

## New

Ministry

Affordability and Utilities

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Manager, Gas Distribution and Programs

Requested Class

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Utilities, Rural Utilities

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Rural Utilities

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Rural Utilities, the Manager position provides leadership, advice, and recommendations concerning the development, operation and maintenance of Alberta's gas distribution industry to help identify, ensure, and encourage safety in the construction, operation and maintenance of their systems. The role provides operational leadership to the Director, Division, and Ministry in the development and delivery of strategic and/or operational objectives regarding the distribution of Alberta's rural utility systems. The position also supports the delivery of other key strategic outcomes tied to rural development initiatives in Alberta. Working with the Director, the Manager of Gas Distribution must balance the diverse, sensitive, and often competing interests, expectations, and requirements of Alberta's gas distributors. The Manager not only provides sound advice and direction to and on major projects and program initiatives to the Director of Rural Utilities, but also works to develop and maintain a strong working relationship with a broad cross-section of internal (e.g., cross-ministry) and external stakeholders with the goal of providing them recommendations regarding Alberta's gas distribution system. The position provides managerial level support in the operational lifecycle of Acts and regulations related to several key pieces of legislation including the *Gas Distribution Act* and the *Heating Oil and Propane Rebate Act*. The Manager

supervises, mentors and monitors the work of junior positions (e.g., policy analysts), and is responsible for assigning key projects supportive of the work of the Rural Utilities Section. The position participates in and/or oversees branch processes, methodologies, tactics and/or approaches for addressing rural utility issues through a thorough understanding of the pertinent legislation. The incumbent must also be proficient at the drafting and preparation of Ministerial Briefing Notes and responses to Action Requests, often with short turnaround times. The Manager regularly communicates and promotes Rural Utilities/Rural Development strategic initiatives including the program operation and development process among junior and senior staff across the department through written and/or oral communication strategies. The Manager supports Alberta Public Service values of respect, accountability, integrity, and excellence.

## Responsibilities

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

The Manager, Rural Utilities provides operational leadership, sound advice, and strategic direction over the following key accountabilities:

### **1. Provide leadership, advice, and recommendations to senior management over matters related to rural utilities.**

- Provide advice and recommendations to develop and implement programs to support and enhance Alberta's gas distribution system.
- Develop program and implementation measures/metrics that will directly enhance the design, structure and functioning of Alberta's gas distribution system.
- Provide sound program advice to shape the objectives and priorities for gas distribution systems and support its implementation through the various gas distributors in accordance with the legislation.
- Issue identification and risk management for the gas distribution sector.
- Monitor and manage performance measures to assess team contribution and performance.
- Provide input and evaluations on safety issues as they relate to changes within the industry on the construction, operation and maintenance of gas distribution pipelines.
- Support the government (regulatory authority) on the Federation of Alberta Gas Co-ops Operation & Maintenance subcommittee, providing input into the development of safety standards for Alberta's gas distribution industry.
- Critically review and assess challenges facing Alberta's gas distribution system; develop recommendations on how the Ministry can respond to the benefit of all Albertans.
- Understand pertinent policy and legislation to support process development for strategic approaches related to the inspection of Alberta's gas distribution systems.

### **2. Engage internal and external stakeholders in order to respond to emerging issues and provide policy clarity and support.**

- Lead and/or participate in stakeholder management to forge relationships and collaboration with industry parties and implementing agencies with a view to building a mutual understanding and cooperation and therein; contribute to Division achievement of its strategic goals and objectives.
- Build strategic partnerships and working relationships across the department and with other government departments (such as Indigenous Relations, Environment and Protected areas, Municipal Affairs), industry, and rural utility associations to develop and implement programs related to Rural Utilities' contribution to rural development.
- Regular consultation and engagement with gas distributors to review and adjust programs related to the gas distribution systems and identify emerging issues.
- Prepare and make presentations to gas distributors and the general public concerning program issues related to gas distribution.
- Represent the Department, occasionally in a leadership role on various committees and/ or task groups that among other things set, maintain, and provide local and notational standards (e.g., the CSA Technical Committee).
- Provide sound advice and interpretation regarding gas distribution including the preparation of written reports and technical papers.

### **3. Provide leadership, guidance and mentorship to professional team to deliver rural utility objectives**

## **and commitments.**

- Lead, coach, mentor, and inspire staff in support of reaching their full potential.
- Develop team by providing effective performance management, recognizing and celebrating successes, and providing constructive and timely feedback.
- Promote key learning and developmental opportunities and engage in career conversations to enhance the career lifecycle.

Promote innovation and better practices, foster collaboration and encourage taking risks to generate quick wins and support longer term outcomes.

- Foster a respectful workplace where staff feel inspired and motivated.
- Encourage and model healthy work-life balance.
- Support the senior management by assuming acting senior management role as required.

## **4. Support the Director and working within the Rural Utilities team.**

- In accordance with the legislation, and at the request of the Director of Rural Utilities, represent the Ministry with gas distributors.
- Working with the Manager, Rural Utilities, assist in departmental policy initiatives as they relate to the key rural utility associations and gas distributors.
- Evaluate and provide program expertise, as needed, to ensure sound policy development and implementation.
- Support budgeting and forecasting of rural utilities.

## **Problem Solving**

Typical problems solved:

A significant challenge of this position is to support the Director/Management Team with timely, strategic and effective advice concerning the development of a long-term vision for gas distribution in Alberta and implementation of actions to achieve that end. A cohesive, holistic and coordinated approach that best satisfies this challenge is required. The provision of gas is a facilitator of economic prosperity in Alberta. A reliable and efficient supply of this service to rural Albertans is considered to be a public good. Not getting programs and implementation 'right' could lead to degradation of service and higher prices - in the end not serving the public interest.

Another challenge is the breadth and depth of issues dealt with by this position. There are several different internal and external factors impacting Alberta's gas distribution system (e.g., other departments, industry, federal government, environmental factors, etc.) which adds complexity to problem solving. The position must also have a breadth of understanding of issues relating to the gas transmission and distribution sectors.

This position requires key strategic thinking, problem solving, leadership and relationship building skills to support high-profile public program development and implementation. To earn support from gas distributors and their consumers, development and implementation of effective programs must find a 'balance' between the interests of all players, while ensuring the public interest is met. To this end, four (4) critical skill sets are required for effective problem-solving:

- 1) Strategic and tactical forward-thinking and planning to anticipate the future of the province.
- 2) Political acumen, as well as broad program expertise, to shape, develop and plan implementation to ensure the provincial gas distribution system serves the public interest.
- 3) Well-developed consultation and negotiation skills to balance competing interests. This position interfaces with a broad base of stakeholders from a variety of backgrounds on a regular basis.
- 4) Forging relationships and working partnerships across the Government of Alberta and industry.

Types of guidance available for problem solving:

- Rural Utilities' Policies and Procedures documents.
- Direct access to gas distributors and the Federation of Alberta Gas Co-ops Ltd.
- Ability to connect with staff resources: Director, RUS section staff, and other government department contacts as required (e.g., Energy and Minerals/Indigenous Relations).

Direct or indirect impacts of decisions:

Working with the Director of Rural Utilities, the manager supports the design, implementation and broad integration of programs directly affecting the operation of Alberta's gas distribution system, and directly contributes to the overall success of the Utilities Branch. This in turn, supports the achievement of key government objectives and core Department business goals. Many Albertans rely on gas distribution to

maintain their quality of life.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Minister and department Executive - Provide support, strategic and technical advice concerning gas distribution, including preparing briefings, communication messaging, speeches and program, policy, and legislation recommendations.
- Assistant Deputy Minister - Collaborate and provide advice and support as required.
- Executive Director/Director - Collaborate and provide advice and support as required.
- AU staff - Active participation in cross ministry project planning
- Other Government Departments (e.g., Environment and Protected Areas, Energy and Minerals, Indigenous Relations, Service Alberta) - Provide leadership, program interpretation and communication to participants in the gas distribution industry relating directly to the accountabilities of this position.

External

- Gas distributors - Response to inquiries, assist where needed
- FedGas - Point of contact, respond to inquiries
- Law and Accounting Firms - As required, in response to requests for information.
- Financial Institutions - As required, in response to requests for information.
- Communities and the General Public - As required, in response to requests for information.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Science	Public Administration	

If other, specify:

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

This position requires a highly developed understanding of programs and management as well as fundamental knowledge of business including finance, economics, legal and technical knowledge of gas distribution systems. In addition, highly developed interpersonal skills including communication, teamwork and building relationships are essential. The use of creativity, ingenuity, and highly developed organizational skills is required to solve problems and manage processes.

Knowledge:

- A university degree in a related field is required; equivalencies will be considered.
- Broad economic and business knowledge with specialization in utility (e.g., natural gas, electricity, water) distribution/transmission systems, preferably within the Alberta context.
- Well-developed understanding of Alberta's rural economy and the community impacts associated with gas distribution. Must be able to recognize and understand factors impacting gas distribution system issues and provide mitigating strategies to key stakeholders.
- In-depth knowledge of the legislative and regulatory framework and process as they apply to Alberta's gas distribution systems.
- A solid understanding of gas issues and factors associated with sustainable development of Alberta's diverse resources.
- A strong understanding of the energy regulatory regime and related legislation.
- A strong understanding of the environmental regulatory regime and related legislation that impacts gas distribution.
- A strong understanding of how gas distribution facilitates the prosperity and the sustainability of a high quality of life for Albertans.
- In-depth knowledge and understanding of business planning, accountability processes, and performance management systems.
- Understanding of the physical conditions applicable to the generation, transmission and delivery of gas.

Skills and Abilities:

- Well-developed decision-making, analytical, organizational and problem-solving skills to manage processes and to address complex, interdisciplinary problems having economic, political, social and environmental

implications in order to develop creative and innovative solutions to problems. Highly developed interpersonal and communication skills to effectively and strategically collaborate with a wide variety of stakeholders and balance the needs and interests of diverse interest groups, to manage consultation and achieve objectives with competing interests.

- Excellent verbal and written communication skills to communicate effectively the vision of gas distribution in Alberta and to prepare written documents, correspondence for Department Executives including the Minister, Deputy Minister and Assistant Deputy Minister.
- Strategic critical thinking, analytical and program development skills, including an understanding of the drafting of legislation and government approval processes.
- Strong project management and organizational abilities, including the ability to manage a number of complex issues while still delivering results.
- Ability to encourage new approaches and question existing ones to ensure the most efficient and effective outcomes are achieved.

#### Experience:

- Several years increasingly responsible related work in program development and implementation, leadership and resource management, and effective communication.
- Demonstrated experience at a practical, implementation level in the rural utility (or related energy/water conveyance) industry from a policy/framework development and implementation perspective.
- Considerable experience supported by demonstrated relevant leadership and team building skills.
- A record of success as a leader of complex issues and as a strategic thinker, an ability to move a group forward and position it for new and evolving challenges.
- Experience in effectively managing human resources.

#### 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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> </ul>	

		<ul style="list-style-type: none"> <li>Identifies new solutions for the organization</li> </ul>	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> <li>Identifies alternative approaches and supports others to do the same</li> <li>Proactively explains impact of changes</li> <li>Anticipates and mitigates emotions of others</li> <li>Anticipates obstacles and stays focused on goals</li> <li>Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> <li>Shapes group learning for team development</li> <li>Employs emerging methods towards goals</li> <li>Creates a shared learning environment</li> <li>Works with individuals to develop personal development plans</li> </ul>	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> <li>Looks broadly to engage stakeholders</li> <li>Open to perspectives towards long-term goals</li> <li>Actively seeks input into change initiatives</li> <li>Maintains stakeholder relationships</li> </ul>	

## Benchmarks

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

## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

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Employee Name

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Date yyyy-mm-dd

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Employee Signature

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Supervisor / Manager Name

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Date yyyy-mm-dd

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Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature