Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Licensing Officer

Current Class

Administrative Support 6

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSS Division, DCVS / Exams, Licensing and Supports

☐ 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:

The position description has been updated to reflect the current organizational context as a result of a recent Divisional functional and organization review. Administering licences for driver examiners has been added to existing responsibilities.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Driver, Carrier and Vehicle Services is the licensing body and foundational entry point for individuals, drivers, carriers and vehicle programs. The branch applies a client-centric approach to provide effective support services that address operational approvals, infrastructure protection, and licensing and vehicle standards to ensure the safe and efficient movement of people and goods on Alberta roadways.

The Licensing Officer is responsible for issuing licences provided by the Examinations, Licensing and Support Section for Driver Training Schools, Driving Instructors and Driver Examiners. The Licensing Officer administers associated fees and monitors licensees to ensure that requirements to maintain licenses are met per existing policy (e.g., hours of instruction and Criminal Record Checks and insurance). Licensing program information is provided to address a variety of queries pre and post licensing. Associated licensing forms and documents and related licensing reports are also developed and maintained by the Officer.

Responsibilities

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

Program administration supporting the regulation of the driver training and driver examiner industries in accordance with applicable legislation, regulations, policies, and procedures.
- Assess applications for driver training and driver examination industry licences in relation to program requirements and recommend to management the approval or rejection of licence applications, where requirements are unclear, or an exception has been requested.
- Issue licences or rejection letters in accordance with application legislation, regulations, policies and procedures.
- Monitor issued licenses to ensure that all requirements are maintained and notify licensees of outstanding issues.
- Draft disciplinary letters for manager approval in accordance with application legislation, regulations, policies, and procedures.
- Develop, maintain, and distribute documents used by the driver training and driver examiner industry (i.e., licence application forms, information sheets, licensing policy and procedures, licences, letters, reports for Registrar Reconsiderations or judicial reviews) in collaboration with Section staff and other units or departments (e.g., Service Alberta).
- Conduct quality assurance on applications and records submitted for licensing by other staff.
- Track required onboarding, training and opening audit sessions related to driver training and driver examiner industry licensing.
- Track, process, and reconcile financial transactions related to driver training and driver examiner industry licensing (i.e., application fees, training fees, testing fees, administrative penalty fines).

Provide information and advice regarding legislation, regulation, policies, and procedures related to the licensing of the driver training industry to staff, other departments, clients, contractors, and public.
- Assist clients and contractors with understanding driver training and driver examiner industry licensing legislation, regulations, policies, procedures, and systems.
- Answer complex telephone regarding driver training and driver examiner industry licensing legislation, regulations, policies, and procedures.
- Respond to a variety of calls or written queries and general inquires from clients, the public, lawyers, registry agents and contractors on licensing topics.
- Participate in policy and program development projects to provide input on legislation, regulation, policies, and procedures related to the licensing of the driver training and driver examiner industry.
- Participate in projects to clarify or amend policies, procedures, and systems relating to driver training industry regulation, including conducting associated research and analysis.

Implement and maintain a prescribed records management system.
- Maintain and update files, records, and systems related to the regulation of the driver training and driver examiner industries (e.g., license records, compliance records, investigation records, policies, and procedures).
- Oversee the maintenance and disposition for driver training and driver examiner industry records.
- Ensure that teams are trained in current record management procedures for driver training and driver examiner industry records.
- Ensure that team has access to required program forms (e.g., course completion certificates).

Contribute to the integrity, security, and efficient operation of related driver training industry systems (e.g., Transportation Safety Information System, Motor Vehicle System) through system administration and operations.
- Identify and resolve information technology system issues based on utilization and make recommendations and referrals for system changes to appropriate contract agency or information technology teams.
- Serve as the Section TSIS administrator, including adjusting permissions.

- Provide input and operational insights into product development and implementation of new systems or system changes (e.g., contributing to definition of requirements; performing user acceptance testing; and assisting with development of policies and procedures for operation to ensure overall security and integrity of information).
- Develop and maintain training, user manuals, and resource materials to support TSIS utilization.
- Work with IT systems to ensure licensing documentation is produced appropriately and information is available for audits and investigations.
- Collaborate with Licensing and Training Specialist and System Analysts to establish system rules based on legislative and policy requirements.
- Liaise with Service Alberta and Red Tape Reduction, Motor Vehicle Business Support representatives to ensure appropriate system tables are created, updated, and maintained in MOVES to allow registry agents to complete driver training and examination program services for clients.

Support management and the team in achieving the mandate and goals, including on special projects.
- Produce documents, reports, tables, and correspondence using word processing and other software.
- Compose and distribute general correspondence pertaining to driver training and licensing programs based on instruction and review by the manager.
- Collaborate with other areas of Division and Ministry to ensure coordination and integration of activities.
- Participate in projects, committees, and working groups to address current and emerging issues relating to driver training program administration.
- Remain current and informed as to licensing administration issues and developments, pro-actively notifying staff of changes or amendments to legislation, policies, procedures, and associated processes.

Problem Solving

Typical problems solved:

Typical challenges include ensuring the appropriate and most current licensing policies and processes are applied to assess licensing applications and respond to queries from applicants and other stakeholders. Other challenges include meeting deadlines and arranging conflicting schedules when dealing with internal and external stakeholders and troubleshooting or referring IT system issues.

Types of guidance available for problem solving:

The Manager and Team Lead provide general direction and priority objectives and are available to provide guidance for complex or novel situations. The incumbent exercises latitude to determine day-to-day schedules and priorities and work is often performed with limited supervision. Solutions are found in existing regulations, policy and process. Within this framework, the Officer does determine how best to resolve problems (e.g., engage applicants and respond to queries; identify IT system improvements). Unique situations are resolved based on prior experience and determining the appropriate application of existing policy and procedure and general instruction.

Direct or indirect impacts of decisions:

The work of this position impacts:
- administration and delivery of the Licensing and Training program by issuing licenses and monitoring ongoing compliance to licensing requirements; maintaining forms and templates; responding to a variety of queries regarding licensing).
- the development and/or updates to multiple IT systems that underpin Section programs to operate effectively.
- maintenance of forms, documents and reports related to licensing.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Team staff - collaborate and share information; provide back-up support as needed; engage with Learning and

Training Specialists regarding licensing decisions and follow-ups.
- Team Lead and Manager - raise awareness to emerging issues of significance and participate in their resolution; provide inputs to process and policy updates; provide licensing reports and information.
- Department and GoA IT Services - participate in system development projects; identify and liaise regarding IT support issues and resolution.

External
- Driver Training Schools, Driving Instructors and Driver Examiners - provide information regarding licensing requirements pre- and post-licensing; assess licence applications and issue decision correspondence; follow up on outstanding completion of requirements to acquire and maintain licenses.
- Industry representatives, public - provide information on training and licensing program and requirements.
- IT vendors - provide information and operational insights on IT systems to support system updates and/or new developments; complete user-testing and support implementation of changes.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Experience
- Minimum four years of related experience. Equivalences will be considered.

Technical Competencies, certification and/or training
- In-depth knowledge Licensing and Training Program regulations, policy and processes.
- Working knowledge of the TSIS and other systems that support Driver Training and Licensing Program and Driver Examinations program and how the systems connect to and impact program delivery and integrity.
- Demonstrated computer abilities to access information on-line and in program IT systems and to prepare information/reports/correspondence (using Word, Excel, Adobe Acrobat, etc.).
- Sound communication and interpersonal skills with the ability to handle difficult situations with tact, discretion and sensitivity.
- Ability to plan and coordinate multiple tasks and projects under time pressure.
- Sound organization and time management skills.
- Able to proactively identify concerns, issues, and potential solutions and recommendations relating to responsibilities.
- Financial knowledge and ability to process payments.
- Attention to detail.
- A customer focused approach to service excellence.
- Ability to synthesize information from different sources to produce summaries, correspondence or reports.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	◉ ○ ○ ○ ○	Is open to new ideas and breaks problems down to identify solutions: • Breaks down problems into small parts • Constructively	Breaks down issues into manageable components to identify solutions; contributes to how work can be completed differently or adapted to meet evolving

		questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems	needs.
Drive for Results	◉ ○ ○ ○ ○	Actively sets goals and remains open to advice on reaching them: • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiples priorities • Operates within APS value system	Sets goals and prioritizes work to accomplish them. Provides support to peers to support Section needs.
Agility	◉ ○ ○ ○ ○	Understands need for change and manages own emotions: • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers	Sees the need and readily steps in to help other co-workers; asks questions and assesses how to integrate changes; readily shifts attention to address emergent of shifting priorities.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark