program.</p>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiple priorities</li> <li>• Operates within APS value system</li> </ul>	<p>This position functions with independence to determine daily priorities, exercising judgment when asked for executive vehicle service advice and reaching out to the Team Lead for when required.</p>

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)