

Update

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Permit Anaylst

Current Class

Administrative Support 6

Job Focus

Operations/Program

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:

Over the last 5 years, as a result of recent divisional functional and organizational reviews, as well as a previous reorganization in 2019, this position gained more areas of responsibility. The classification has not been reviewed since these extra responsibilities were added.

The Permit Analyst is now responsible for issuing vehicle safety exemptions and providing advice and expertise on the vehicle safety exemption program to clients and various stakeholders, including enforcement officers. These added responsibilities expand the required knowledge of Permit Analyst, including additional legislation and regulations and a detailed understanding of vehicle components and safety standards, as well as 3 additional IT programs.

This role now participates in the development and testing of updated IT systems as subject matter experts.

As industry needs and other Government department requirements evolve, this position now evaluates requests of greater complexity. Permit Analysts must regularly assess traffic accommodation strategies submitted by carriers for complex moves and review an increased amount of requests for vehicles that are

outside of existing permit policies.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Permitting and Exemptions section is responsible for delivering Alberta Transportation and Economic Corridors (TEC) permit programs to the transportation industry. Annually, over 200,000 permits are issued and over \$28 million in revenue is collected.

The Central Permit Office is the main government source of specialized trucking information regarding permits and exemptions. This position is the front-line contact for this information as well as information related to commercial vehicle weight and dimensions. The types of permits that this position deals with have safety, infrastructure, and economic impacts, and errors could have significant consequences. TRAVIS (the permit issuance system) is a complex program and user support is critical to the success of the permit process.

Reporting to the Permit Program Coordinator, the primary purpose of the position is to serve as the departmental representative delivering overweight/over-dimension, licensing, log haul and vehicle safety permits and exemptions to the transportation industry. The Permit Analyst is the main contact for commercial carriers seeking advice on commercial vehicle weights and dimensions and permitting.

The Central Permit Office is open extended hours, 364 days per year. This position often works unsupervised and is required to make decisions independently.

Responsibilities

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

1. Permit Application Analysis:

- Analyze incoming permit applications to ensure they are accurate and complete and determine the need for a permit and permit type.
- Evaluate the details of the request with respect to the applicable legislation and permit policies.
- Analyze the impact of the vehicle on the proposed route. Evaluate restrictions and complex carrier transportation plans when required.
- Determine if carrier has provided all required documentation that demonstrates their ability to move loads safely.
- Evaluate driver and vehicle standards compliance when required.
- Seek advice or input from TEC Regional Offices, Enforcement partners, municipalities, engineers and other TEC employees when required.
- Make a decision to approve or deny the permit application or determine additional approval levels.
- When additional approval levels are required, ensure that all required approvals are obtained and documented.
- Analyze and determine municipal approval requirement for permit applications.
- Determine appropriate permit conditions in accordance with permit policies.

- Develop accurate and descriptive conditions to cover unique cases where standard conditions do not apply.
- As first contact to industry clients and agents, answer correspondence and phone enquiries related to permitting
- Follow-up on client issues and resolve where possible. Determine appropriate level of escalation (supervisor or engineer) for more complex issues.

2. Provision of Technical Information and Advice:

- Effectively deal with stakeholders regarding business related inquiries and matters. Stakeholders include, but are not limited to: commercial carriers, enforcement agencies and other road users
- Use detailed knowledge of legislation, policies, and the trucking industry to provide accurate information, advice and interpretations of the regulations, acts and policies to the public and industry.
- Use detailed knowledge of provincial highway system and trucking industry to select safe and practical routes for commercial vehicles.
- Provide an interpretation of permit conditions and policy and procedures, which must be consistent with on road enforcement.
- Provide information on permit applications regarding the type of permit required and the calculation of permit fees.
- Determine whether client alerts or restrictions require that services be withheld. Explain restrictions to clients in a diplomatic manner, providing assistance and advice on procedures and options for settling outstanding issues.
- Distribute road ban information and advice.

3. Program Support and Development

- Provide technical process support to TRAVIS and TSIS users, agents and municipal permit authorities.
- Provide support and information sharing to fellow team members.
- Participate in development and acceptance testing of new system or changes to existing program processes
- Provide in-depth knowledge of IT systems to support users and gather evidence for issuance of permits
- Identify policy or process conflict or gaps, suggest improvements and participate in resolutions
- Recommend enhancements to business and system processes and systems.
- Provide input and assistance to reviews that ensure compliance to legislation, regulation, permit polices and conditions
- Research, analyze and propose recommendations on client specific issues that affect permit issuance, permit conditions and processes
- Participate in development and maintenance of training manuals and records of permit decisions.

Problem Solving

Typical problems solved:

- Permit Analyst must make decisions based on balancing legislation, regulation, permit policy and procedures and public safety and infrastructure protection while supporting and facilitating the movement of oversized loads and vehicles on Alberta highways.
- There are over 70 permit types, over 200 permit policies and over 1,000 permit conditions related to the TEC permit program that fall under the responsibility of this position. The Permit Analyst is required to make decisions based on these policies and ensure appropriate conditions are applied to ensure public safety and infrastructure protection.
- A high volume of applications must be thoroughly assessed in a timely manner as delays or errors could have significant impacts on industry and the public. The Analyst may be required to evaluate complex transportation plans for extremely oversized loads and often have to coordinate these moves with Regional Offices and other carriers.
- Peer review of proposed decisions (at very high levels of complexity or judgment) is the primary backup to ensure accuracy.
- The position regularly involves making decisions that could affect infrastructure protection and road safety. Staff are empowered to apply individual discretion to approve permits and to use knowledge and creativity to resolve urgent client issues. While policies and guidelines may assist with consistency, many decisions involve unique situations where a judgment call becomes necessary.
- Staff often work independently without direct support available.

Types of guidance available for problem solving:

- Guidance includes the Traffic Safety Act and its Regulations, as well as the numerous policies, procedures, and permit conditions.
- The position also draws upon the technical expertise within the team and Department.

Direct or indirect impacts of decisions:

The decisions made have a direct effect on the operations of the transportation industry, construction industry, oil and gas sector, TEC and other GOA departments, enforcement agencies, municipalities, TRAVIS agents, as well as public safety and infrastructure (road and bridge) damage.

Key Relationships

Major stakeholders and purpose of interactions:

The Permit Analyst is a front line contact with diverse stakeholder contacts:

Internal (DCVS):

- Fellow team members: collaborate and share information daily.
- Team Lead and Manager: escalate issues or approvals, raise awareness of emerging issues, provide input to policy and system updates.
- Engineers - seek technical advice to support permit evaluation

Other GOA departments or units:

- Carrier compliance: provide or seek information related to carrier compliance.
- Sheriff's Highway Patrol (PSES): Provide or seek information regarding movement of oversized loads.

Provide information about permits and permit policies.

- Regional Offices - provide and seek information about movement of loads when applicable.

External

- Commercial Carriers, specialized haulers, farm operator, construction equipment operators and other transportation industries: provide advice on permit programs and policies and commercial vehicle dimension and weights.
- Municipalities, Permit Agents: provide permitting information and TRAVIS Support.

Required Education, Experience and Technical Competencies

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

If other, specify:

4 years related experience

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

Knowledge of core legislation dealing with the job function, including:

- *Traffic Safety Act,*
- Commercial Vehicle Dimension and Weight Regulation,
- Use of Highway and Rules of the Road Regulation,
- Operator Licensing and Vehicle Control Regulation,
- Vehicle Equipment Regulation.

Must be fully conversant with branch policies for the purpose of ensuring the safe and efficient movement of oversized vehicles, including:

- Allowable dimensions for various commodities,
- Allowable dimensions for vehicle configurations,
- Allowable axle group weights,
- Permit conditions,
- Requirements for escort vehicles, lights, and other safety devices,
- Internal vehicle dimensions (such as effective rear overhang, wheelbase, etc.),
- Vehicle equipment requirements, and
- Permissible exemptions.

Must have a comprehensive knowledge of Alberta regulations and policies to answer industry inquiries, to create new and unique permit conditions and assist in the creation of new policy.

Must be fully capable of effectively using complex computer IT systems.

Must understand road bans and the effect that heavy vehicle have on various types of infrastructure. This must be explained to clients when dealing with the trucking industry.

Must be able to translate numbers and codes regarding weights and dimensions in order to visualize and comprehend the actual vehicle involved. Most of the interaction with industry takes place over the telephone, so the position requires the ability to form a mental picture and make decisions affecting the safety of the

motoring public and the protection of the highway system infrastructure.

Must be able to quickly and accurately perform mathematical functions such as the computation of permit fees, percentages for road bans, axle and gross vehicles weights, etc. Errors could lead to serious business issues (since fee estimates are used for bidding purposes) or public safety/infrastructure damage.

Must be able to fully comprehend the concept of routing when moving a load from one location to another. This includes memorizing the locations of all numbered highways and named places on the provincial map. Using this knowledge, staff must quickly and accurately identify and assess possible routes, taking into account potential restrictions that could affect the safe passage of the vehicle.

This position requires considerable knowledge of the many aspects of truck equipment and trucking operations - both for general trucking and for a wide variety of specialized applications (oil, forestry, farming, construction, etc.).

Requires excellent public relations skills and phone etiquette.

Must be able to work independently without support, as many shifts occur outside of core office hours.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Because the road conditions are constantly changing and the equipment or building being moved has different specifications, each application is assessed in detail. When reviewing the application, the position must consider the variables described in the application to the established criteria giving consideration to, what is being moved, the weight and size of the equipment, the possible routes and the conditions that must be met for the move, for example, overhead wires, whether the</p>

			<p>bridges can handle the size or weight and pilot vehicles required. Position either approves the request or recommends an alternate route.</p>
<p>Creative Problem Solving</p>	<p>○ ● ○ ○ ○</p>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Works independently within established guidelines, practices and standards, and has the ability and latitude to consider the most appropriate process and conditions to apply to applications. The Permit Analyst must exercise judgment when interpreting the regulations because different routes have different rules and different types of equipment, bridge sizes and road conditions. Peer review is available. Access to a supervisor, engineer and manager is available for more complex technical issues or unusual circumstances that require engineering computations or judgments that could have potential precedent setting implications.</p>

<p>Build Collaborative Environments</p>	<p>○ ● ○ ○ ○</p>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>Staff are expected to analyze applications and make decisions at a level that previously required supervisor review. Peer review of proposed decisions (at very high levels of complexity or judgment) is the primary backup to ensure accuracy.</p> <p>The position regularly involves making decisions that could affect infrastructure protection and road safety. Staff are empowered to apply individual discretion to approve permits and to use knowledge and creativity to resolve urgent client issues. While policies and guidelines may assist with consistency, many decisions involve unique situations where a judgement call becomes necessary.</p> <p>Seeks input technical experts and engineers</p>
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Benchmarks

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